

## Desktop: Adding another party to a conference results in an error

<b>Problem Summary</b>	Adding another party to an existing conference on the desktop results in an error.
<b>Error Message</b>	Conference failed...causes include agent already has a consult call or conferencing a non-conference controller.
<b>Possible Cause</b>	Only the person who initiates a conference can add parties to that conference. If other participants in the conference attempt to add parties to the conference, they receive an error.
<b>Recommended Action</b>	Agents participating in a conference who are not the initiator of the conference cannot perform another conference and add the consulted party to an existing conference.
<b>Release</b>	Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1)
<b>Associated CDETS #</b>	None.