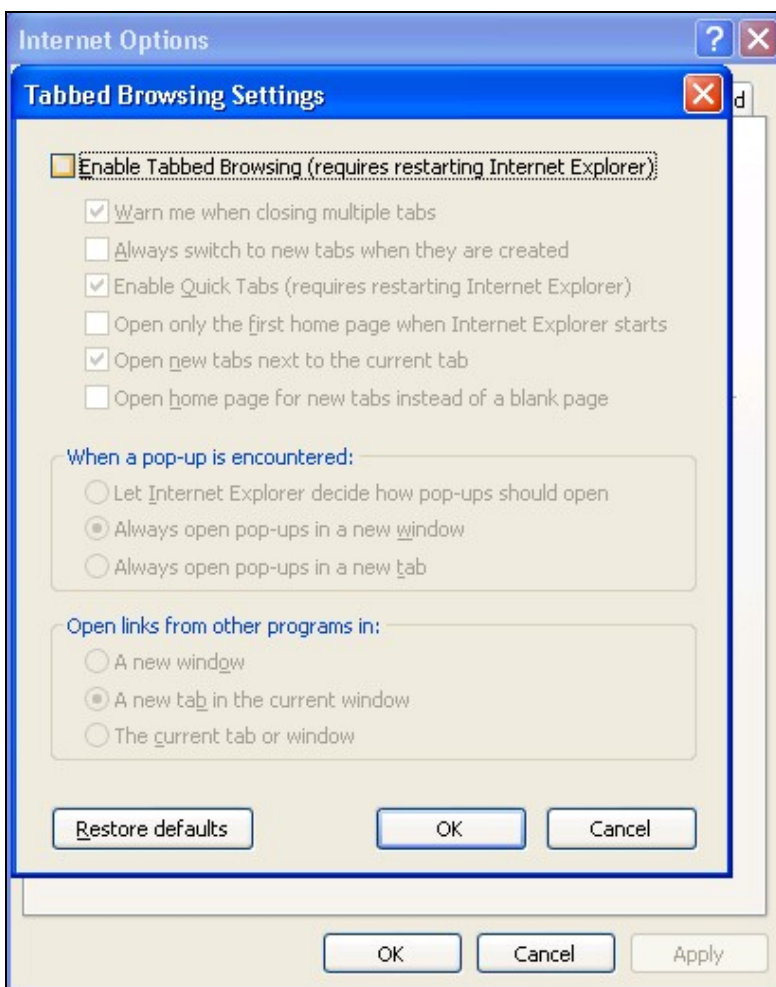


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## Internet Explorer Tabs

If an agent is on a different tab in IE when a customer chat is received, the Outlook-style notification will not appear in the bottom-right corner near the clock. This is a limitation of Internet Explorer; the only available workaround is to disable tabbed browsing.



## Internet Explorer Security Settings

Incorrect agent browser settings are the most common cause for agent console notification problems. For example, assume IT has a startup script on every agent PC that disables the settings:

