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What are the Two Windows Running on my Enterprise Agent Desktop?

Document ID: 20546

Questions

Introduction

What are the two process windows running on my toolbar?

Can I close the windows?

Related Information

Introduction

This document discusses questions about the windows that are running on the Enterprise Agent desktop.

Q. What are the two process windows running on my toolbar?

A. These two processes work together to form a failsafe process called the *shunt*. This process takes over call control in the event of a desktop data disconnect. The shunt allows the call to be completed without any disconnect from the caller.

Q. Can I close the windows?

A. No. These windows must stay running at all times when the softphone is running to ensure that no calls are lost. These windows should remain minimized on the desktop and should require absolutely no user intervention.

Related Information

- [Technical Support – Cisco Systems](#)
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