

Live Reports 9.0

Known Issues / Frequently Asked Questions

Agent status in Live Reports doesn't correspond to agent status in Phone System > Queue

Agent in After Call Work status has Available status

Calls do not dispatch to a certain agent

Too small and hard to read widgets in the wallboard view

Can't see new agents in Live Reports' widgets after changes in a list of Call Queue Members

Non-activated queues present in reporting


Removed or deactivated queue remains as rows in Agent Details and in Queue Details

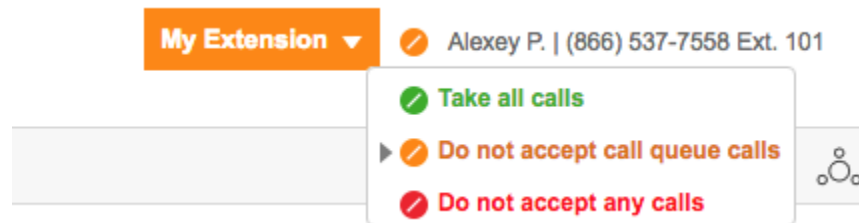
I don't see my issue listed here

Agent status in Live Reports doesn't correspond to agent status in Phone System > Queue

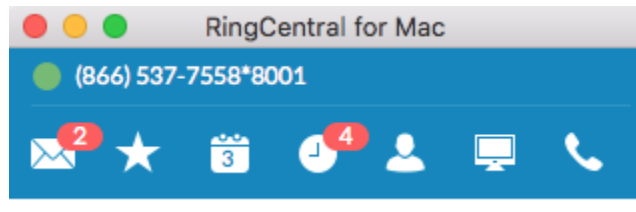
There may be differences in an agent's status if the agent didn't set themselves as unavailable for queue, but relied on after hours settings.

Solution: Educate your agents on how to use availability settings. There are two ways to do that:

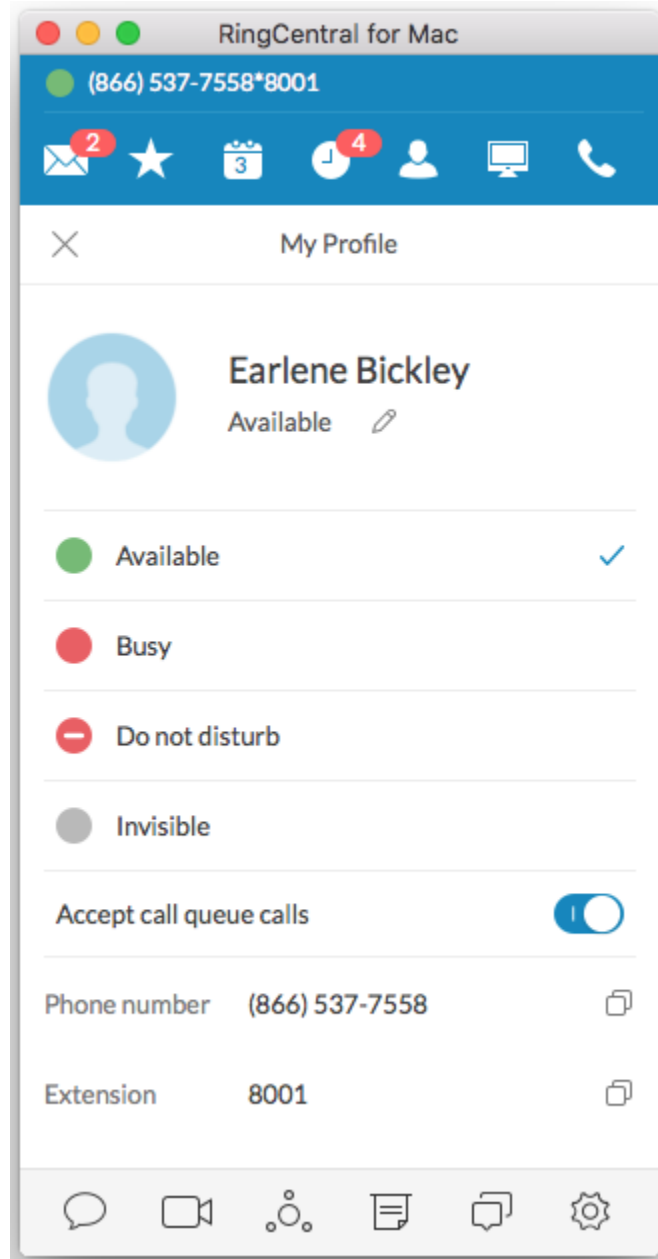
1. Via the RingCentral Service Web portal
 - a. Log in to <https://service.ringcentral.com>.
 - b. In the top right corner click the Status icon  next to your name.
 - c. Click **Do not accept call queue calls** to set yourself unavailable for queue calls.



