

Cisco Finesse: Revolutionizing the contact center agent experience

- Browser-based agent desktop for easy management and upgrades
- Designed to empower agents via user-centered design product
- Flexible and expandable – Finesse® is a web gadget container
 - All applications that agents need (Cisco® or third party) hosted within Finesse
 - Administrators define agent and supervisor layouts
- Developer-friendly APIs (REST, JS APIs)
- UI Toolkit for 3rd party gadget developers to align look and feel (Finesse 12.0)

The screenshot displays the Cisco Finesse agent desktop interface. At the top, there's a navigation bar with the Cisco logo, 'Cisco Finesse', and a 'Talking' status indicator. Below this, a customer profile is shown for 'Mike Anderson' with a call duration of 00:01:19 and a queue number of 1051100060. The profile includes fields for 'Customer Profile', 'Department', 'Contact Number', 'Queue Name', 'Location', 'Address', 'Country', and 'Alternate Number'. Below the profile is a 'Queue Statistics' table with columns for Queue Name, # Calls, Max Time, Ready, Not Ready, In, Out, Active, Other, Ready (Pending), and WrapUp. The 'Queue Statistics' table shows data for 'DisasterReliefHotline', 'Emergency', 'GeneralAid', and 'Queries'. Below the queue statistics is a 'Skill Group' table with columns for Skill Group, Domain, Router, Local, Logged On, and Current State Distribution. The 'Skill Group' table shows data for 'DisasterReliefHotline', 'Emergency', and 'GeneralAid'.

Queue Name	# Calls	Max Time	Ready	Not Ready	In	Out	Active	Other	Ready (Pending)	WrapUp
DisasterReliefHotline	17	00:23:08	0	1	2	0	0	0	0	0
Emergency	0	00:00:00	0	1	0	0	0	0	0	0
GeneralAid	0	00:00:00	0	1	0	--	--	0	0	0
Queries	0	00:00:00	0	1	0	--	--	0	0	0

Skill Group	Domain	Router	Local	Logged On	Current State Distribution								
DisasterReliefHotline	Cisco_Voice	17	Router Lo... 12/27/18	Queued 00:00:00	3 00:00:00	Ready 0	Reserved 0	Act 2	Act 0	Act 0	Hold 0	Wrap Up 0	No 1
Emergency	Cisco_Voice	0		00:00:00	3	0	0	0	0	0	0	0	1
GeneralAid	Email	0		00:00:00	1	0	0	0	0	0	0	0	1

Cisco Finesse Integration Options

3rd Party Gadget



Put your application into Cisco Finesse by building a gadget....

Cisco Finesse REST API



...Or embed the Finesse API in your own application.

The screenshot shows the Cisco Finesse interface for a customer named Mita Anderson. It includes a navigation sidebar, a customer profile section with details like phone number and address, and a 'Queue Statistics' table. Below that is a 'Skill Group' table showing various skills and their associated statistics.

Queue Name	# Calls	Max Time	Ready	Not Ready	In	Out	Active	Clear	Ready Pending	Not Ready Pending
Queue/Queue/Queue	17	00:00:00	0	1	0	0	0	0	0	0
Emergency	0	00:00:00	0	1	0	0	0	0	0	0
Generalist	0	00:00:00	0	1	0	0	0	0	0	0
Queue	0	00:00:00	0	1	0	0	0	0	0	0

Skill Group	Device	Router	Local	Logged On	Current State Distribution	Wrap Up	No				
	Queue	Queue	Queue	Ready	Reserved	Act	Act	Act	Wait	Wrap Up	No
Queue/Queue/Queue	Queue/Queue	Queue/Queue	Queue/Queue	0	0	0	0	0	0	0	1
Emergency	Queue/Queue	Queue/Queue	Queue/Queue	0	0	0	0	0	0	0	1
Generalist	Queue/Queue	Queue/Queue	Queue/Queue	1	0	0	0	0	0	0	1



Finesse 12.0 Key Themes



Finesse 12.0 Theme: Modern Look and Feel

Finesse doesn't look and feel like the latest Cisco® products.



Rodney Hammond
(business admin)

Can agents be provided more screen real estate?



Trudy Vere-Jones
(administrator)

Can the logo, heading and header be customized?

Finesse 12.0: Left Navigation bar pinned

Cisco Finesse

Not Ready 00:12:41

Queue Statistics

Queue Name	# Calls	Max Time	Ready	Not Ready	Active			WrapUp	
					In	Out	Other	Ready (Pending)	Not Ready (Pending)
DisasterReliefHotline	17	00:47:08	0	2	1	0	0	0	0
Emergency	1	00:10:45	0	2	0	0	0	0	0
GeneralAid	0	00:00:00	0	1	0	--	--	0	0
Queries	0	00:00:00	0	1	0	--	--	0	0

Customizable header

Skill Group

Skill Group	Domain	Router		Local		Logged On	Current State Distribution							
		Queued	Router Lo...	Queued	Longest Queued		Ready	Reserved	Act	Act	Act	Hold	Wrap Up	Not
Queries	Chat	0			00:00:00	1	0	0	0	0	0	0	0	1
GeneralAid	Email	0			00:00:00	1	0	0	0	0	0	0	0	1
Emergency	Cisco_Voice	1	12/27/18		00:00:00	3	0	0	0	0	0	0	0	2
DisasterReliefHotline	Cisco_Voice	17	12/27/18		00:00:00	3	0	0	1	0	0	0	0	2

Click on the pin icon to collapse left navigation bar

Icon and title can be customized

Finesse Gadget Mashup : Bucher+Suter

(www.bucher-suter.com)

Cisco Finesse Not Ready 00:04:50

CallHistory

Action	Number	Filter by number	Type	Show all calls	Duration	Start date	All
>	363421		Dialled		1 min 37 sec	May 2, 2019 11:35:40 AM	
>	363421		Dialled		31 sec	May 2, 2019 11:34:55 AM	
>	363421		Dialled		1 min 2 sec	May 2, 2019 11:33:22 AM	
>	363421		Dialled		45 sec	May 2, 2019 11:32:19 AM	
>	363421		Dialled		1 sec	May 2, 2019 11:22:16 AM	
>	363421		Dialled		2 sec	May 2, 2019 11:13:56 AM	
>	363421		Dialled		1 sec	May 1, 2019 5:34:33 PM	
>	363421		Dialled		2 sec	Apr 30, 2019 5:34:47 PM	
>	363421		Dialled		4 sec	Apr 30, 2019 5:34:30 PM	

Overall filter Filter...

PhoneBook

Search for contact names or phone numbers

Search "peter" Search "tobi"

Action	First name	Last name	Phone	eMail	Source
>	Christian	Peter		Christian.Peter@akros.ch	nosergroup
>	Edgar	Peter		edgar.peter@noser.com	nosergroup
>	Hans Peter	Bornhauser		hanspeter.bornhauser@noser.com	nosergroup
>	Hanspeter	Binggeli		hanspeter.binggeli@nyp.ch	nosergroup
>	Peter	Guggenbühl		peter.guggenbuehl@frox.com	nosergroup
>	Peter	Meier		peter.meier@frox.com	nosergroup
>	Peter	Tönz		peter.toenz@noser.com	nosergroup
>	Peter	Moll			nosergroup

Finesse Gadget Mashup: NovelVox (www.novelvox.com)

Cisco Finesse
Talking
John Smith 7015

ACCOUNTS

CARDS

IRS

LOANS

EFT

SUMMARY
ACCOUNT DETAILS
"ACCOUNT SERVICES"
"STATEMENT & DOCUMENTS"
"ESCALATION"
"ALERTS"
AGENT STATS
SCRIPT
"AWARDS & REFERRALS"

We are experiencing high call volume currently. Please adjust your break timings accordingly.

ACCOUNT SUMMARY

CURRENT OUTSTANDING

Total: **\$21,526** | Unbilled: **\$21,526**

LAST PAYMENT MADE

Amount: **\$8,090** | Date: **10-01-2018**

CREDIT LIMIT

Total: **\$29,000** | Unbilled: **\$21,526**

Utilization 85%

CASH LIMIT

Total: **\$5,000** | Unbilled: **\$7,350**

Utilization 31%

CARD SUMMARY

Select Your Card: XXXX-XXXX-4102

Balance: **\$70,000**

Next Payment Due: **25/04/2018**

Last Payment Made: **\$20,000**

Available Balance: **\$20,239**

Minimum Payment Due: **\$11,998**

Last Statement Balance: **\$15,324**

MEMBER INFORMATION

Original Balance: **\$38,426**

Account: **8097678990**

Name: **EDWARD SMITH**

Branch: **Branch 1**

Account: **Joint Membership**

Birth Date: **10/10/1961**

Phone No: **919-805-6625**

Joint Holder: **NA**

Open Episys
Open DNA Core

How was your experience?

