

## Chat reply template issues

<b>Problem Summary</b>	Agent cannot load chat reply template after accepting an incoming chat or a signin overlay shows up on chat reply template.
<b>Error Message</b>	None
<b>Possible Cause</b>	<p>There are several possible causes for chat reply template issues:</p> <ul style="list-style-type: none"> <li>• Untrusted server certificates</li> <li>• Cookie getting blocked</li> <li>• Custom chat reply template</li> <li>• Network latency</li> <li>• Network connectivity</li> </ul>
<b>Recommended Actions</b>	<ul style="list-style-type: none"> <li>• Ensure that the agent is using a supported browser</li> <li>• Ensure that the agent accepted the server certificates for both Unified CCX and SocialMiner. For more information on importing server certificates, see the <a href="#">SocialMiner User guide</a>.</li> <li>• Ensure that the agent's browser is not blocking cookies from Unified CCX or SocialMiner. Add the CCX host and the SocialMiner host to the trusted list on the agent's browser. For more information, see the <a href="#">SocialMiner User Guide</a>.</li> <li>• Restart your browser after making any of the above setting changes.</li> <li>• Try using a different browser on the agent's desktop.</li> <li>• In the case of intermittent network issues, check the <a href="#">LRO parameter setting troubleshooting tip</a>.</li> </ul>
<b>Release</b>	Release 9.0(x), 10.0(1), 10.5(1), 10.6(1)
<b>Associated CDETS #</b>	None