

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

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