

## Agent loses the call after a few seconds

<b>Problem Summary</b>	Agent receives calls, but loses them after a few seconds before they can be answered.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The Ring No Answer feature is probably set on the ICM system.
<b>Recommended Action</b>	Open the ICM Configuration Manager and increase that value or disable it all together.
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.