

RingCentral Contact Center Directory Sync FAQ—Troubleshooting



FAQ – Troubleshooting

1. **Q:** Corporate directory entries are not available in my agent console's address book.

A: Directory Sync feature is not enabled for your Contact Center account.

Directory Sync feature requires some configuration effort and is not enabled on RingCentral Contact Center accounts by default. Ensure your account has Directory Sync enabled.

A: Directory Sync is enabled but hasn't run for the first time yet.

Directory Sync runs on a scheduled basis at a specified time. As a result, it may take time for address books to get in sync.

2. **Q:** I can see only a part of corporate directory in my agent console's address book.

A: Some corporate directory entries expected to be synced are of unsupported type.

Directory Sync serves only RingCentral address book entries of certain types, namely:

1. User,
2. Department,
3. Announcement Only,
4. Voicemail Only,
5. Shared Lines Group.

Entries of other types (e.g. Paging Only) are not subject to sync and will hence not appear in agent console's address books.

3. **Q:** I've made some changes to my RingCentral directory, but the agent console's address books do not show them.

A: Next scheduled sync operation hasn't run yet.

Directory Sync runs on a scheduled basis at specified time. As a result, it may take time for address books to get in sync.

4. **Q:** I cannot find the Directory Sync configuration section on the RingCentral Service Website.

A: That is expected - there's none.

To enable and configure Directory Sync for your account, please contact RingCentral Global Customer Care.