

Real-Time: A secondary supervisor is listed in the real time status window

## A secondary supervisor is listed in the real time status window.

<b>Problem Summary</b>	A secondary supervisor is [is not] listed in the real time status window.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Starting with CTI OS 4.7, secondary supervisors are only listed in the team status window if they are also configured as team members
<b>Recommended Action</b>	See the ICM Configuration Manager for the Agent Team configuration. Primary supervisors are never listed in the real time status window.
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.