

## Macros do not play back correctly on dropped events

<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. For example:  <pre>[DELAY} 1000 [APPLICATION:NOTEPAD=UNTITLED ? NOTEPAD]</pre>
<b>Release</b>	CAD Unified CCX 8.5
<b>Associated CDETS #</b>	None.