

Desktop: Desktop Does Not Recognize Calls Active during Sign In or Browser Refresh

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| Problem Summary | The Finesse desktop does not show calls that are active while the agent is signing in or refreshing the browser. |
| Error Message | N/A |
| Possible Cause | This release of Finesse does not support the Call Snapshot API. |
| Recommended Action | None. These calls are not recognized in the current 8.5(1) release. |
| Release | Release 8.5(1) |
| Associated CDETS # | None |