

Agent does not see the expected layout with respect to the tabs and gadgets

Problem Summary	After the administrator makes a change to the layout of the Finesse agent desktop, the agent does not see the expected layout.
Error Message	None
Possible Cause	<ol style="list-style-type: none"> 1. If agents are signed in when the administrator makes a change to the layout, they may be using the old layout. 2. If at a later time, Finesse is restarted and agents sign in immediately after the restart, agents may be using the old layout for a short time (10 seconds).
Recommended Action	Have the agent sign out and sign back in. The agent desktop will then reflect the new layout.
Release	Release 8.5(3), Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1)
Associated CDETS #	None