

Home and ManageCall tabs are missing after agent sign-in

Problem Summary	The agent does not see the Home and ManageCall tabs after signing in to the desktop.
Error Message	An error occurred that prevented the tabs from appearing.
Possible Cause	The default Finesse Layout XML might be corrupt.
Recommended Action	Restore the default Finesse Layout XML. Download the default file from the Finesse page on the Cisco Developer Network (http://developer.cisco.com/web/finesse/docs) and upload it via the Administration Console.
Release	Release 8.5(3)
Associated CDETS #	None.