

Agent alternates between Reserved and Ready state

Problem Summary	Agent alternates between Reserved and Ready state.
Error Message	None.
Possible Cause	<ol style="list-style-type: none"> 1. If Transfer is failing with reason=Busy then the Busy trigger flag for the device is not configured properly. 2. Agent is not answering the call in specified time (RNA) and in Appadmin, System->system parameter-> Agent State after Ring No Answer*,set it to ?Ready?. (default is ?Not ready?).
Recommended Action	<ol style="list-style-type: none"> 1. Check the agent's device configuration and configure Max Calls as 2 and Busy Trigger as 1. 2. Make sure that either agent answers the ACD call in specified time Or change the parameter in Appadmin, System->system parameter-> Agent State after Ring No Answer*,set it to ?Not Ready?. (default is ?Not ready?).
Release	7.0(1), 8.0(1)
Associated CDETS #	None.