

The agent?s status switches between Ready and Reserved states

Problem Summary	The agent?s status toggles between the Ready state and the Reserved state.
Error Message	None.
Possible Cause	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.
Recommended Action	<p>Make sure that the following two things do not happen concurrently:</p> <ul style="list-style-type: none"> • An agent?s Unified CX extension starts with a digit for which a dial plan exists in Unified CM. • 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.
Release	CAD Unified CCX 8.5
Associated CDETS #	None.