

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

Problem Summary	An agent remains signed in to CTI after that agent closes the Finesse Desktop browser.
Error Message	None
Possible Cause	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.
Recommended Action	<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>
Release	Release 9.0(1), Release 9.1(1)
Associated CDETS #	None