

## **We are unable to receive calls in the agent application**

If you experience that you have calls in queue, but no calls are coming through to your agents, e.g status on the agents are busy or unavailable it may be that your phones aren't working or that agents have logged on with an incorrect phone number.

First check that the agents are logged on with correct phone numbers. If this is correct, try calling one of your agents directly. If this doesn't work you should check with your phone provider if they have any issues.

If calls are not being delivered to your agents through the agent application, but you are able to reach your agents when you call them directly (not through Puzzel), please contact Puzzel Support.