

**Action requests fail**

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