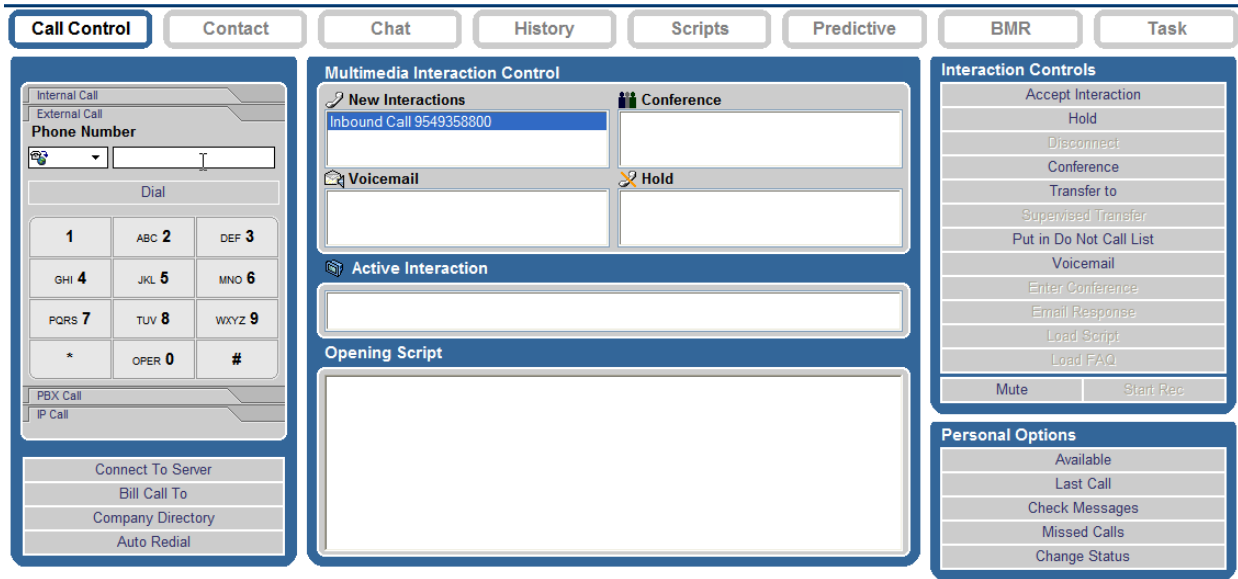


I've a call sitting on my interaction manager but would not ring my phone

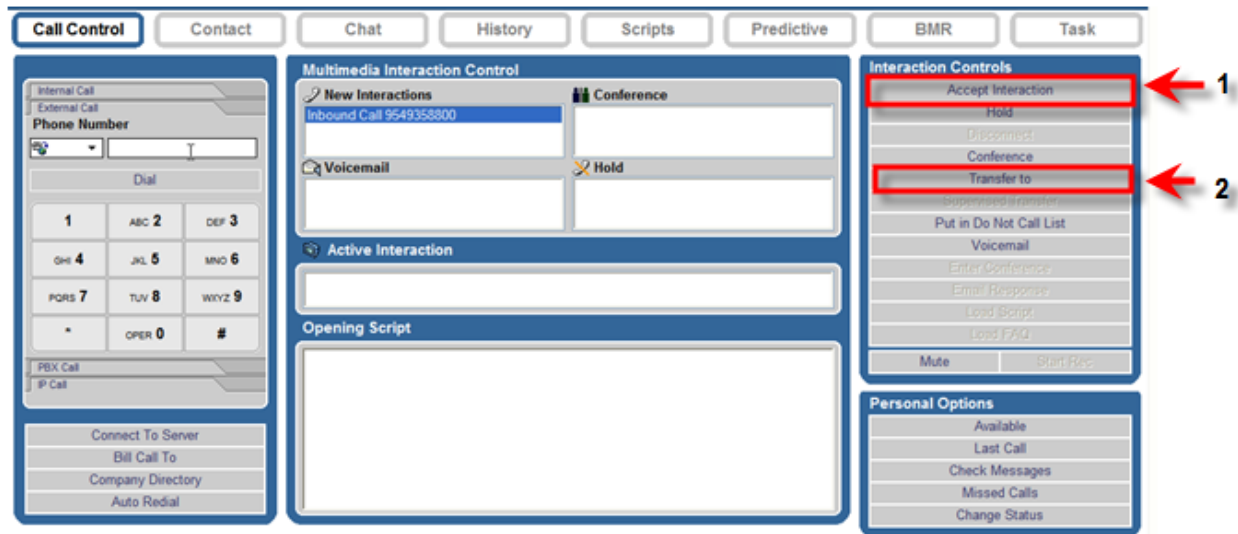


Solution:

Click accept interaction 1

if it does not ring your phone ,

transfer it to virtual number like "1" under external phone number inside the transfer window: 2



Transferring to "Virtual" number.
Click external Phone Number, Enter the number 1 and click dial.

Transfer

Transfer to Agent Transfer to Workgroup External Phone Number

Country Phone

1 1

Dial Cancel Refresh Status