

Supervisor does not see an emergency chat message sent by an agent

| | |
|---------------------------|---|
| Problem Summary | The agent sends a supervisor an emergency chat message, but the supervisor never receives it. |
| Error Message | None. |
| Possible Cause | Supervisors receive emergency chat messages only if they are monitoring the team to which the agent who sent the message belongs. |
| Recommended Action | None. |
| Release | CAD Unified CCX 8.5 |
| Associated CDETS # | None. |