

Phantom call is displayed in Cisco Agent Desktop on startup

Problem Summary	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.
Error Message	None.
Possible Cause	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.
Recommended Action	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.
Release	CAD Unified CCX 8.5
Associated CDETS #	None.