

## The agent?s status switches between Ready and Reserved states

<b>Problem Summary</b>	The agent?s status toggles between the Ready state and the Reserved state.
<b>Error Message</b>	None.
<b>Possible Cause</b>	This might happen if a dial plan exists that starts with the same digit as the agent?s Unified CCX extension. If the total number of digits in the agent?s extension in such a situation is less than the total number of digits configured for the dial plan, this symptom might occur.
<b>Recommended Action</b>	<p>Make sure that the following two things do not happen concurrently:</p> <ul style="list-style-type: none"> <li>• An agent?s Unified CX extension starts with a digit for which a dial plan exists in Unified CM.</li> <li>• The total number of digits in the agent?s Unified CCX extension is less than the total number of digits configured for the dial plan.</li> </ul>
<b>Release</b>	CAD Unified CCX 8.5
<b>Associated CDETS #</b>	None.