

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

<b>Problem Summary</b>	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.
<b>Error Message</b>	None
<b>Possible Cause</b>	This problem occurs due to a timing issue in Cisco Unified Contact Center Enterprise when using the Call by Call mode.
<b>Recommended Action</b>	The agent must sign in to Finesse again.
<b>Release</b>	9.0(1)
<b>Associated CDETS #</b>	CSCuc49427