

Agent cannot receive customer calls but receives calls to the extension

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| Problem Summary | Agent cannot receive any customer calls but can receive calls to the extension. |
| Error Message | None. |
| Possible Cause | <ol style="list-style-type: none">1. The agent may not be logged into the system or may not be able to receive calls.2. The agent may not be included in the required queue. |
| Recommended Action | <p>If an agent is having trouble receiving customer calls, try the following steps:</p> <ol style="list-style-type: none">1. Ensure that your agent is properly logged into the system and is in a state that allows it to receive calls (for example, on most ACD systems, your agent must be in the Available state in order to receive customer calls; an agent can receive agent-to-agent calls in both Available and Not Ready states).2. Check your ICM software configuration and ensure that your agent belongs to a queue that gets calls routed to it by the ICM. |
| Release | Release 7.5(x) |
| Associated CDETS # | None. |