

Unable to record an agent

Problem Summary	A supervisor is unable to record an agent's call. Clicking on Record pops up a message dialog box.
Error Message	<i>Unable to record agent.</i>
Possible Cause	The recording count is set to 0.
Recommended Action	Go to Cisco Unified CCX Administration. Select System > System Parameters and set the number of the recording count appropriately.
Release	Release 7.0(1)
Associated CDETS #	None.