

Desktop: Agent State Spontaneous Change to Not Ready

Problem Summary	The agent is signed in and engaged in operations when the Agent State changes to Not Ready.
Error Message	None
Possible Cause	This can happen when the Agent PG recycles or when there is a reconnect between CTIServer and the PIM, or between the PIM and OPC, or between OPC and the router. While the call might be maintained, the Agent State changes to Not Ready.
Recommended Action	This is a temporary condition and should be resolved if the agent signs out and then signs back in.
Release	Release 8.5(1)
Associated CDETS #	None