

The Supervisor Assist and Emergency buttons do not work

Problem Summary	The Agent's "Supervisor Assist" and "Emergency" buttons do not work
Error Message	None.
Possible Cause	The assist and emergency buttons are implemented via an ICM routing script.
Recommended Action	This script needs to be configured and the agent team (see ICM Configuration Manager for Agent Team configuration) needs to be associated with this specific script. The best way to diagnose this problem is to look at the script in "Monitor Mode" and tune the configuration, until the script handles these calls.
Release	Release 7.5(x)
Associated CDETS #	None.