

## Desktop: Agent Signs In with Multiple Browser Sessions

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