

## Call made prior to login is shown as an active call

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| <b>Problem Summary</b>    | An agent is in state LOGOUT and makes a call to an unmonitored line and then tries to sign in. When the desktop comes up, the call appearance is shown as an active call when in reality, it is ringing on the other end.     |
| <b>Error Message</b>      | None.   |
| <b>Possible Cause</b>     | Unified CCE does not return any devices other than the agent's device on the call and Unified CCE returns the LocalConnectionState of the agent's device as CS_CONNECT, which Finesse interprets as a call with state ACTIVE. |
| <b>Recommended Action</b> | Do not use Finesse UI call control until the call is established.   |
| <b>Release</b>            | Release 8.5(3), Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 11.0(1)   |
| <b>Associated CDETS #</b> | None  |