

Desktop: Issues with barge and drop participant when CVP is used for queuing

<p>Problem Summary</p>	<p>If CVP is used for queuing, supervisors may experience issues when barging in on agent calls or dropping participants from a conference. These issues include the following:</p> <ul style="list-style-type: none"> • If an agent is on a call via a CVP route point and a supervisor barges in to the call, the supervisor's desktop displays only that agent, the supervisor, and a CTI port as participants, even if there are other participants in the call (for example, customer or another agent). The supervisor can drop the agent from the call that the supervisor barged in on but cannot drop the other participants from the call. • When a supervisor barges in to a call where the agent initiates a consult call to a CVP route point and completes the conference call, the supervisor's desktop displays only the supervisor, the agent, a port, and the calling party originally on the call. The supervisor does not see (and cannot drop) the agent who answers the consult call through the CVP route point. If the agent who answered the consult call leaves the call, the supervisor does not see any change to the call participants on the desktop. The port is still displayed as a participant even if the port is released. • A supervisor cannot drop a CVP port that appears as a participant in a conference call. CVP ports do not appear in the Drop list on the desktop.
<p>Error Message</p>	<p>None</p>
<p>Possible Cause</p>	<p>This is expected behavior when CVP is used for queuing.</p>
<p>Recommended Action</p>	<p>None</p>
<p>Release</p>	<p>9.1(1), Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1)</p>
<p>Associated CDETS #</p>	<p>None</p>