

Supervisor Desktop Log

Problem Summary	None.
Error Message	None.
Possible Cause	None.
Recommended Action	<p>The following trace statement is logged to the Supervisor Desktop log when the silent monitor call is established to the flow by CTI OS to notify the app that silent monitor has started.</p> <pre> 04/19/07 22:04:25.296 3040 SupervisorSoftphone Thd(3072) CCTiOsSession::OnEvent 04/19/07 22:04:25.296 3040 SupervisorSoftphone Thd(3072) CCTiOsSession::OnEvent, EventCause:46 SkillGroupNumber:5007 SkillGroupID:5000 LineType:9 SkillGroupPriority:0 CallingDeviceID:30001 CalledDeviceID:30002 AnsweringDeviceID:30002 EnablementMask:0x68bf0006 UniqueObjectID:call.5000.16786463.30001 CallStatus:3 MessageID:eCallEstablishedEvent DeviceUniqueObjectID:device.5000.30001) ? 04/19/07 22:04:25.312 3040 SupervisorSoftphone Thd(3072) CCTiOsSession::OnEvent, MessageID:eSilentMonitorStartedEvent SilentMonitorInitiatingAgentUID:agent.5000.101 SilentMonitorTargetAgentUID:agent.5000.102 SilentMonitorInitiatingDeviceID:30001 SilentMonitorTargetDeviceID:30002 SilentMonitorCallUID:call.5000.16786463.30001) 04/19/07 22:04:25.343 3040 SupervisorSoftphone Thd(3072) CCTiOsSession::OnEvent 04/19/07 22:04:25.343 3040 SupervisorSoftphone Thd(3072) CCTiOsSession::OnEvent, MessageID:eSupervisorButtonChange SupervisorBtnEnablementMask:0xffffffffc1) </pre>
Release	Release 7.5(x)
Associated CDETS #	None.