

Calls not successfully routed to agent

Problem Summary	In Monitor mode, Script Editor shows calls coming in and being routed; however, no calls are actually reaching agents.
Error Message	None
Possible Cause	If a label is misconfigured or missing for a phone to which an agent is assigned, when this agent is assigned a call, additional calls are not processed and successfully routed to other agents. This can apply to calls routed through the Agent, Skill Group, Enterprise Skill Group, and Queue nodes.
Recommended Action	Ensure that labels are properly configured for all agent phones.
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.