

Desktop: Agent Signs In with Multiple Browser Sessions

| | |
|---------------------------|--|
| Problem Summary | An agent signs in to the Finesse Desktop using more than one simultaneous browser session. |
| Error Message | None. |
| Possible Cause | Various |
| Recommended Action | Sign out of all browser sessions but one. Results are unpredictable otherwise. |
| Release | Release 8.5(1), Release 8.5(3), Release 9.0(1), Release 9.1(1) |
| Associated CDETS # | None |