

RingCentral Contact Center Team Sync FAQ—Troubleshooting



FAQ – Troubleshooting

1. **Q: I don't see any Contact Center team chats in Glip.**

A: Team Sync feature is OFF for your account.

Contact RingCentral Customer Support to enable the Team Sync feature.

A: Team Sync is ON but hasn't run for the first time yet.

Team Sync runs on a scheduled basis at a specified time. As a result, it may take time for Glip chats to get in sync with Contact Center teams.

2. **Q: There are many teams in my Contact Center, but I see only one Contact Center team chat in Glip.**

A: That's expected. A Contact Center user may belong to only one team; and, respectively, can be a member of only one Contact Center team chat.

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.