

Desktop: Agent receives an error while trying to make a consult call

Problem Summary	An agent tries to initiate a consult call while on a call and receives an error message on the desktop.
Error Message	Error: Call could not be completed.
Possible Cause	The agent phone has reached the maximum number of calls as defined in the Unified CM setting Maximum Number of Calls. For example, if Maximum Number of Calls is set to 1 and the agent already has a call on the desktop, an attempt by the agent to initiate another call causes the error message to be displayed on the desktop.
Recommended Action	In Unified CM, set the Maximum Number of Calls to 2 (Finesse supports a maximum of 2 for this setting). If an agent already has 2 calls on the desktop, that agent cannot initiate a consult call.
Release	Release 8.5(3), Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1)
Associated CDETS #	CSCtw70184