☹️
😐
😊

FM HISTORY

Field Name	Field No.	Record Name	Record Type
New Locator	14	Tracking	37
Lookup	16	EFT	39
Tracking Type	30	Share Transfer	16
Count YTD	31	Share	39
Amount YTD	21	Preference	37
Lookup	23	EFT	16

LAST X CALLS

ANI NO.	Date	Call Reason	Status
9878765654	02-04-2018	Payment Pending	Closed
9278755654	01-04-2018	Chequebook Request	Open
9378765654	12-03-2018	Payment Pending	Closed
9474565654	11-02-2018	Chequebook Request	Open
9878765654	10-02-2018	Payment Pending	Open
9773755654	02-02-2018	Transaction Declined	Closed

Powered by NovelVox

Finesse Gadget Mashup : 2Ring (www.2ring.com)

Cisco Finesse Talking

Agents Logged In: 4 | Agents Ready: 0 | Agents Not Ready: 3 | Agents Talking: 1 | Calls In Queue: 0 | LWC: 00:00

S&P 500: 2664.76 € | CWEB: 24.00 D | DRIP: 10.95 D | JNUG: 9.33 D

~ 0.85% 22.43 | ~ 6.48% 1.46 | ~ 5.68% 0.66 | ~ 10.02% 0.85

63 5:42 PM: Oakland area should be back up by 4PM, specific location updates at <http://www.yourprovider.com/outageupdates>

Web | IPPS | FWtoIVR | Park Call | IM ADM | Email AM | SMS | Paging | Voice Ready | Chat NR | DW-Config | DW-Demo | PANIC | Connectors: SFC | SN | SQL | All

2Ring BROWSER

Call Picking | IPPS SpeedDials | 2Ring DW | Booking.com | GDrive | GSheets | Staffino Feedbacks | DW

All agents login. - NOW!!!

Queue Stats

CSQ Name	Offered	Handled	Abandoned	SL	Abandon %	LWT	ATT
Customer Care	868	824	44	72.1%	5.1%	00:04:54	00:03:24
Invoicing	859	816	43	77.9%	5.0%	00:04:41	00:04:03
IT HelpDesk	672	638	34	86.3%	5.1%	00:04:13	00:04:05
Orders	610	579	31	79.7%	5.1%	00:02:53	00:02:51
Product Info	776	737	39	74.0%	5.0%	00:02:27	00:04:06
Product Support	733	696	37	75.9%	5.0%	00:02:41	00:03:24
Returns	570	541	29	73.0%	5.1%	00:04:11	00:04:06
RMA	783	743	40	81.5%	5.1%	00:03:43	00:03:27
Service Desk	720	684	36	80.7%	5.0%	00:03:25	00:03:29
VIP	684	649	35	80.6%	5.1%	00:04:26	00:04:09

Agent States

State	Count
Not Ready	13
Ready	2
Reserved	11
Talking	31
Work	11

Performance Today

Time	Calls - Handled	Calls - Service Level
12:00 AM	1862	83%
1:00 AM	1859	91%
2:00 AM	1585	89%
3:00 AM	1585	81%
4:00 AM	1681	85%
5:00 AM	1746	85%
6:00 AM	1603	85%
7:00 AM	1984	82%
8:00 AM	1873	87%
9:00 AM	1520	82%
10:00 AM	1821	88%
11:00 AM	1729	95%
12:00 PM	1509	92%
1:00 PM	1535	91%
2:00 PM	1914	83%
3:00 PM	1547	89%
4:00 PM	1558	93%
5:00 PM	1720	84%
6:00 PM	1791	86%
7:00 PM	1867	82%
8:00 PM	1643	88%
9:00 PM	1986	84%
10:00 PM	1681	83%
11:00 PM	1504	84%

Service Level

81%

Calls in Queue

5

Service Level January 2019

	Mon	Tue	Wed	Thu	Fri
1		1	2	3	4
7	7	8	9	10	11
14	14	15	16	17	18
21	21	22	23	24	25
28	28	29	30	31	

Finesse Gadget Mashup : Webtext (www.webtext.com)

The screenshot displays a Cisco Finesse interface with a Webtext gadget mashup. The top bar shows a 'Talking' status and call controls. The main area is titled 'Send SMS' and includes a 'Message History for: 14698031924' section. The message history table is as follows:

Time	Sender	Text
04/25/2019 17:00	Inbound	
04/25/2019 17:00	Inbound	Sure, here it is
04/25/2019 16:59	Outbound	Hello Bob, can you send me a picture of your router?

The interface also features a 'Send SMS' form with a 'Number' field (14698031924), a 'check...' button, and a 'Send SMS' button. A 'Choose a Template' dropdown and a 'Send SMS' button are also visible. The Webtext logo and 'powered by webtext' text are present at the bottom of the gadget area.

Finesse Gadget Mashup : SpinSci (www.spinsci.com)

Agenta Dashboard © 2017 SpinSci Technologies, LLC

SpinSci

Patient Details Scheduling Case Management Billing **Triage** Referrals Directory Pharmacy Nurse Betsy Swanson

CUSTOMER INFORMATION

 **Number of Matches (4)**

Customer Name: **Johns Jacobs**

Date of Birth: **Jul 01, 1981**

MRN: **7499281**

SSN: *****-**-6789**

Phone Number: **+1 214 701 5489**

Address: **3453 T Ave, Fort Worth, TX 76179, USA**

Primary Care Provider: **Mark Williams, MD +1 208 975 3874**

Provider: **United Healthcare (UHC Parkway, GA, 66552) +1 216 411 8765**

Clinical Details

MEDICAL HISTORY

Diagnosis Names:

- > Cardiac left ventricular ejection fraction 21-40 percent
- > Sleep talking

ACTIVE PROBLEMS

Problem Names:

- > Protein-calorie malnutrition, severe
- > Moderate asthma without complication

Allergies

Allergy Name	Allergy Description	Date Entered	Date Noted	Reactions	Reaction Comments	Severity	Type
IODINE	IODINE	3/12/2019	3/12/2019	Itchy rash that comes on slowly	Direct contact with skin results in small bumps	Moderate	Intolerance
PENICILLIN	PENICILLIN	3/23/2019	3/23/2019	Hives and itchy eyes	Overdose	Low	Tolerant

All Encounters

Type	Date	Event Type	Customer Class	Admission Type	Discharge Disposition
Evaluation	12/12/2018	Admission	In Customer	Elective	30 - Still Customer
Evaluation	1/11/2019	Transfer In	In Customer	Elective	02 - Transferred

Finesse Gadget Mashup : Upstreamworks (www.upstreamworks.com)

upstreamworks UWF Talking → Ready End

Contracts 917602 | 00:03:59 | 6475190442 | Keypad | Hold | Direct Transfer | Consult | Wrap-Up

Interaction Activity

Shelly Reed | 01:42 PM | E: 0:31 | H: 0:30 | mfeix@upstre... | deuwfdb@gm... | Park | Done | 01:41 PM | 01:41 PM | 01:40 PM | UP

10 days ago | Product Inquiry/Chec... | In Progress: 3 | Accounts | CX Scores | Recording | Call

Contact | Interaction | FollowUp

Type: Personal | Email Address: mfeix@upstreamworks | Reason: UWF Contact Typi | Comments

Name: Shelly Reed | Phone Number: 416-555-1212 | Reason Detail: Email

Contact Id: 917602 | Case Number: | Task Type: Svc_Email02

Region: East | Task ID: J08ZVQNDM

Source Address: mfeix@upstreamwork | Identity Verified: |

Current Contact | My Tasks | My Queues | My Day | FollowUp | Search

Shelly Reed - 917602 | Chained: All

Success! The selected task has been picked.

In Progress

Last Updated	Agent	Status	Contact ID	Elapsed Time	Skill	Contact Address	Subject	Actions
Wed, Apr 24, 2019, 1:41 PM EDT	Bally Towers	Parked	917602	00:03:29		6475190442		
Wed, Apr 24, 2019, 1:41 PM EDT	Bally Towers	Parked	917602	01:45:10	Svc_ChacCorp02	shellyreed002@gmail.com	Account assistance needed	
Wed, Apr 24, 2019, 1:40 PM EDT	Bally Towers	Parked	917602	01:46:40	Svc_Chac02	shellyreed002@gmail.com	Account assistance	

