

Agent cannot receive customer calls but receives calls to the extension

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.