

## Calls not successfully routed to agent

<b>Problem Summary</b>	In Monitor mode, Script Editor shows calls coming in and being routed; however, no calls are actually reaching agents.
<b>Error Message</b>	None
<b>Possible Cause</b>	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.
<b>Recommended Action</b>	Ensure that labels are properly configured for all agent phones.
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.