

Desktop: Conference Participants List Does Not Show All Parties

Problem Summary	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.
Error Message	None
Possible Cause	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.
Recommended Action	There is no action the agent can take to update the Participants List. This has no effect on the quality of the conference.
Release	Release 8.5(1)
Associated CDETS #	CSCtj80143