

Agent Not Receiving Contacts

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| 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 |

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| 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 |

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| 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 |