

Desktop: Reporting errors on the Finesse desktop

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| Problem Summary | You want to report errors that you experience while you are signed in to Finesse as an agent or supervisor. |
| Error Message | None |
| Possible Cause | None |
| Recommended Action | <p>If you experience errors on the Finesse desktop, click the Send Error Report button located at the bottom of the page. The button disappears when you click it, and then reappears after the desktop sends the client log information to the Finesse server.</p> <p>Note: The Send Error Report button is only available when you are signed in as an agent or supervisor.</p> <p>For information about retrieving the client logs from the Finesse server, see the User Guide for the Cisco Finesse Administration and Serviceability Consoles.</p> |
| Release | Release 9.0(1), Release 9.1(1) |
| Associated CDETS # | None |