

Desktop: Supervisor cannot receive a call while silent monitoring an agent

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| Problem Summary | A supervisor is silently monitoring an agent. Another agent or supervisor tries to call the first supervisor. The new call does not show up on the supervisor's desktop and the caller receives a busy signal. |
| Error Message | None |
| Possible Cause | If the supervisor is logged in to a phone that has the Busy Trigger set to 1 in Cisco Unified Communications Manager (Unified CM), that supervisor can only have one active call at a time (including a silent monitor call). Anyone who tries to call the supervisor will receive a busy signal. |
| Recommended Action | In Unified CM, configure the supervisor's device as follows: Set Maximum Number of Calls to 2. Set Busy Trigger to 2. If Busy Trigger is set to 2, the supervisor can receive a second call while on a silent monitor call. Finesse supports a maximum value of 2 for these settings. |
| Release | Release 9.0(1) |
| Associated CDETS # | None |