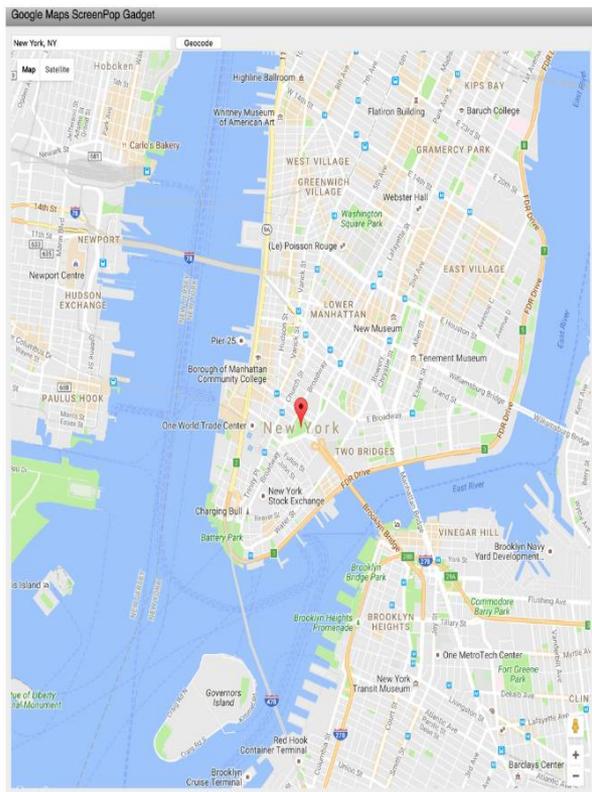
3 records found

Interaction History

Accepted	Agent	Contact Name	Type	Contact ID	Secondary Id	Contact Reason / Detail	Actions
Sat, Apr 13, 2019, 6:46 PM EDT	Cathy Allen	Shelly Reed	Personal	917602		Product Inquiry / Checking	
Fri, Apr 12, 2019, 5:44 PM EDT	Danny Swenson	Shelly Reed	Personal	917602		Insurance / Policy Adjustment	
Thu, Apr 11, 2019, 5:48 PM EDT	Jagjeet Randhawa	Shelly Reed	Personal	917602		Product Inquiry / Mortgage	

Interaction Activity | Contact Selector | Email | Messaging | Video | Tools | Directory | Preferences

DevNet sample gadgets <https://developer.cisco.com/docs/finesse/#sample-gadgets/sample-gadgets>



Task Management

Cisco_Chat_MRD ● Not Ready Sign Out

MRD ID: 5000

Offer more dialogs ?

Update Call Variable Data

callVariable1	Update callVariable1
callVariable2	Update callVariable2
callVariable3	Update callVariable3
callVariable4	Update callVariable4
callVariable5	Update callVariable5
callVariable6	Update callVariable6
callVariable7	Update callVariable7
callVariable8	Update callVariable8
callVariable9	Update callVariable9
callVariable10	Update callVariable10

Webservice Sample Gadget

makeWebService

Make Request

Text: Jane Doe 123456

CUIC Gadget

8/26/16 7:09:10 PM GMT+00:00 (8 Records) ⌵ ⚙

CSQ Name	CSQ ID	Call Skills	Interval Start Time	Interval End Time
Complaints	2	(Complaints)	1/1/16 12:00:00 AM	8/26/16 11:59:59 PM
Engines	3	(Engines)	1/1/16 12:00:00 AM	8/26/16 11:59:59 PM
Finance	8	(Finance)	1/1/16 12:00:00 AM	8/26/16 11:59:59 PM
HR	7	(HR)	1/1/16 12:00:00 AM	8/26/16 11:59:59 PM
IT_Tier1	1	(IT_Tier1)	1/1/16 12:00:00 AM	8/26/16 11:59:59 PM
IT_Tier2	4	(IT_Tier2)	1/1/16 12:00:00 AM	8/26/16 11:59:59 PM
IT_Tier3	5	(IT_Tier3)	1/1/16 12:00:00 AM	8/26/16 11:59:59 PM
Sales	6	(Sales)	1/1/16 12:00:00 AM	8/26/16 11:59:59 PM

Finesse 12.0 Theme: Enhanced Agent Experience



Sandra Jefferson
(agent)

Can the voice state control be made more prominent?

I change my call state one way, chat and email state another way.

Can I view critical caller info before answering a call?

Can I quickly make an outgoing call?

It's difficult to select among 50 wrap-up reasons!

I always forget to specify a wrap-up reason.

Finesse 12.0: Agent Experience

Cisco Finesse

Not Ready
00:16:10

Queue Statistics

Queue Name	# Calls	Ready	Not Ready	Active			WrapUp	
				In	Out	Other	Ready (Pending)	Not Ready (Pending)
DisasterReliefHotline	17	0	2	1	0	0	0	0
Emergency	1	0	2	0	0	0	0	0
GeneralAid	0	00:00:00	0	1	0	--	--	0
Queries	0	00:00:00	0	1	0	--	--	0

Skill Group

Skill Group	Domain	Router		Local		Logged On	Current State Distribution								
		Queued	Router Lo...	Queued	Longest Queued		Ready	Reserved	Act	Act	Act	Hold	Wrap Up	Not	
Queries	Chat	0			00:00:00	1	0	0	0	0	0	0	0	0	1
GeneralAid	Email	0			00:00:00	1	0	0	0	0	0	0	0	0	1
Emergency	Cisco_Voice	1	12/27/18		00:00:00	3	0	0	0	0	0	0	0	0	2
DisasterReliefHotline	Cisco_Voice	17	12/27/18		00:00:00	3	0	0	1	0	0	0	0	0	2

Queue Statistics

- Ready
- Break
- Conference
- Lunch

Finesse 12.0: Digital Channels State Control

Queue Statistics

Queue Name	# Calls	Max Time	Ready	Active			WrapUp	
				In	Out	Other	Ready (Pending)	Not Ready (Pending)
DisasterReliefHotline	--	00:00:00	--	--	--	--	--	--
Emergency	--	00:00:00	--	--	--	--	--	--
GeneralAid	--	00:00:00	--	--	--	--	--	--
Queries	--	00:00:00	--	--	--	--	--	--

Skill Group

Skill Group - Agent Utilization

Thresholds only

Skill Group	Domain	Router		Local		Logged On	Current State Distribution								To	
		Queued	Router Lo...	Queued	Longest Queued		Ready	Reserved	Act	Act	Act	Hold	Wrap Up	Not		B...
DisasterReliefHotline	Cisco_Voice	0			00:00:00	1	0	0	0	0	0	0	0	1	0	0C
Emergency	Cisco_Voice	0			00:00:00	1	0	0	0	0	0	0	0	1	0	0C
GeneralAid	Email	0			00:00:00	1	0	0	0	0	0	0	0	1	0	0C
Queries	Chat	0			00:00:00	1	1	0	0	0	0	0	0	0	0	0C

Finesse 12.0: ECE Experience

The screenshot displays the Cisco Finesse user interface for an ECE (Email and Chat Experience) agent. The top navigation bar includes the Cisco logo, the text "Cisco Finesse", a status indicator "Not Ready 00:15:51", and icons for chat, email, and user profile. A vertical sidebar on the left contains navigation options: Home, My History, Manage Customer, Manage Chat And Email (highlighted), SPLUS, Solve, and Co-Browse Without SSO. The main content area is titled "Manage Chat and Email" and is currently set to "Email". It features a "New" button, a "Transfer" button, and a "Sort By" dropdown menu set to "Activity ID". A list of email activities is shown, with one activity selected: "335274gkaur@eGain.com" with the subject "RE: Need help with loan application" and details "EIM_MRD_Sasha_EIM_SS1_Sasha" and "Created: Today 03:14 PM". The activity details pane is empty, displaying the message "Select an activity in the inbox." A pagination bar at the bottom indicates "Page 1 of 1" and "Displaying 1 - 1 of 1". A dropdown menu is open, showing options for "All", "Ready", "Not Ready", "Chat", and "Email".

Finesse 12.0: Digital Channels State Control (UCCX)

The screenshot shows the Cisco Finesse interface. At the top, the status bar displays 'Cisco Finesse' and 'Not Ready 00:01:17'. A blue circle highlights a dropdown menu for 'Chat and Email' with two options: 'Ready' (indicated by a green dot) and 'Not Ready' (indicated by a red dot). Below this, the 'Agent CSQ Statistics Report' table is visible, followed by the 'Agent Team Summary Report' table.

CSQ Name	Longest Call in Queue
Disaster relief hotline	00:00:00
Emergency	00:00:00
General Aid	00:00:00
Queries	00:00:00

Agent Name	State	Reason
Josh Peterson	Not Ready	Agent Logon
Sandra Jefferson	Not Ready	Agent Logon

Finesse 12.0: Popover

Queue Statistics

Queue Name	# Calls	Max Time	Ready	Not Ready	Active			WrapUp	
					In	Out	Other	Ready (Pending)	Not Ready (Pending)
DisasterReliefHotline	17	00:56:03	0	1	1	0	0	0	0
Emergency	1	00:29:56	0	1	0	0	0	0	0
GeneralAid	0	00:00:00	0	1	0	--	--	0	0
Queries	0	00:00:00	0	1	0	--	--	0	0

Skill Group

Skill Group	Domain	Router		Local		Logged On	Current State Distribution							
		Queued	Router Lo...	Queued	Longest Queued		Ready	Reserved	Act	Act	Act	Hold	Wrap Up	Not
DisasterReliefHotline	Cisco_Voice	16	12/27/18		00:00:00	3	0	1	1	0	0	0	0	1
Emergency	Cisco_Voice	1	12/27/18		00:00:00	3	0							
GeneralAid	Email	0			00:00:00	1	0							
Queries	Chat	0			00:00:00	1	0							

Incoming Call from 1051100060

00:02

Name : Mike Anderson
Customer Profile : ABCD Securities
Department : Service Call
Queue Name : Disaster relief hotline
Location : Bangalore

Answer

NEW API for popover available for digital channels

TOASTER NOTIFICATION appears prior to popover
if the user is away from the Desktop

Incoming call from 1001010

via finesse25.autobot.cvp:8445

Finesse 12.0: Popover Configuration

- Finesse allows maximum 6 Call variables to be displayed on a Popover at a time (1 Header variable and 5 additional variables)

Edit Default Layout

Name: Default Layout Description: Layout used when no other layout n

Call Header Layout

Name: callVariable2

Call Body Layout

* Select up to 5 call variables. The selected variables will be displayed in call pop-over and Supervisor active call details.

