

Desktop: Offhook Behavior in Agent Desktop

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| 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 |