

## Call Control: Extra participant on Agent Desktop in conference call

<b>Problem Summary</b>	If a conference or transfer is completed while a call is sitting in queue, an extra participant appears in the conference on the agent desktop.
<b>Error Message</b>	None.
<b>Possible Cause</b>	If a conference or transfer is completed on a call is in queue, the CTI port that held the call in queue fails to drop off the call and appears on the agent desktop and in the API interface as an extra participant in the call.
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. Do not complete the conference or transfer while the call is in queue. Wait for the call to be routed and answered by an agent before performing the conference or transfer.</li> <li>2. Ignore the extra participant.</li> </ol>
<b>Release</b>	Release 8.5(3), Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1)
<b>Associated CDETS #</b>	None