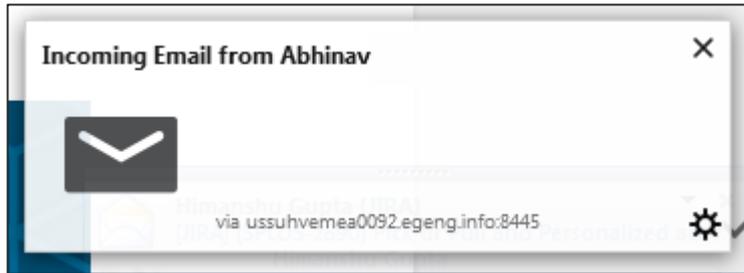
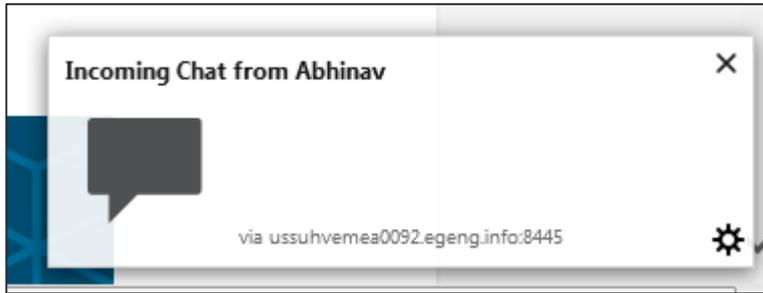
Left-Hand Column Layout			Right-Hand Column Layout		
<input checked="" type="checkbox"/>	Customer Profile	callVariable6	<input checked="" type="checkbox"/>	Branch	callVariable7
<input type="checkbox"/>	Contact Number	callVariable4	<input type="checkbox"/>	Address	callVariable8
<input checked="" type="checkbox"/>	Department	callVariable5	<input type="checkbox"/>	City	callVariable9
<input type="checkbox"/>	Alternate Number	callVariable3	<input type="checkbox"/>	Country	callVariable10
<input checked="" type="checkbox"/>	Queue Name	queueName	<input type="checkbox"/>	Queue No.	queueNumber

Add Row Add Row

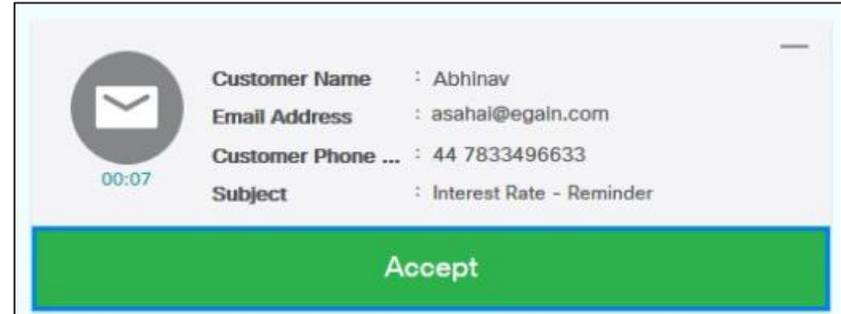
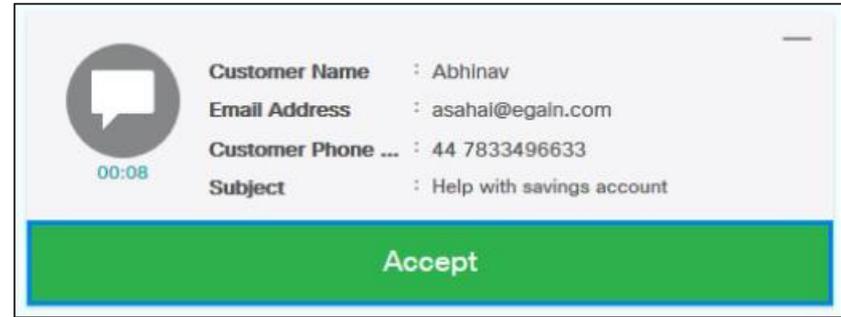
Save Cancel ?

Finesse 12.0 with ECE: Toaster & Popover Notifications

Toaster: Focus out of Finesse



Popover: Focus within Finesse but out of ECE gadget



Finesse 12.0: Call Control UX


Cisco Finesse

 Talking
 ▼


▼




▼



Name
Mike Anderson

00:01:19 ^ 1051100060

Keypad

Hold

Direct Transfer

Consult

Wrap-Up ▼

End

Customer Profile : ABCD Securities

Department : Service Call

Contact Number : + 1-408-567-789

Queue Name : Disaster relief hotline

Location : Bangalore

Address : Central Business Park

Country : India

Alternate Number : 1051100060

Queue Statistics

Queue Name ^	# Calls	Max Time	Ready	Not Ready	Active			WrapUp	
					In	Out	Other	Ready (Pending)	Not Ready (Pending)
DisasterReliefHotline	17	00:23:08	0	1	2	0	0	0	0
Emergency	0	00:00:00	0	1	0	0	0	0	0
GeneralAid	0	00:00:00	0	1	0	--	--	0	0
Queries	0	00:00:00	0	1	0	--	--	0	0

Skill Group

Skill Group ^	Domain	Router		Local		Logged On	Current State Distribution								
		Queued	Router Lo...	Queued	Longest Queued		Ready	Reserved	Act	Act	Act	Hold	Wrap Up	No	
DisasterReliefHotline	Cisco_Voice	17	12/27/18		00:00:00	3	0	0	2	0	0	0	0	0	1
Emergency	Cisco_Voice	0			00:00:00	3	0	0	0	0	0	0	0	0	1
GeneralAid	Email	0			00:00:00	1	0	0	0	0	0	0	0	0	1

 Home

 My History

 Manage Customer

 Manage Chat And Email

Finesse 12.0: Phonebook and DialPad

The screenshot displays the Cisco Finesse interface. At the top, the status bar shows 'Cisco Finesse', 'Not Ready 00:01:17', and 'Search Contact'. The main content area is divided into two sections: 'Queue Statistics' and 'Skill Group'.

Queue Statistics Table:

Queue Name	# Calls	Max Time	Ready	Not Ready	In	Out
DisasterReliefHotline	17	00:27:29	0	2	1	0
Emergency	1	00:00:42	0	2	0	0
GeneralAid	0	00:00:00	0	1	0	--
Queries	0	00:00:00	0	1	0	--

Skill Group Table:

Skill Group	Domain	Router		Local		Logged On	Current St								
		Queued	Router Lo...	Queued	Longest Queued		Ready								
DisasterReliefHotline	Cisco_Voice	17	12/27/18		00:00:00	3	0	0	0	0	0	0	0	0	2
Emergency	Cisco_Voice	1	12/27/18		00:00:00	3	0	0	0	0	0	0	0	0	2
GeneralAid	Email	0			00:00:00	1	0	0	0	0	0	0	0	0	1
Queries	Chat	0			00:00:00	1	0	0	0	0	0	0	0	0	1

Overlaid on the interface are two windows:

- DialPad:** A numeric keypad with a search bar containing '541876419' and a green 'Call' button. A red arrow points to the 'Call' button with the label 'One click calling icon'.
- Phonebook:** A list of contacts under the heading 'BUSINESS_PHONEBOOK'. The first contact is 'Abhishek Kumar Manager' with phone number '541-876-416'. Other contacts include 'Acharya Rajesh Experts group', 'Adoor Krishna Queries group', and 'Agarwal Rohit Manager'. A red arrow points to the phone number '541-876-416' with the label 'Phonebook'.

