

## Desktop: Agent remains signed in to CTI after the Finesse Desktop closes

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| <b>Problem Summary</b>    | An agent remains signed in to CTI after that agent closes the Finesse Desktop browser.                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Error Message</b>      | None                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Possible Cause</b>     | When the browser or tab is closed, the Finesse Desktop makes a best-effort attempt to immediately notify the Finesse server about the disconnection. However, running over a slower network connection (WAN) or on a slower computer may cause the disconnect method to become less reliable. It may take up to 1 minute for Finesse to detect such situations.                                                                                             |
| <b>Recommended Action</b> | We strongly recommend that agents click the Sign Out link on the Finesse Desktop before they close the browser window or tab. Otherwise, the agent should wait for 1 minute to allow the Finesse server to detect that the client browser is no longer active and perform a CTI force sign-out.<br><br>Agents can also sign in again and then sign out by clicking the Sign Out link located at the top of the Finesse Desktop to properly sign out of CTI. |
| <b>Release</b>            | Release 9.0(1), Release 9.1(1)                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Associated CDETS #</b> | None                                                                                                                                                                                                                                                                                                                                                                                                                                                        |