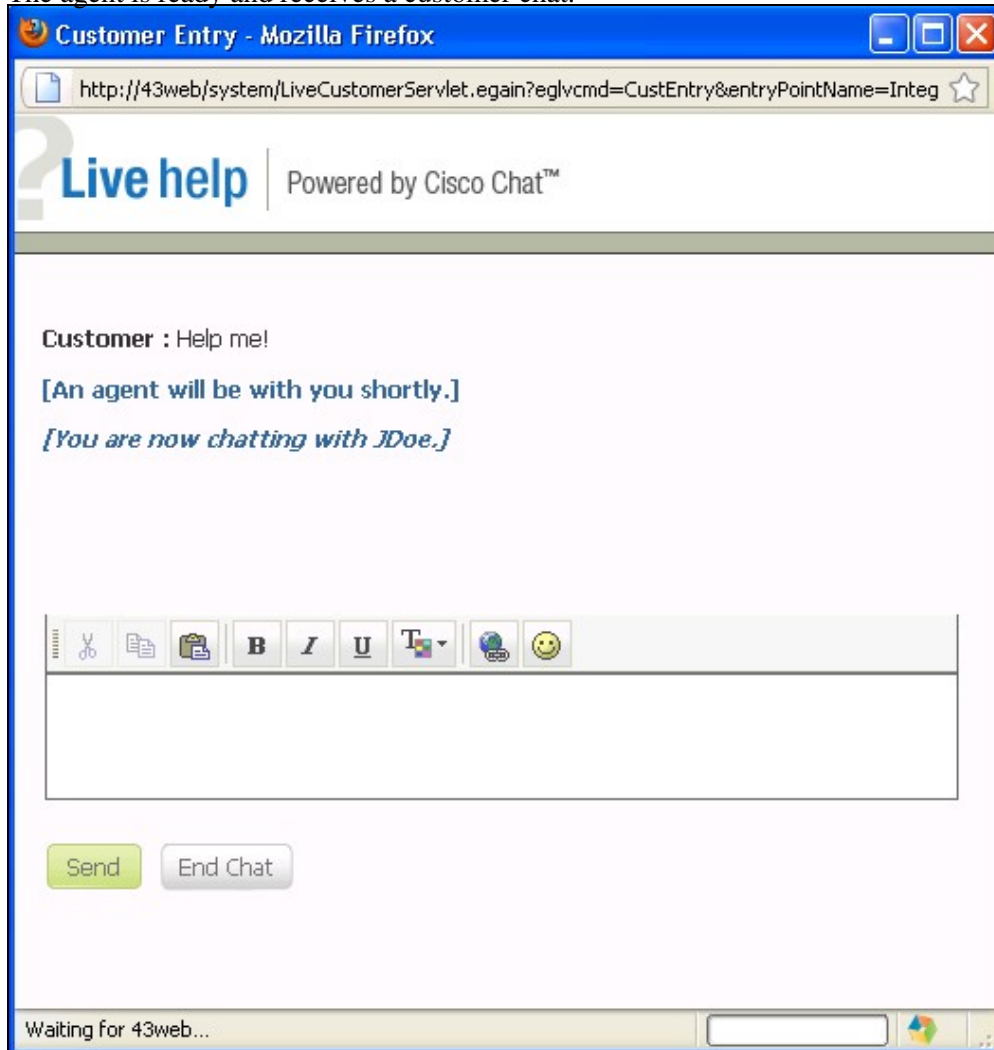
- "Allow script-initiated windows without size or position constraints"

## Agent\_Missing\_Chat\_Notifications

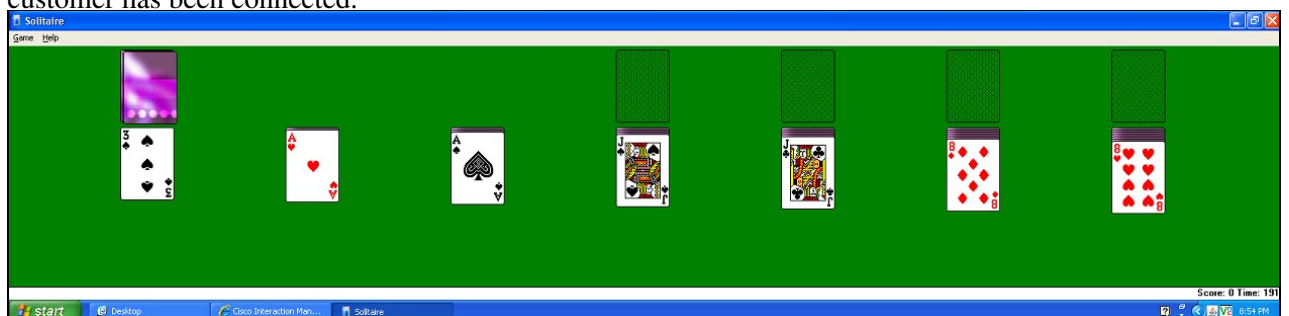
- "Initialize and Script ActiveX controls not marked as safe for scripting"
- "Allow status bar updates via script"

### For Example...

1. The agent is ready and receives a customer chat.

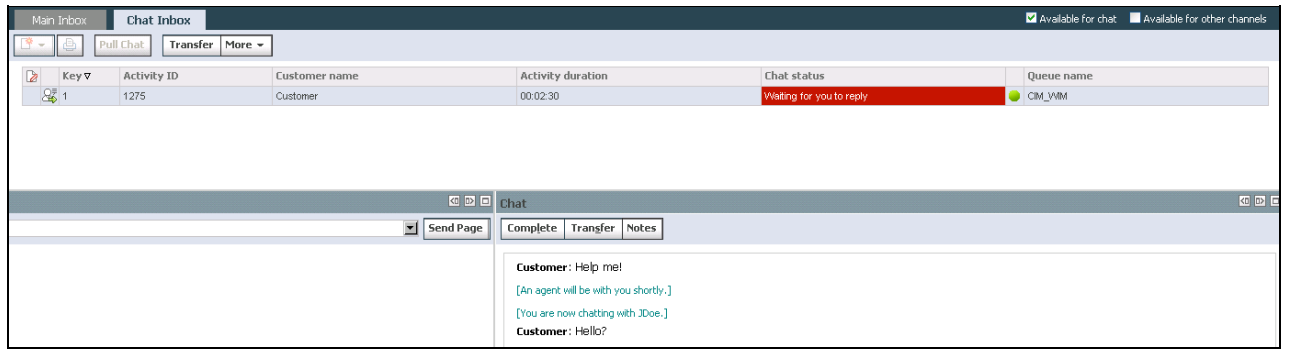


2. The agent is "busy" in another application that is covering the agent console, and does not know a customer has been connected.



