

Chat invitation button is not visible when replying to a Twitter or Facebook contact

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| Problem Summary | The button to invite customers to chat is not visible when an agent tries to invite a customer to join a chat session. |
| Error Message | None |
| Possible Cause | <ul style="list-style-type: none">• The agent is attempting to reply to a contact from the Search tab.• The campaign the agent is replying from does not have a chat invitation feed configured. |
| Recommended Action | <ul style="list-style-type: none">• Make sure you are replying from the Home tab and not from the Search tab.• Make sure the campaign you are replying from has a chat invitation feed configured. |
| Release | Release 10.0(1), 10.5(1), 10.6(1) |
| Associated CDETS # | None |