

CONNRES

CONNRES	Meaning ACD	Meaning Outbound
0	Caller Hangup The caller hung up the telephone, before the call to the agent was initiated.	Outbound to number not used The agent hung up the telephone, before the call to the destination was initiated.
1	OK Successful call to agent.	OK Successful outbound call to destination.
2	Agent no answer The agent did not answer the telephone.	Number no answer The called destination did not answer.
3	Agent busy The called agent was busy.	Number busy The called destination was busy.
4	Caller hangup The caller hungup whilst the call to the agent was being made.	System aborted dial The outdial was aborted.
5	ISDN cause A reason other than busy was received from the called agent phone.	ISDN cause A reason other than busy was received from the called number.
6	Agent hangup The agent hungup during the whisper prompt.	Called party hangup before agent connected The called number hungup after answering before the connection to the agent was made.
7	Error An error occurred when calling the agent.	Error An error occurred when calling the destination.