

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

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