

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.