Finesse 12.0: Search and set Wrap-up Reason(s)

Customer Profile: ABCD Securities
Department: Service Call
Contact Number: +1-408-567-789
Queue Name: Disaster relief hotline

Queue Name	# Calls	Max Time	Ready	Not Ready	In	WrapUp
DisasterReliefHotline	16	00:17:01	0	1	2	
Emergency	1	00:03:32	0	1	0	
GeneralAid	0	00:00:00	0	1	0	
Queries	0	00:00:00	0	1	0	

Wrap-Up menu options:
 AlterCallWork
 Business
 Claim Process
 Customer Query
 FAQ

Search & set reason

Multi-select Wrap-up Reason(s) for UCCX



Customer Profile: ABCD Securities
Department: Service Call
Contact Number: +1-408-567-789
Queue Name: Disaster relief hotline

CSQ Name	Calls Waiting
Disaster relief hotline	0
Emergency	0
General Aid	0
Queries	0

Wrap-Up menu options (Multi-select):
 Claim Process
 Customer query
 FAQ
 Business
 Finance
 Marketing

Maximum of 5 reasons can be selected.

Finesse 12.0: Force Wrap-up reason & Wrap-up Timer

Cisco Finesse

Wrap-Up
00:05:52

Name
Mike Anderson

Select Wrap-Up Reason 1100060

Wrap-Up

Customer Profile : ABCD Securities

Department : Service Call

Contact Number : + 1-408-567-789

Queue Name : Disaster relief hotline

Location : Bangalore

Address : Central Business Park

Country : India

Alternate Number : 1051100060

Queue Statistics

Queue Name	# Calls	Max Time	Ready	Not Ready	Active			WrapUp	
					In	Out	Other	Ready (Pending)	Not Ready (Pending)
DisasterReliefHotline	16	00:18:51	0	1	1	0	0	1	0
Emergency	1	00:05:22	0	1	0	0	0	0	0
GeneralAid	0	00:00:00	0	1	0	--	--	0	0
Queries	0	00:00:00	0	1	0	--	--	0	0

Skill Group

Skill Group	Domain	Router		Local		Logged On	Current State Distribution								
		Queued	Router Lo...	Queued	Longest Queued		Ready	Reserved	Act	Act	Act	Hold	Wrap Up	No	
DisasterReliefHotline	Cisco_Voice	16	12/27/18		00:00:00	3	0	0	1	0	0	0	0	1	1
Emergency	Cisco_Voice	1	12/27/18		00:00:00	3	0	0	0	0	0	0	0	0	1
GeneralAid	Email	0			00:00:00	1	0	0	0	0	0	0	0	0	1
Queries	Chat	0			00:00:00	1	0	0	0	0	0	0	0	0	1

Wrap-Up state
Disabled

Finesse 12.0: My History

One click call

The screenshot displays the Cisco Finesse user interface. At the top, the status bar shows 'Cisco Finesse', a 'Break' timer at 00:00:53, and notification icons for messages and email. The left sidebar contains navigation options: Home, My History, Manage Customer, and Manage Chat And Email. The main content area is divided into two sections: 'Recent Call History' and 'Recent State History'. The 'Recent Call History' table lists call records with columns for Type, Number, Disposition, Wrap-Up Reason, Queue, Start Time, Duration, and Actions. A red arrow points to a 'One click call' icon (a green phone handset) in the Actions column of the second row. The 'Recent State History' table shows state changes with columns for Start Time, State, Reason, and Duration.

Type	Number	Disposition	Wrap-Up Reason	Queue	Start Time	Duration	Actions
Inbound	1010002	Handled	Customer Query	DisasterReliefHotline	December 31, 2018 10:08:42 am	00:00:29	[One click call icon]
Inbound	1010001	Handled	Business	DisasterReliefHotline	December 31, 2018 10:07:48 am	00:00:15	[One click call icon]
Inbound	1010002	Handled	FAQ	DisasterReliefHotline	December 31, 2018 10:07:23 am	00:00:16	[One click call icon]
Inbound	1010001	Handled	Claim Process	DisasterReliefHotline	December 31, 2018 10:06:36 am	00:00:26	[One click call icon]
Outbound	1010002	Handled		DisasterReliefHotline	December 31, 2018 10:05:30 am	00:00:20	[One click call icon]
Outbound	1010002	Handled		DisasterReliefHotline	December 31, 2018 10:05:03 am	00:00:10	[One click call icon]

Start Time	State	Reason	Duration
Dec 31, 2018 10:10:40 am	● NOT_READY	Break	00:00:05
Dec 31, 2018 10:10:36 am	● READY		00:00:03
Dec 31, 2018 10:10:27 am	● NOT_READY	Conference	00:00:09
Dec 31, 2018 10:10:20 am	● READY		00:00:07
Dec 31, 2018 10:10:16 am	● NOT_READY	Conference	00:00:04
Dec 31, 2018 10:10:10 am	● WORK_READY		00:00:06
Dec 31, 2018 10:10:03 am	● TALKING		00:00:07

Finesse 12.0: Browser close confirmation

The screenshot displays the Cisco Finesse user interface. At the top, the header includes the Cisco logo, the text "Cisco Finesse", a "Break" indicator with a timer at "00:05:36", and several status icons. A left-hand navigation sidebar contains icons for Home, My History, Manage Customer, and Manage Chat And Email. The main content area is divided into two sections: "Queue Statistics" and "Skill Group".

The "Queue Statistics" section contains a table with the following data:

Queue Name	# Calls	Max Time	Ready	Not Ready	Active			WrapUp	
					In	Out	Other	Ready (Pending)	Not Ready (Pend...
DisasterReliefHotline	17	00:00:00						0	0
Emergency	1	00:00:00						0	0
GeneralAid	0	00:00:00						0	0
Queries	0	00:00:00						0	0

The "Skill Group" section contains a table with the following data:

Skill Group	Domain	Router		Local		Lo...	Current State Distribution								
		Q...	Long...	Queued	Longest Queued		Re...	Re...	A...	A...	A...	H...	W...	N...	B
DisasterReliefHotline	Cisco_Voice	17	00:26:10		00:00:00	3	0	0	1	0	0	0	0	2	
Queries	Chat	0	00:00:00		00:00:00	1	1	0	0	0	0	0	0	0	
Emergency	Cisco_Voice	1	00:21:04		00:00:00	3	0	0	0	0	0	0	0	2	1
GeneralAid	Email	0	00:00:00		00:00:00	1	1	0	0	0	0	0	0	0	

A white dialog box is overlaid on the "Queue Statistics" table, containing the text: "This page is asking you to confirm that you want to leave - data you have entered may not be saved." Below the text are two buttons: "Leave Page" (highlighted with a blue border) and "Stay on Page".

Finesse 12.0 Theme: Agent Assistance



Sandra Jefferson
(agent)

Can I get help from my peer when I'm on a call?

Can I reach out to my supervisor for guidance?

I need to get some critical info from an expert!

Finesse 12.0: Desktop Chat

Cisco Finesse

Talking

Desktop Chat icon

Name
Mike Anderson

00:08:20 ^ 1051100060

Keypad

Hold

Direct Transfer

Consult

Wrap-Up ▾

Customer Profile : ABCD Securities

Department : Service Call

Contact Number : + 1-408-567-789

Queue Name : Disaster relief hotline

Location : Bangalore

Address : Central Business Park

Country : India

Alternate Number : 1051100060

Queue Statistics

Queue Name ^	# Calls	Max Time	Ready	Not Ready	Active		
					In	Out	Other
DisasterReliefHotline	16	00:39:47	0	2	2	0	0
Emergency	1	00:35:28	0	2	0	0	0
GeneralAid	0	00:00:00	0	1	0	--	--
Queries	0	00:00:00	0	1	0	--	--

Skill Group

Skill Group	Domain	Router		Local		Lo...	Current State Distribution						
		Q...	Long...	Queued	Longest Queued		Re...	Re...	A...	A...			
DisasterReliefHotline	Cisco_Voice	16	00:40:39		00:00:00	4	0	0	2	0	0	0	2
Emergency	Cisco_Voice	1	00:36:20		00:00:00	4	0	0	0	0	0	0	2

Chat with Agents, Supervisors & Experts

Connects to IM&P Service

Easy search

Sandra Jefferson (sjeffers@cisco.com)

^ My Supervisors

- James Newman | jnewman@cisco.com
- Rick Barrows | rbarrows@cisco.com
- Richard Johnson | rjohnson@cisco.com

^ My Team

- Christina Finch | cfnch@cisco.com
- Charles Matthews | cmatthews@cisco.com
- Denise Jones | djones@cisco.com
- Jude Michaels | jmichaels@cisco.com
- Josh Peterson | jopeters@cisco.com
- Michael Williams | mwilliams@cisco.com
- Peter Hazlewood | phazlew@cisco.com
- Paul Wood | pwood@cisco.com
- Rodney Marsh | rmarsh@cisco.com

Home

My History

Manage Customer

Manage Chat And Email

Finesse 12.0: Desktop Chat


Cisco Finesse

 Talking










Name

Mike Anderson

00:11:38 ^ 1051100060

Keypad

Hold

Direct Transfer

Consult

Wrap-Up ▾

End

Customer Profile : ABCD Securities

Department : Service Call

Contact Number : + 1-408-567-789

Queue Name : Disaster relief hotline

Location : Bangalore

Address : Central Business Park

Country : India

Alternate Number : 1051100060

Queue Statistics

Queue Name	# Calls	Max Time	Ready	Not Ready	Active		
					In	Out	Other
DisasterReliefHotline	16	00:39:47	0	2	2	0	0
Emergency	1	00:35:28	0	2	0	0	0
GeneralAid	0	00:00:00	0	1	0	--	--
Queries	0	00:00:00	0	1	0	--	--

Skill Group

Skill Group	Domain	Router		Local		Lo...	Current State Distribution		
		Q...	Long...	Queued	Longest Queued		Re...	Re...	A...
DisasterReliefHotline	Cisco_Voice	16	00:43:58		00:00:00	4	0	0	2
Emergency	Cisco_Voice	1	00:39:39		00:00:00	4	0	0	0

● Rick Barrows
✕

Today

Rick, this call pertains to Claim Process, which I am unaware of. Who can help me here ?

