

Agent Desktop minimizes every time the agent hangs up

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| Problem Summary | Every time the agent hangs up the phone, Agent Desktop disappears. |
| Error Message | None. |
| Possible Cause | This is expected behavior. In Normal mode, Agent Desktop automatically minimizes when there are no active calls. This behavior can be configured in Agent Desktop preferences (if enabled by the administrator) and in Cisco Desktop Administrator. |
| Recommended Action | In the Agent Desktop Preferences window (if enabled) or in Desktop Administrator, select the preferred window behavior (Normal, Always on Top, Always Open, or Stealth). |
| Release | CAD Unified CCX 8.5 |
| Associated CDETS # | None. |