- d. To set yourself available for queue calls, click **Take all calls**.
2. Via the softphone status
 - a. Click the Status icon in the top left corner of the application.



- b. In the profile settings, disable **Accept call queue calls** toggle to make yourself unavailable for queue calls.



- c. To turn back to available, **enable Accept call queue calls**.

Agent in After Call Work status has Available status

Issue: When an agent is in After Call Work (also known as wrap-up), agent status shows the agent as Available.

Solution: Will be updated in new versions.

Calls do not dispatch to a certain agent

Issue: an agent appears in a queue as available, but phones don't ring.

Solution:

1. If your agents use hard phones, check "do not disturb" mode.
2. Check that agents are listed as members of the queue.
3. Check that agents have the **Take All Calls** status in the RingCentral Service Site or have enabled **Accept Call Queue Calls** in the softphone settings.
4. Check business hours and answering rules for the queue.
5. Check forwarding rules for the agent.

Too small and hard to read widgets in wallboard view

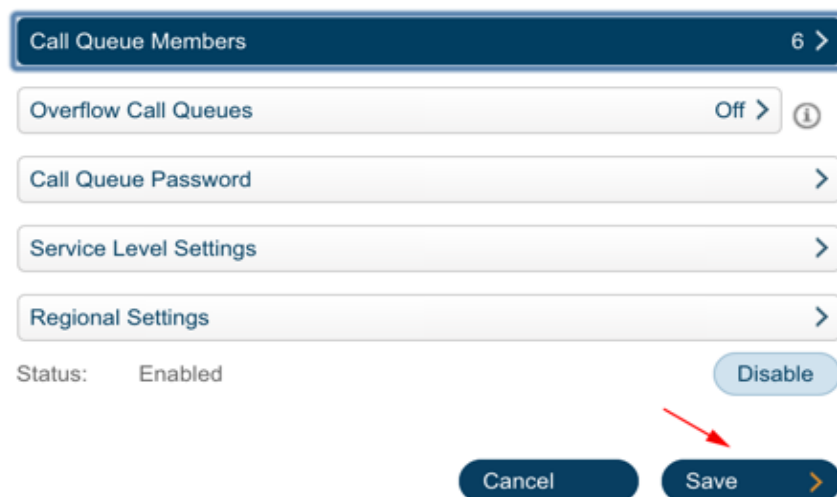
Issue: When put on a large screen in a wallboard view, widgets in a Live Reports dashboard look too small, and the text is hard to read.

Solution: zoom in using standard browser zoom options like CTRL + on PC and CMD + on Mac.

Can't see new agents in Live Reports' widgets after changes in a list of Call Queue Members

Issue: In some cases Live Reports doesn't reflect recent changes in a list of Call Queue Members such as add or removal of an agent from a queue.

Solution: Press **Save** after you changed a queue configuration or adjusted any other settings.



Non-activated queues present in reporting

Issue: A queue presents in Live Reports although it was not activated.

Solution: This is an intended behavior since a non-activated queue can still take calls.

Removed or deactivated queue remains as rows in Agent Details and in Queue Details

Issue: A queue presents in Live Reports although it was deactivated or removed.

Solution: This is an intended behavior to retain the accumulated data. A user can manually change a queue filter or recreate a widget.

I don't see my issue listed here

Please contact [RingCentral Global Customer Care](#).