

## No caller information shown on calls prior to agent login

<b>Problem Summary</b>	If an agent receives a call from an unmonitored device while signed out, and then the agent signs in, no caller device information will be provided in the UI. On the desktop the call appears as "(Unknown Caller)" where the device number is typically shown.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Because the agent is signed out, Unified CCE does not observe the alerting/delivered event from which it determines the caller device info.
<b>Recommended Action</b>	Call control will still work as expected. After the agent signs in, all new calls will behave as expected.
<b>Release</b>	Release 8.5(3)
<b>Associated CDETS #</b>	None.