

7.1 - During a warm transfer, the Contact Center Monitor realtime shows the transferring agent ID instead of originating Caller ID

INFORMATION

When **Agent 1** receives a call from an **external source** and then performs a warm transfer to **Agent 2**, the realtime monitor in Contact Center Client will display **Agent 1** as the caller ID on Agent 2's card.

This behavior is correct, though previous versions would show the external caller ID instead.

APPLIES TO

7.1

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