

## Phantom call is displayed in Cisco Agent Desktop on startup

<b>Problem Summary</b>	When the agent starts Agent Desktop, a call appearance is displayed showing that the agent is on a call, even though there is no active call on the agent's phone.
<b>Error Message</b>	None.
<b>Possible Cause</b>	On startup, Agent Desktop asks the CTI server for a snapshot of any existing phone calls to display to the user. Occasionally the CTI server returns invalid data.
<b>Recommended Action</b>	To dismiss the phantom call, click Drop. If the call appearance persists, close Agent Desktop, pick up the phone receiver to get a dial tone, hang up, and then restart Agent Desktop.
<b>Release</b>	CAD Unified CCX 8.5
<b>Associated CDETS #</b>	None.