

Call information is lost when an agent signs out of Finesse and then signs back in

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| Problem Summary | An agent is signed in and in NOT_READY state and receives an incoming call. The caller number is displayed. The agent then signs out of the desktop and then signs back in. The caller number is now shown as "(Unknown)". |
| Error Message | None. |
| Possible Cause | The call that arrived while the agent was signed in (and Not Ready) was torn down when the agent signed out. The call was rebuilt when the agent signed back in. Unified CCE does not return any devices other than the agent's device for calls from unmonitored lines prior to sign-in. |
| Recommended Action | You can ignore the caller number "(Unknown Caller)". Call control should behave normally and any new calls will have the appropriate caller information. |
| Release | Release 8.5(3), Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1) |
| Associated CDETS # | None |