

Mobile Agent: Error when attempting to make a call while signed in to Call by Call mode

Problem Summary	An agent who is signed in as a mobile agent in Call by Call mode receives an error after attempting to make an outbound call to a valid destination.
Error Message	Error: Call could not be completed.
Possible Cause	As a mobile agent in Call by Call (CBC) mode, the agent cannot make a call if the the CBC setup call is still ringing on the agent's physical phone. After a timeout period, an error may appear on the desktop. However, it does not indicate that the agent can make a new outbound call because the physical phone is still ringing.
Recommended Action	The agent can place another outbound call only after answering and dropping the first outbound attempt or allowing the phone to stop ringing after a long timeout period.
Release	Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1)
Associated CDETS #	None