

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

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