

## Home and ManageCall tabs are missing after agent sign-in

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