

Chat does not seem to work

Problem Summary	Chat does not seem to work.
Error Message	None.
Possible Cause	<p>This problem may have several causes:</p> <ol style="list-style-type: none"> 1. Chat permission levels are configured in the CTI OS Server. The default chat level on install only allows agents to chat with supervisors. 2. The chat levels may not have the correct values on all peer servers. 3. Each server (in a multiple-server deployment) must have a corresponding peer server. This
Recommended Action	<ol style="list-style-type: none"> 1. Refer to the <i>CTI OS System Manager's Guide for Cisco ICM/IPCC Enterprise & Hosted Editions</i> for details about the various chat levels and how to configure them. 2. If you have more than one CTI OS server, ensure that the chat levels are set to the same values on all peer servers. 3. If you have more than one CTI OS server, ensure that each server has the other server(s) configured as a peer server. This is required for routing chat messages between servers. If each client is connected to a different server and the peer is not configured correctly, those agents will not be able to chat with one another.
Release	Release 7.5(x)
Associated CDETS #	None.