

Agent Not Receiving Contacts

Problem Summary	Agent is not receiving contacts.
Possible Cause	Widget code is not updated.
Recommended Action	Get the latest widget code from appadmin Chat Widget List. If after making configuration changes, the contacts are not getting injected, contact CBABU.
Release	Release 9.0(1)
Associated CDETS #	None

Problem Summary	Agent is not receiving contacts.
Possible Cause	SocialMiner is out of sync or not configured.
Recommended Action	Click the Save button on SocialMiner configuration page. All the notification icons should become green. If after making configuration changes, the contacts are not getting injected, contact CBABU.
Release	Release 9.0(1)
Associated CDETS #	None

Problem Summary	Agent is not receiving contacts.
Possible Cause	Agent is not a valid chat agent.
Recommended Action	Check whether the agent is the part of the correct chat contact service queue. Check whether the agent skills are correctly assigned. If after making configuration changes, the contacts are not getting injected, contact CBABU.
Release	Release 9.0(1)
Associated CDETS #	None