

When sending a chat message to an agent an error message displays

Problem Summary	When sending a chat message to an agent, an error message displays
Error Message	None.
Possible Cause	<p>If you send a chat message to an agent that is not logged in, either of the following might occur:</p> <ul style="list-style-type: none"> • If the server is currently aware of the agent and the agent is in logout state, it will return a message indicating that the agent is not logged in. • If the server has no current knowledge of the agent, it may return a message indicating that it cannot locate the chat target/recipient.
Recommended Action	There is no way to tell beforehand if an agent is logged into CTI OS server.
Release	Release 7.5(x)
Associated CDETS #	None.