

Desktop: Agent is signed out from Finesse but not from CTI

Problem Summary	If the Finesse desktop times out due to inactivity, the agent is signed out and redirected to the sign-in page. The Finesse server sends a forced logout request to the CTI server. The agent is signed out of Finesse but the CTI server sets the agent to the Not Ready state. The extension used by the agent then cannot be used by another agent until the first agent is signed out of the CTI server.
Error Message	None
Possible Cause	The CTI server either signs the agent out or sets the agent's state to Not Ready based on the Logout on Agent Disconnect (LOAD) setting in Unified CCE. If LOAD is set to 0, CTI sets the agent's state to Not Ready. If LOAD is set to 1, CTI signs the agent out. If the CTI server sets the agent's state to Not Ready, the agent's extension is not available for another agent to use.
Recommended Action	<p>Change the LOAD setting to 1.</p> <ol style="list-style-type: none"> 1. In the Unified CCE Configuration Manager, click the plus sign (+) next to Tools. 2. Click the plus sign (+) next to Explorer Tools. 3. Double-click PG Explorer. 4. In the PG Explorer, click the plus sign (+) to open the branch for the correct PG. 5. Select the peripheral. 6. On the right side, click the Peripheral tab. 7. In the Configuration parameters field, enter /LOAD 1. 8. Cycle the PG.
Release	Release 8.5(3), Release 9.0(1)
Associated CDETS #	CSCtz44160