

## Desktop: Agent cannot receive a second call while on an active call

<b>Problem Summary</b>	An agent is on a call. A second agent (or supervisor) tries to call the first agent but receives a busy signal.
<b>Error Message</b>	None
<b>Possible Cause</b>	If the agent is logged in to a phone that has the Busy Trigger set to 1 in Cisco Unified Communications Manager (Unified CM), that agent can only have one active call at a time. If another agent calls the first agent, the second agent receives a Busy message in the Call Control gadget on the Agent Desktop.
<b>Recommended Action</b>	In Unified CM, configure the agent's device as follows: <ul style="list-style-type: none"> <li>1. Set Maximum Number of Calls to 2.</li> <li>2. Set Busy Trigger to 2.</li> </ul> <p>If Busy Trigger is set to 2, the agent can receive a second call. Finesse supports a maximum value of 2 for these settings.</p>
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None