

**Agent does not receive e-mail when in the E-Mail Ready agent state.**

<b>Problem Summary</b>	The agent does not receive an e-mail when the E-Mail Ready button is activated.
<b>Error Message</b>	None.
<b>Possible Cause</b>	<p>Possible causes include the following:</p> <ul style="list-style-type: none"> <li>• There are no e-mails in any of the queues to which the agent belongs.</li> <li>• The Agent E-Mail feature has not been configured properly.</li> </ul>
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>• Check the Contact Service Queue Statistics real time display and verify that there are e-mails in the queue.</li> <li>• Verify that the e-mail server has been configured correctly and that the Agent E-Mail service can connect to the Exchange server.</li> </ul>
<b>Release</b>	CAD Unified CCX 8.5
<b>Associated CDETS #</b>	None.