

## SocialMiner Chat - Agent needs to return to Chat UI

<b>Problem Summary</b>	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.
<b>Error Message</b>	None
<b>Possible Cause</b>	Agent navigated away from a chat and needs to get back to it.
<b>Recommended Action</b>	<p>If the agent navigated away from the chat by mistake, the agent can reconnect as follows:</p> <ul style="list-style-type: none"> <li>• Navigate back to the Home tab.</li> <li>• Select the appropriate Chat campaign from the drop-down menu.</li> <li>• Find the appropriate social contact and select Reply to change the social contact state back to Unreserved.</li> <li>• Select Reply again to Reserve the social contact and rejoin the chat.</li> </ul> <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>
<b>Release</b>	Release 9.0(x), 10.0(1), 10.5(1), 10.6(1)
<b>Associated CDETS #</b>	None