

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

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