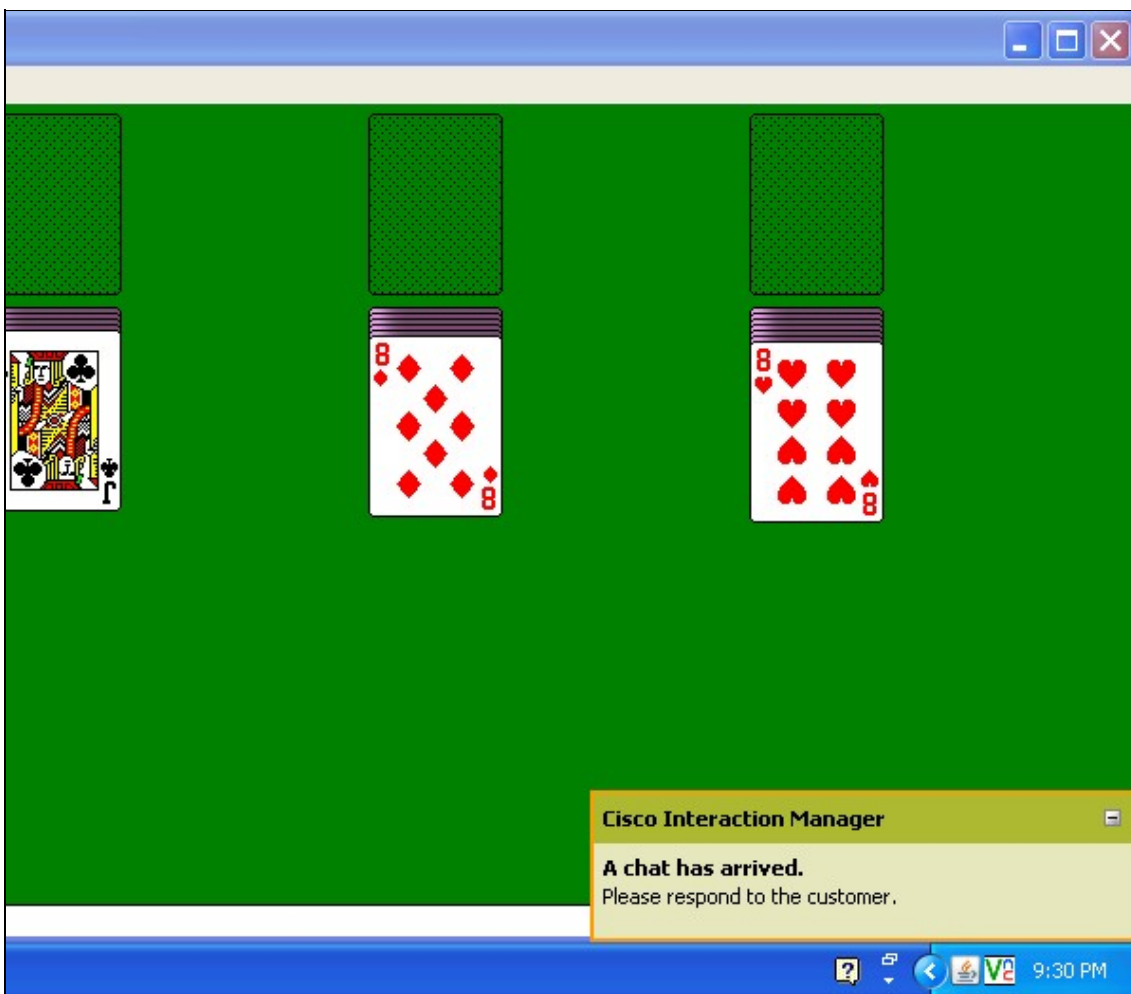
3. When the agent finally returns to the agent console, the customer chat has been waiting for his response.

## Agent\_Missing\_Chat\_Notifications



## Displaying Notifications

Configuring the browser settings correctly (and closing/reopening the browser window) will properly display the notification for new chats.



For Example...