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.
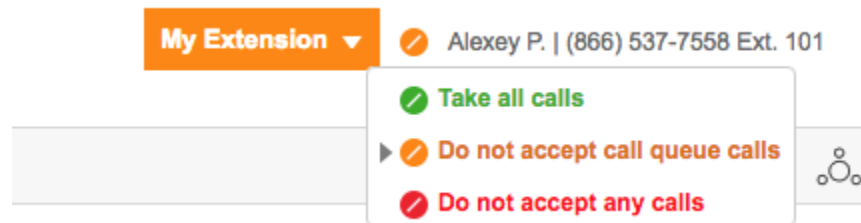
    d. To set yourself available for queue calls, click **Take all calls**.
2. Via the softphone status
    a. Click the Status icon in the top left corner of the application.
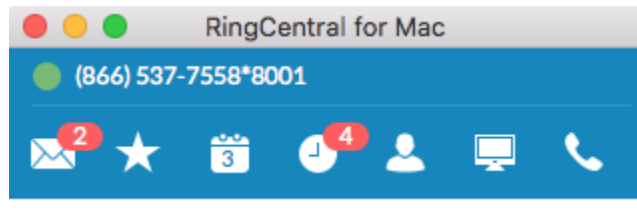
b. In the profile settings, disable **Accept call queue calls** toggle to make yourself unavailable for queue calls.
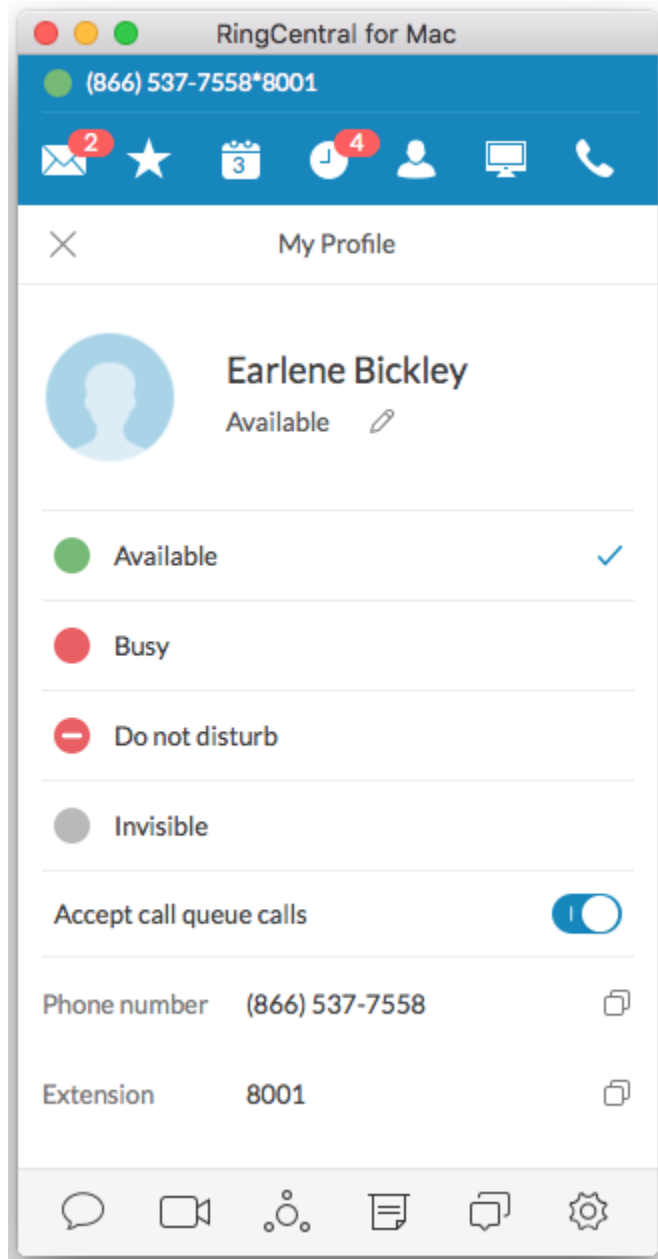
c. To turn back to available, **enable Accept call queue calls**.

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.
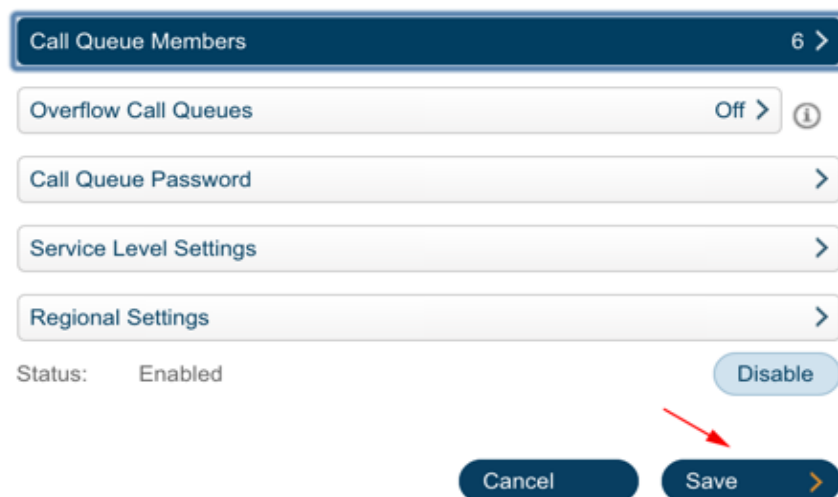
Non-activated queues present in reporting

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.