

Conference member?s data shows as ?unavailable?

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| Problem Summary | A conference call member?s data shows as <Unavailable> in the Contact Appearance pane. |
| Error Message | None. |
| Possible Cause | <Unavailable> represents a party outside the switch. The switch sends the trunk number of the external party to the desktop, where it has no meaning. Agent Desktop replaces the trunk number with <Unavailable>. |
| Recommended Action | None. |
| Release | CAD Unified CCX 8.5 |
| Associated CDETS # | None. |