11:43 PM

Sandra, can you please inform Josh and then transfer the call to him as his team takes care of Claim Process topics ?

11:43 PM

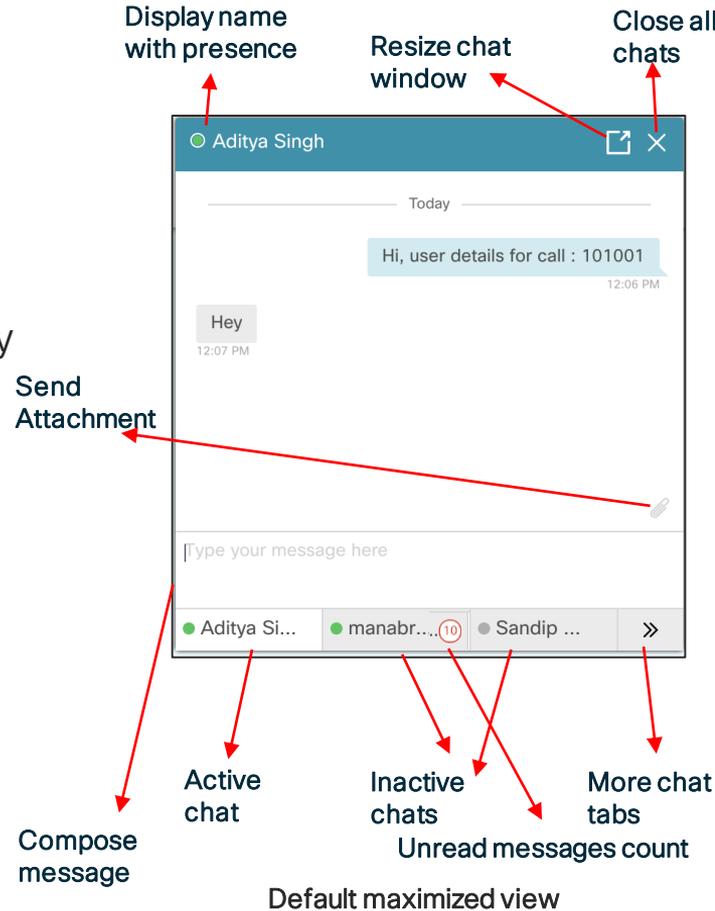
Sure, I'll do so, Rick. Thank you.

Type your message here

● Rick Bar...
● Denise J...

Finesse 12.0: Desktop Chat Window

- No limit on number of chat session tabs
- Clicking on chat window header will toggle the window size to minimize-maximize
- Click on the header and drag & drop the chat window to any location within desktop



Finesse 12.0 Theme: Empowering the Supervisor



Rick Barrows
(supervisor)

Can I view who Sandra is talking to right now and for how long?

How long has Sandra been out for lunch ?

I would like to assess agent performance

I would like to send a broadcast message to my team...

Finesse 12.0: Supervisor Experience

Cisco Finesse Not Ready 00:00:53

Team Performance

Team1 Include Logged Out Agents

Agent Name	State	Time in State	Extension	Actions
Agent 4010497	Talking	06:47:05	1010497	...
Josh Peterson	Not Ready - Connection Failure	01:33:47	1010001	...
Rick Barrows	Not Ready	00:00:51	1010002	...
Sandra Jefferson	Talking	00:01:22	1010000	...

Active Call Details for selected Agent

Agent Call Summary:

- Name : Mike Anderson
- Active Participants : 1051100060
- Held Participants : -
- Duration : 00:01:22
- Call Status : Active
- Queue Name : DisasterReliefHotline

Customer Profile:

- Customer Profile : ABCD Securities
- Department : Service Call
- Queue Name : Disaster relief hotline
- Location : Bangalore

Finesse 12.0 Supervisor : Time in state for logged out agents

Cisco Finesse Not Ready 00:04:30

Team Performance

FunctionalAgents Include Logged Out Agents

Agent Name	State	Time in State	Extension	Actions
AGENT 1001001	Not Ready	00:01:21	1001006	...
AGENT 1001002	Logged Out - Lunch	00:03:02		...
AGENT 1001003	Ready	00:02:00	1001001	...
AGENT 1001004	Logged Out - Emergency	00:02:47		...
AGENT 1001005	Logged Out	--		...
AGENT 1001006	Logged Out	--		...
AGENT 1001007	Logged Out	--		...
AGENT 1001008	Logged Out	--		...
AGENT 1001009	Logged Out	--		...
AGENT 1001010	Logged Out	--		...

Duration of agent logged out time

Finesse 12.0: Supervisor Experience

Cisco Finesse Not Ready 00:02:19

Team Performance

Team1 Include Logged Out Agents

Agent Name	State	Time in State	Extension	Actions
Agent 4010497	Talking	06:48:25	1010497	...
Josh Peterson	Not Ready - Connection Failure	01:35:07	1010001	...
Rick Barrows	Not Ready	00:02:11	1010002	...
Sandra Jefferson	Talking	00:02:43	1010000	...

Name : Mike Anderson Customer Profile : ABCD Securities
Active Participants : 1051100060 Department : Service Call
Held Participants : - Queue Name : Disaster relief hotline
Duration : 00:02:43 Location : Bangalore
Call Status : Active
Queue Name : DisasterReliefHotline

- Monitor
- Not Ready
- Ready
- Sign Out
- View History**

View Agent History

Finesse 12.0: Supervisor UX: Agent History

Cisco Finesse Not Ready 00:09:59

< Agent History

Recent Call History - Sandra Jefferson

Start Time	Duration	Type	Number	Disposition	Queue	Wrap-Up Reason
Dec 15, 2018 10:27:18 pm	00:00:08	Inbound	40811003	Handled	Disaster relief hotline	Finance
Dec 15, 2018 10:26:50 pm	00:00:10	Outbound	40811003	Handled	Disaster relief hotline	FAQ
Dec 15, 2018 10:26:23 pm	00:00:07	Inbound	40811003	Handled	Disaster relief hotline	Marketing
Dec 15, 2018 10:18:11 pm	00:07:50	Inbound	40811003	Handled	Disaster relief hotline	FAQ

Recent State History - Sandra Jefferson

Start Time	State	Reason	Duration
Dec 15, 2018 10:27:26 pm	● Work		00:00:02
Dec 15, 2018 10:27:20 pm	● Talking		00:00:05
Dec 15, 2018 10:27:18 pm	● Reserved		00:00:02
Dec 15, 2018 10:27:00 pm	● Ready		00:00:17
Dec 15, 2018 10:26:50 pm	● Not Ready	Offhook	00:00:10

Finesse 12.0: Team Message => Supervisor UX

The screenshot displays the Cisco Finesse interface. At the top, the user is logged in as 'Not Ready' with a timer at 00:00:57. The main content area is divided into two sections: 'Team Performance' and 'Voice CSQ Summary Report'. The 'Team Performance' section shows a table of agents for the 'Disaster relief team'. The 'Voice CSQ Summary Report' shows a table of call queues with metrics like 'Waiting Calls', 'Longest Call in ...', 'Agents Logged In', 'Agents Talking', 'Agents Ready', and 'Agents Not Ready'. A 'Team Message' dialog box is open on the right, with a text area for composing a message, a dropdown for selecting the team, and a duration input field. Red arrows point from text labels to these specific fields in the dialog box.

Agent Name	State	Time in State	Extension
Josh Peterson	Not Ready - Agent Logon	00:01:47	40811003
Sandra Jefferson	Ready	00:01:34	40811001

CSQ Name	Waiting Calls	Longest Call in ...	Agents Logged In	Agents Talking	Agents Ready	Agents Not Ready
Disaster relief hotline	0	00:00:00	3	0	1	2
Emergency	0	00:00:00	2	0	1	1
General Aid	0	00:00:00	2	0	1	1
Queries	0	00:00:00	2	0	1	1

Type message

Select Team(s)

Choose how long to show message

Finesse 12.0: Team Message => Agent UX

Cisco Finesse
Talking

< 1 of 1 > Rick Barrows | 11:35 PM Team, the call volume is high right now, please attend to your calls immediately.

