

Agent A can send a message to Agent B but not vice versa

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| Problem Summary | Agent A can send a message to agent B, but agent B cannot send a message to agent A on a system with multiple CTI OS servers. |
| Error Message | None. |
| Possible Cause | It is possible that the agents are connected to different servers and the chat permission levels on those servers are not set the same. |
| Recommended Action | Ensure that the AgentChatLevel and SupervisorChatLevel settings are the same on all peer servers. For information on how to configure chat levels, refer to the CTI OS System Manager's Guide for Cisco ICM/IPCC Enterprise & Hosted Editions. |
| Release | Release 7.5(x) |
| Associated CDETS # | None. |