

Dynamic layout change based on role change is not supported

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| Problem Summary | If a user is logged in and then an administrator changes that user's role (from agent to supervisor or vice versa), the header of the desktop changes to reflect the new role, but the desktop layout of the gadgets does not change to reflect the new role. |
| Error Message | None. |
| Possible Cause | Finesse publishes all agent configuration changes; however, the UI code currently updates the role label in the header based on the event even though the layout logic does not dynamically update based on the event. |
| Recommended Action | To have the desktop layout reflect the user's new role, the user must sign out and sign back in again. |
| 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 |