Name
Mike Anderson

00:02:27

1051100060

Keypad Hold Direct Transfer Consult Wrap-Up

End

Customer Profile : ABCD Securities

Department : Service Call

Contact Number : + 1-408-567-789

Queue Name : Disaster relief hotline

Location : Bangalore

Address : Central Business Park

Country : India

Alternate Number : 1051100060

Queue Statistics

Queue Name	# Calls	Max Time	Ready	Not Ready	Active			WrapUp	
					In	Out	Other	Ready (Pending)	Not Ready (Pendi...
DisasterReliefHotline	16	00:32:57	0	2	2	0	0	0	0
Emergency	1	00:28:38	0	2	0	0	0	0	0
GeneralAid	0	00:00:00	0	1	0	--	--	0	0
Queries	0	00:00:00	0	1	0	--	--	0	0

Skill Group

Skill Group	Domain	Router		Local		Lo...	Current State Distribution								
		Q...	Long...	Queued	Longest Queued		Re...	Re...	A...	A...	A...	H...	W...	N...	B
DisasterReliefHotline	Cisco_Voice	16	00:34:47		00:00:00	4	0	0	2	0	0	0	0	2	

Broadcast message

Banner message, scroll to next message

Finesse 12.0 Administration

- New look and feel
- Gadget layout
- Call variables
- Phonebook
- Reason codes
 - Not-ready
 - Sign-out
 - Wrap-up
- Search for reason codes
- Configuration API
- Workflows

Cisco Finesse Administration

Manage Reason Codes (Not Ready)

Search Reason Label / Code

Reason Label	Type	Reason Code	Global?
Shift over	Custom	233	Yes
Break	Custom	312	Yes
Conference	Custom	357	Yes
Tea Break	Custom	428	Yes

New Edit Delete Refresh

Manage Reason Codes (Sign Out)

Search Reason Label / Code

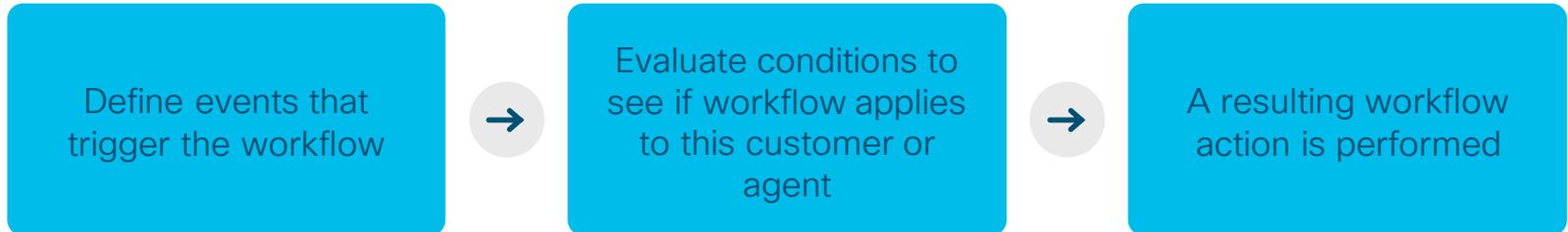
Reason Label	Type	Reason Code	Global?
Training	Custom	100	Yes
Lunch break	Custom	174	Yes
Shift over	Custom	180	Yes
Emergency	Custom	746	Yes

New Edit Delete Refresh

Sign Out

Cisco Finesse Workflows

- Customers require a way of triggering screen-pops or passing data to other applications without custom development
- Finesse® supports the ability to do a browser screen-pop or call a REST API on Finesse or a third-party application



Finesse 12.0: Extend workflow to digital channels

- Workflow triggers for ECE email & chat, digital channels
- Workflow conditions for ECE email & chat, digital channels
- Browser Pop and HTTP Request actions for ECE email & chat, digital channels

New Workflow

Choose Media: Cisco_Voice

Name: [Empty]

Description: Cisco_Chat_MRD

When to perform Actions: [Empty]

How to apply Conditions: If all Conditions are met

[None Configured]

Add Condition

New Workflow

Choose Media: Cisco_Chat_MRD

Name: [Empty]

Description: [Empty]

When to perform Actions: [Empty]

How to apply Conditions: When a Task is Active

[None Configured]

Add Condition

Ordered List of Actions: [Empty]

Add

Finesse 12.0: Extend workflow to digital channels (UCCX)

- Workflow triggers for email and chat
- Workflow conditions for email and chat
- Browser Pop and HTTP Request actions for email and chat

New Workflow

Choose Media: Chat

Name: Select...

Description: Voice, Email, Chat

When to perform Actions: [Empty]

How to apply Conditions: If all Conditions are met

[None Configured]

Add Condition

New Workflow

Choose Media: Chat

Name: [Empty]

Description: [Empty]

When to perform Actions: When Chat is Presented

How to apply Conditions: [None Configured]

Add Condition

Finesse 12.0: Browser and OS compatibility

Operating system	Supported browsers
Windows 10	Chrome V60 and higher
	Internet Explorer 11 Native
	Edge (Microsoft Edge 41.16299.15.0 and higher)
	Firefox ESR 52 and higher ESRs
Mac OS	Firefox ESR 45 and higher ESRs
Chrome OS	Chromium V73 and higher

No support for Windows 7, based on <https://support.microsoft.com/en-us/help/4057281/windows-7-support-will-end-on-january-14-2020>

Upgrading to Finesse 12.0

- Consistent User Experience (UX) with Cisco CC + Collab suite
- *All* upgrading customers shall move to next-gen UX with Release 12.0
- Backwards compatible
 - Existing 3rd party gadgets rendered as-is
 - [UX toolkit](#) available to help align gadgets to new look and feel
 - Finesse® APIs are backward-compatible (REST and JS API unchanged)
 - [12.0 DevNet sandbox](#) available
- Desktop Chat is supported with Cisco® UCM and IM&P 12.5
- Websockets support for OpenFire:
 - WebSockets will be new default for event channel in Finesse Desktop with 12.0
 - 3rd party XMPP BOSH clients backward compatibility with OpenFire maintained

LINKS

Videos:

- <https://video.cisco.com/detail/videos/contact-center/video/5989308839001/cisco-finesse-12.0-agent-desktop-for-ucce-pcce-and-hcs-cc?autoStart=true>
- <https://video.cisco.com/detail/videos/contact-center/video/5989311041001/cisco-finesse-12.0-agent-desktop-for-uccx?autoStart=true>
- <https://video.cisco.com/detail/videos/latest-videos/video/6042745874001/finesse-supervisor-desktop-12.0?autoStart=true>

Documentation:

- https://www.cisco.com/c/en/us/td/docs/voice_ip_com/cust_contact/contact_center/finesse/finesse_1201/user/guide/cfin_b_1201-cisco-finesse-desktop-userguide.html
- https://www.cisco.com/c/en/us/td/docs/voice_ip_com/cust_contact/contact_center/crs/express_12_0/user/guide/uccx_b_finesse-agent-desktop-supervisor-desktop-120.html

Cisco Finesse IP Phone Agent Functionality

- Agent Functionality via Cisco IP Phone
- Agent State
 - Ready
 - Not-Ready Codes
- Wrap-Up Codes
- Caller Data
- 78xx, 88xx series
- Queue statistics (UCCX only)



Calls Queued
Longest Queue Time

Finesse Localization & Accessibility

- Agents choose their preferred language at login time
- Agents can choose a different language each time they log in

Finesse - supported languages

Chinese - simplified	Finnish	Polish
Chinese - traditional	French	Portuguese
Danish	Italian	Russian
Dutch	Japanese	Spanish
English	Korean	Swedish
German	Norwegian	Turkish



- Agent accessibility
- Adherence with Web Content Accessibility 2.0 Level A guidelines
<https://www.w3.org/TR/WCAG20/>

Finesse 12.5 Enhancements

- Agent Statistics Live Data Report enhancement (UCCE)

Early Preview

Agent	State	Logged On Time	Handled contacts	Handled Calls Talk Time	Handled Calls Hold Time	Handled Calls After Call Time	Handled Calls Time	Not Ready Time
Sandra Jefferson	Talking	00:02:12	122	00:02:12	00:02:12	00:02:12	00:02:12	00:02:12

