

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

<b>Problem Summary</b>	The agent is in a conference call but the call appears to be a two-party call on the desktop.
<b>Error Message</b>	None.
<b>Possible Cause</b>	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.
<b>Recommended Action</b>	The agent can perform other call control actions on the call but it will appear as a two-party call instead of a conference.
<b>Release</b>	Release 8.5(3).
<b>Associated CETS #</b>	None.