

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

Problem Summary	Supervisor tried to log out an agent who has an active call and nothing happened.
Error Message	None.
Possible Cause	The IPCC PIM queues the request. The agent is logged out once the call has ended.
Recommended Action	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.
Release	Release 7.5(x)
Associated CDETS #	None.