

## Desktop: Participant list shows *Unknown* on single-step transfer to a CVP route point

<b>Problem Summary</b>	Due to the nature of CVP queuing, agents see participant as <i>Unknown</i> after a conference is single-step transferred via the CVP route point. Therefore, if an agent in a conference performs a single-step transfer to a CVP route point, the agent who receives this route point call sees its participant list as <i>Unknown</i> .
<b>Error Message</b>	None
<b>Possible Cause</b>	This is the expected behavior when CVP is used for queuing.
<b>Recommended Action</b>	None
<b>Release</b>	Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 11.0(1)
<b>Associated CDETS #</b>	None