

Real-Time: _A_secondary_supervisor_is_listed_in_the_real_time_status_window

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

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