

Desktop: Agent is signed out automatically after 30 minutes of inactivity

Problem Summary	An agent signs in to the Finesse Agent Desktop and sets status to Ready. After 30 minutes with no calls, the agent is automatically signed out. Finesse sends a forced logout request to Unified CCE with a reason code of 255.
Error Message	This session has expired due to inactivity. Please sign in again.
Possible Cause	If no activity takes place on the Agent Desktop, Finesse signs the agent out after 30 minutes. This prevents an agent from remaining signed in if the agent forgets to sign out. This value cannot be changed.
Recommended Action	<p>Before the agent is signed out, the following message appears on the Agent Desktop:</p> <p>Due to inactivity, this session will expire in 1 minute. If you want to extend the session, move your mouse or click here.</p> <p>The agent can move the mouse to continue the session. If the agent does nothing, the agent will be signed out and will need to sign back in.</p>
Release	Release 8.5(3), Release 9.0(1)
Associated CDETS #	CSCtz29787