

## Supervisor tried to log out an agent who has an active call and nothing happened

<b>Problem Summary</b>	Supervisor tried to log out an agent who has an active call and nothing happened.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The IPCC PIM queues the request. The agent is logged out once the call has ended.
<b>Recommended Action</b>	To accomplish this, a supervisor can first barge-in and then intercept the call after clicking the agent Logout button. The supervisor should see a message displayed in a dialog box.
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.