

Mobile Agent: Agent not shown as a mobile agent

Problem Summary	<p>In the following scenarios, any Finesse desktop user interface features for mobile agents no longer apply. For example, an incoming call to a mobile agent signed in to Call-By-Call mode does not disable the Answer button.</p> <ol style="list-style-type: none"> 1. While signed in to the Finesse desktop, the header information switches from Mobile Agent to show a regular agent. 2. After a client-side failover and signing in to the other Finesse node, a mobile agent is shown as a regular agent.
Error Message	None.
Possible Cause	<ol style="list-style-type: none"> 1. A CG/PG failover has occurred. 2. Finesse went out of service, which redirected the agent to the secondary Finesse server (client-side failover).
Recommended Action	To restore the mobile agent features on the Finesse desktop, have the agent sign out and sign back in as a mobile agent.
Release	Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 11.0(1)
Associated CDETS #	CSCty86896