

The Predictive beep notification is not being presented to the agent before interaction even though we have it selected in the predictive project.:

Projects >> TRAIN

Outcomes | Workgroup Prompts

Name | Phone | Predictive | Preview | Chat | Email | Web Callback | Fax Responses

Enable Predictive Project

Priority: Normal

Select a Workgroup: Vincent's workgroup

Predictive On: Stop

Options | Regulations | Dialer Ratio | Actions Schedule | Start/Stop

Set the minimum number of agents to keep available for inbound calls: 0

Set the maximum number of voice channels to use for this Project: 0

Associate this Predictive Project with these screen pops

Script: _bruce vcc telemkt script

FAQ: 1_Support CRM phone lookup

Predicting Mode

- Wrap Up
- Agent Availability
- Estimated Wait Time

Maximum number of retry for callbacks: 99

Play Notification Beep to Agent

OK Cancel Apply

Solution:

Un-select the Play Notification Beep to Agent in the Predictive tab of the project:

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OK Cancel Apply

Click Apply

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OK Cancel **Apply**

Then re-select the Play Notification Beep to Agent

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OK Cancel Apply

Click Apply

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Script:

FAQ:

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- Wrap Up
- Agent Availability
- Estimated Wait Time

Maximum number of retry for callbacks

Play Notification Beep to Agent

