

Mobile Agent: Agent in Call by Call mode is logged out after RONA

Problem Summary	If a Mobile Agent logs in using Call by Call mode and does not answer an incoming call, the agent gets logged out after the Reroute On No Answer (RONA) timeout.
Error Message	None
Possible Cause	This problem occurs due to a timing issue in Cisco Unified Contact Center Enterprise when using the Call by Call mode.
Recommended Action	The agent must sign in to Finesse again.
Release	9.0(1)
Associated CDETS #	CSCuc49427