

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

<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>	<p>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.</p> <p>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.</p>
<b>Release</b>	Release 9.0(1), Release 9.1(1)
<b>Associated CDETS #</b>	None