

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

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| 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 |