

Offhook state of device is not shown when an agent signs in

Problem Summary	While an agent is signed out, if the agent's phone goes offhook, no "offhook" call indication is shown on the desktop when the agent signs back in.
Error Message	None.
Possible Cause	Unified CCE does not return any "call" for the offhook state of the phone.
Recommended Action	The agent can continue to use the call control gadget as usual without any side effect.
Release	Release 8.5(3), Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1)
Associated CDETS #	None.