

Desktop: Desktop does not show all parties in a conference call

Problem Summary	The agent is in a conference call but the call appears to be a two-party call on the desktop.
Error Message	None.
Possible Cause	If the two other participants in the conference, including the conference controller, are callers (that is participants who are not agents and are not signed in to Finesse), neither Finesse nor Unified CCE are aware of them.
Recommended Action	The agent can perform other call control actions on the call but it will appear as a two-party call instead of a conference.
Release	Release 8.5(3).
Associated CETS #	None.