

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. |