

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

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