

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

<b>Problem Summary</b>	After the administrator makes a change to the layout of the Finesse agent desktop, the agent does not see the expected layout.
<b>Error Message</b>	None
<b>Possible Cause</b>	<ol style="list-style-type: none"> <li>1. If agents are signed in when the administrator makes a change to the layout, they may be using the old layout.</li> <li>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).</li> </ol>
<b>Recommended Action</b>	Have the agent sign out and sign back in. The agent desktop will then reflect the new layout.
<b>Release</b>	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)
<b>Associated CDETS #</b>	None