

Macros do not play back correctly on dropped events

Problem Summary	macros do not play back correctly on dropped events.
Error Message	None.
Possible Cause	If Agent Desktop is running in Normal mode (maximized when a call is received, and minimized when there are no call appearances) macros might play back to the wrong window. When Agent Desktop minimizes after a call is dropped, it steals focus from the target macro window.
Recommended Action	Place a [Delay]<milliseconds> command at the beginning of the macro, where <milliseconds is the desired length of delay. This allows time for Agent Desktop to minimize before playing back the macro. For example: <pre>[DELAY} 1000 [APPLICATION:NOTEPAD=UNTITLED ? NOTEPAD]</pre>
Release	CAD Unified CCX 8.5
Associated CDETS #	None.