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

Problem Summary	An agent is on a call. A second agent (or supervisor) tries to call the first agent but receives a busy signal.
Error Message	None
Possible Cause	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.

Recommended Action	In Unified CM, configure the agent's device as follows:
	
	    1. Set Maximum Number of Calls to 2.
	    2. Set Busy Trigger to 2.
	
	If Busy Trigger is set to 2, the agent can receive a second call. Finesse supports a maximum value of 2 for these settings.

Release	Release 9.0(1)
Associated CDETS #	None