

## Clicking the Emergency or Supervisor Assist buttons results in an error

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| <b>Problem Summary</b>    | Clicking the "Emergency" and/or "Supervisor Assist" buttons on the Agent desktop causes an error message.  |
| <b>Error Message</b>      | None.  |
| <b>Possible Cause</b>     | <p>There are several reasons for this symptom:</p> <ol style="list-style-type: none"> <li>1. The agent may be in an inappropriate state. The "Emergency" and "Supervisor Assist" buttons operate similarly to the "Make Call" button in that they make a call to the supervisor.</li> <li>2. The supervisor may be in an inappropriate state.</li> <li>3. There may be a problem with the ICM configuration.</li> </ol>  |
| <b>Recommended Action</b> | <ol style="list-style-type: none"> <li>1. In order for these buttons to function correctly the agent must be in a state that allows it to make a call (for example, with IPCC, the agent must be in Not Ready state).</li> <li>2. The supervisor must be in Available/Ready state.</li> <li>3. This functionality requires an ICM script (refer to <i>CTI OS System Manager Guide for Cisco ICM/IPCC Enterprise &amp; Hosted Editions</i>) for routing these calls as well as Supervisor and Agent Team configuration. A good test is to try this functionality with CTITest (emergency and assist commands). Also, a supervisor needs to be in the Available/Ready state to accept these types of calls.</li> </ol> |
| <b>Release</b>            | Release 7.5(x)   |
| <b>Associated CDETS #</b> | None.  |