

## Agent cannot receive customer calls but receives calls to the extension

<b>Problem Summary</b>	Agent cannot receive any customer calls but can receive calls to the extension.
<b>Error Message</b>	None.
<b>Possible Cause</b>	<ol style="list-style-type: none"><li>1. The agent may not be logged into the system or may not be able to receive calls.</li><li>2. The agent may not be included in the required queue.</li></ol>
<b>Recommended Action</b>	<p>If an agent is having trouble receiving customer calls, try the following steps:</p> <ol style="list-style-type: none"><li>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).</li><li>2. Check your ICM software configuration and ensure that your agent belongs to a queue that gets calls routed to it by the ICM.</li></ol>
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.