

## Desktop: Offhook Behavior in Agent Desktop

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