

Action requests fail

Problem Summary	When an agent or a workflow attempts to initiate an action in Cisco Agent Desktop, an error message is received.
Error Message	The agent- or workflow-initiated action request (for example, a call control action or agent state change) failed.
Possible Cause	The Unified CCX engine rejects the action.
Recommended Action	Try the action again.
Release	CAD Unified CCX 8.5
Associated CDETS #	None.