

**Conference member?s data shows as ?unavailable?**

<b>Problem Summary</b>	A conference call member?s data shows as <Unavailable> in the Contact Appearance pane.
<b>Error Message</b>	None.
<b>Possible Cause</b>	<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>.
<b>Recommended Action</b>	None.
<b>Release</b>	CAD Unified CCX 8.5
<b>Associated CDETS #</b>	None.