

Agent cannot receive any calls

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| Problem Summary | Agent cannot receive any calls including calls dialed directly to the extension. |
| Error Message | None. |
| Possible Cause | <ol style="list-style-type: none"> 1. An agent must be logged in to receive calls. 2. A status of Offline means that some element in the system has failed or gone offline. |
| Recommended Action | <ol style="list-style-type: none"> 1. Check that your agent is logged in. 2. Check the status bar. The system will automatically recover from this situation. Wait for the status bar to indicate Online and try again. |
| Release | Release 7.5(x) |
| Associated CDETS # | None. |