

Agent cannot go Ready after logging in

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| Problem Summary | Agent cannot go Ready after logging in. |
| Error Message | The Cisco Agent Desktop says that the resource's device is off and the agent extension is out of service. |
| Possible Cause | The agent's device is off |
| Recommended Action | Make sure the configuration of agent's phone on Unified Call Manager side is correct. |
| Release | 7.0(1), 8.0(1) |
| Associated CDETS # | None. |