

Desktop: Offhook Behavior in Agent Desktop

Problem Summary	The agent takes the phone off hook. The Finesse Desktop shows the agent state as Talking but shows no call appearance.
Error Message	N/A
Possible Cause	This release does not support the SERVICE_INIT event. Therefore, taking the phone off hook does not send an event to the desktop.
Recommended Action	A call appears on the desktop once the agent originates a call.
Release	Release 8.5(1)
Associated CDETS #	None