

SocialMiner Chat - Agent needs to return to Chat UI

Problem Summary	An agent needs to get back into a chat after navigating away from the chat UI, or the chat is interrupted by a system problem.
Error Message	None
Possible Cause	Agent navigated away from a chat and needs to get back to it.
Recommended Action	<p>If the agent navigated away from the chat by mistake, the agent can reconnect as follows:</p> <ul style="list-style-type: none"> • Navigate back to the Home tab. • Select the appropriate Chat campaign from the drop-down menu. • Find the appropriate social contact and select Reply to change the social contact state back to Unreserved. • Select Reply again to Reserve the social contact and rejoin the chat. <p>If the customer has since left the chat, the agent sees a message that they are alone in the chat room. If the customer has not left, the chat session can continue.</p>
Release	Release 9.0(x), 10.0(1), 10.5(1), 10.6(1)
Associated CDETS #	None