

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

<b>Problem Summary</b>	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.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Unified CCE does not return any "call" for the offhook state of the phone.
<b>Recommended Action</b>	The agent can continue to use the call control gadget as usual without any side effect.
<b>Release</b>	Release 8.5(3), Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1)
<b>Associated CDETS #</b>	None.