

## Macros do not play back correctly on dropped events

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| <b>Problem Summary</b>    | macros do not play back correctly on dropped events.   |
| <b>Error Message</b>      | None.  |
| <b>Possible Cause</b>     | 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.               |
| <b>Recommended Action</b> | 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.<br>For example:<br><br><pre>[DELAY} 1000 [APPLICATION:NOTEPAD=UNTITLED ? NOTEPAD]</pre> |
| <b>Release</b>            | CAD Unified CCX 8.5  |
| <b>Associated CDETS #</b> | None.  |