

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

<b>Problem Summary</b>	An agent tries to initiate a consult call while on a call and receives an error message on the desktop.
<b>Error Message</b>	Error: Call could not be completed.
<b>Possible Cause</b>	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.
<b>Recommended Action</b>	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.
<b>Release</b>	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)
<b>Associated CDETS #</b>	CSCtw70184