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

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