

Desktop: Firefox browser window is not brought forward when a new call arrives

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| Problem Summary | When a new call arrives at the Finesse desktop or an agent is signed out (because of inactivity, failover, or the supervisor signed the agent out), the browser window should be restored if it is minimized, or brought forward if it is behind another window. When using Firefox, this behavior does not occur. |
| Error Message | None |
| Possible Cause | By default, Firefox does not allow you to bring windows forward. For this feature to work, you must enable the Raise or lower windows setting. |
| Recommended Action | <p>If you are using Firefox version 22 or earlier:</p> <ol style="list-style-type: none"> 1. On the Mozilla Firefox Start page, click Settings to open the Options dialog box. 2. Click the Content tab. 3. Beside Enable JavaScript, click Advanced. 4. Check the Raise or lower windows check box. 5. Click OK. 6. Click OK on the Options dialog box. <p>If you are using Firefox version 23 or later:</p> <ol style="list-style-type: none"> 1. Open the Mozilla Firefox browser and enter the following in the address bar: about:config 2. If a warning page appears that states this might void your warranty, click I'll be careful, I promise. 3. In the Search field, enter dom.disable_window_flip. 4. Double-click dom.disable_window_flip to set the value to false. |
| Release | Release 9.1(1), Release 10.0(1) |
| Associated CDETS # | None |