

## Desktop: Desktop shows two-party call when agent signs in while on a conference

<b>Problem Summary</b>	<p>Agent A is not signed in (unmonitored line) and completes a conference with a caller (unmonitored line) and Agent B (monitored line). Agent A signs in during the conference. The agent desktop shows a two-party call with Agent B instead of a conference.</p> <p>If Agent B hangs up first, the call on Agent A's desktop disappears although Agent A and the caller are still on the call. Agent A will still be in TALKING state.</p>
<b>Error Message</b>	None
<b>Possible Cause</b>	This issue occurs when an agent on an unmonitored device completes the conference.
<b>Recommended Action</b>	None. Although the agent cannot update the call to a conference, this issue does not affect the quality of the conference.
<b>Release</b>	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>	CSCtz42176