

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

Problem Summary	<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>
Error Message	None
Possible Cause	This issue occurs when an agent on an unmonitored device completes the conference.
Recommended Action	None. Although the agent cannot update the call to a conference, this issue does not affect the quality of the conference.
Release	Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1)
Associated CDETS #	CSCtz42176