

## Desktop: Conference Participants List Does Not Show All Parties

<b>Problem Summary</b>	The agent is on a conference, and the Participants List on the Finesse Agent Desktop does not show all parties who are on the call.
<b>Error Message</b>	None
<b>Possible Cause</b>	This can happen in some cases when calls are conferenced from or to a Route Point. Finesse makes a best effort to populate the Participant List with all parties.
<b>Recommended Action</b>	There is no action the agent can take to update the Participants List. This has no effect on the quality of the conference.
<b>Release</b>	Release 8.5(1)
<b>Associated CDETS #</b>	CSCtj80143