

## Desktop: Supervisor barge in to conference call fails

<b>Problem Summary</b>	A supervisor attempts to barge in to a conference call of an agent the supervisor is silently monitoring and receives an error that states the barge call failed.
<b>Error Message</b>	Supervisor barge call failed. Possible causes include barge via an agent who is not the conference controller or agent already has an outstanding consult call.
<b>Possible Cause</b>	Unified CCE allows a barge request only through the conference controller (the agent who initiated the conference call). If the agent is not the conference controller, the barge request fails.
<b>Recommended Action</b>	A supervisor cannot barge in on a conference call through an agent who did not initiate the conference call.
<b>Release</b>	Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1)
<b>Associated CDETS #</b>	None.