Agent UX

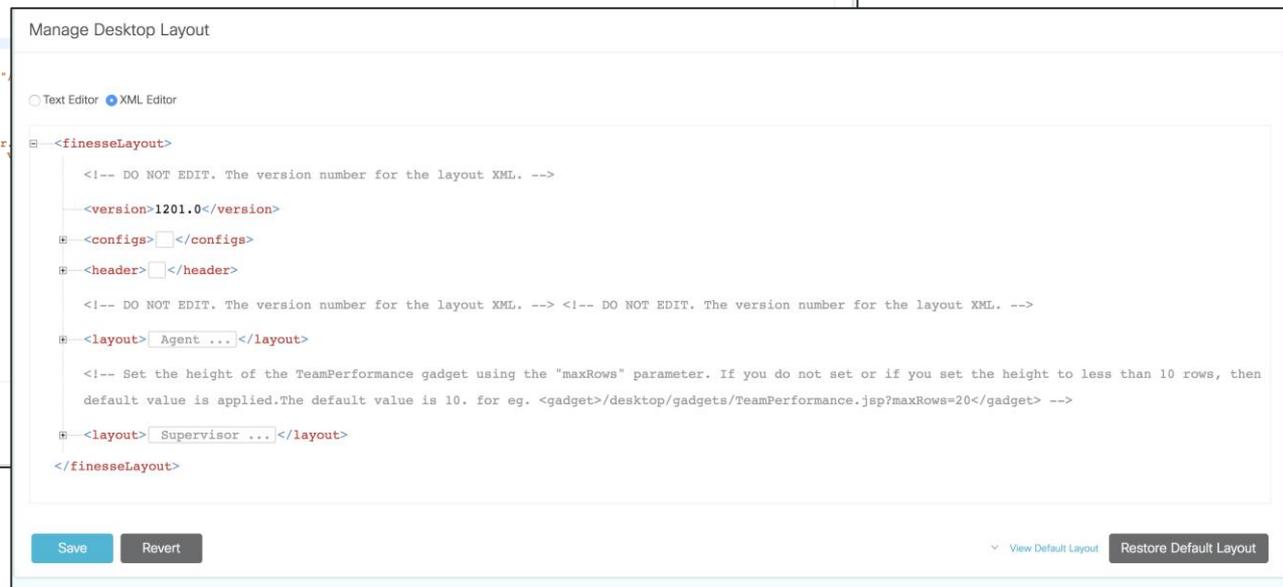
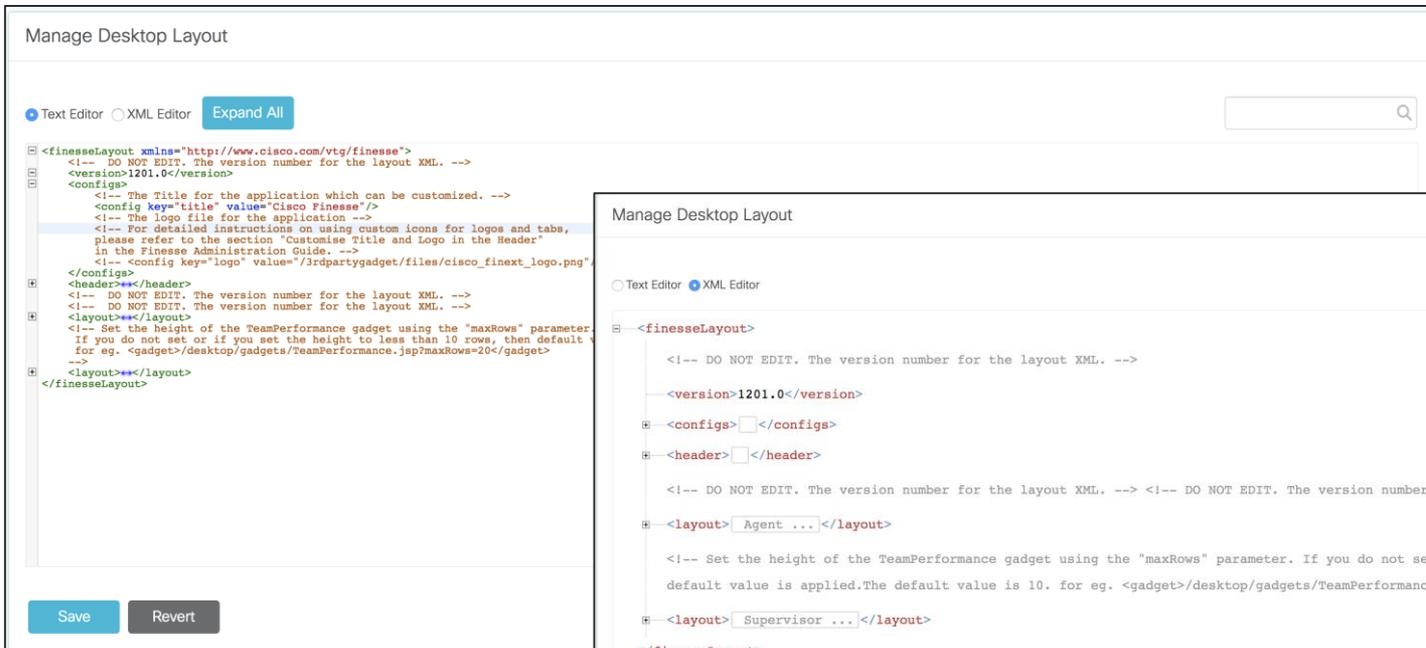
Supervisor UX

Agent	Channel	State	Logged On Time	Handled contacts	Handled Calls Talk Time	Handled Calls Hold Time	Handled Calls After Call Time	Handled Calls Time
Sandra Jefferson	Voice	Talking	00:02:12	102	00:03:09	00:00:38	00:02:12	00:05:32
Sandra Jefferson	Chat	Ready	00:02:00	98	00:02:30	00:00:22	00:02:12	00:05:29
James Waugh	Voice	Talking	00:01:58	100	00:02:48	00:00:33	00:02:12	00:05:12
Mark Stonis	Voice	Ready	00:02:10	122	00:03:38	00:00:48	00:02:12	00:05:51
Mark Stonis	Email	Ready	00:02:11	81	00:02:18	00:01:02	00:02:12	00:04:59
Olivia Lyon	Voice	Not Ready	00:02:14	101	00:02:19	00:00:28	00:02:12	00:05:12

Finesse 12.5 Enhancements

- Improved layout configuration UX for Finesse Administrator

Early Preview



Finesse 12.5 Enhancements

Early Preview

- Shortcut keys for agent and supervisor

- Shortcut keys provided for gadgets & key operations
- Javascript based framework to define shortcut key for action/operation for custom gadgets

Group	Action	Shortcut Key
Agent State	Ready for Call	Ctrl + Alt + r
Agent State	Not Ready for Call	Ctrl + Alt + n
Agent State	Invoke Digital Channel State Control	Ctrl + Alt + k
Agent State	Ready for Email and Chat	Ctrl + Alt + d
Agent State	Not Ready for Email and Chat	Ctrl + Alt + v
Application	Sign Out	Ctrl + Alt + b
Application	Send Error Report	Ctrl + Alt + v
Application	Keyboard Shortcuts List	Ctrl + Alt + e
Call Handling	Keypad (DTMF)	Ctrl + Alt + q
Call Handling	Hold Call	Ctrl + Alt + 1
Call Handling	Retrieve Call	Ctrl + Alt + 2
Call Handling	Wrap-Up Call	Ctrl + Alt + 3
Call Handling	Direct Transfer Call	Ctrl + Alt + 3

Finesse 12.5 Enhancements

- Allow agents to update call variable during an active call

Early Preview

Customer Status : Gold
Phone Number : +1-408-555-1212
Email Address : michael.littlefoot@email.com
Address : 3772 Sierra Road, Long Long Address, San Jose, CA 95140
Account Number : 123456789

Issue : Some billing Issue
Membership Number : 123456789
Data Card Number : 123456789000123
Alternate Contact Number : 000 987654321
Other : More detailed issue info

Revert Save

Configure variables that can be updated

Agent CSQ Statistics Report

Agent CSQ Statistics Report Thresholds Only

Agent ID	CSQ Name	Calls Waiting
1001051	VoiceCSQ	0
1001050	VoiceCSQ	2
1001052	VoiceCSQ	1
1001054	VoiceCSQ	0
1001055	VoiceCSQ	1
1001053	VoiceCSQ	0
1001051	VoiceCSQ	0
1001050	VoiceCSQ	2
1001052	VoiceCSQ	1
1001054	VoiceCSQ	0
1001055	VoiceCSQ	1

Edit Default Layout

Name: Default Layout Description: Layout used when no other layout n

Call Header Layout

Name: callVariable1

Call Body Layout

* Select up to 5 call variables. The selected variables will be displayed in call pop-over and Supervisor active call details.

Left-Hand Column Layout

<input checked="" type="checkbox"/>	Customer Profile	callVariable2	<input checked="" type="checkbox"/> Editable	X
<input checked="" type="checkbox"/>	Contact Number	callVariable3	<input checked="" type="checkbox"/> Editable	X
<input checked="" type="checkbox"/>	Department	callVariable4	<input type="checkbox"/> Editable	X
<input type="checkbox"/>	Queue Name	queueName	<input type="checkbox"/> Editable	X
<input type="checkbox"/>	Alternate Number	callVariable9	<input type="checkbox"/> Editable	X

Add Row

Save Cancel

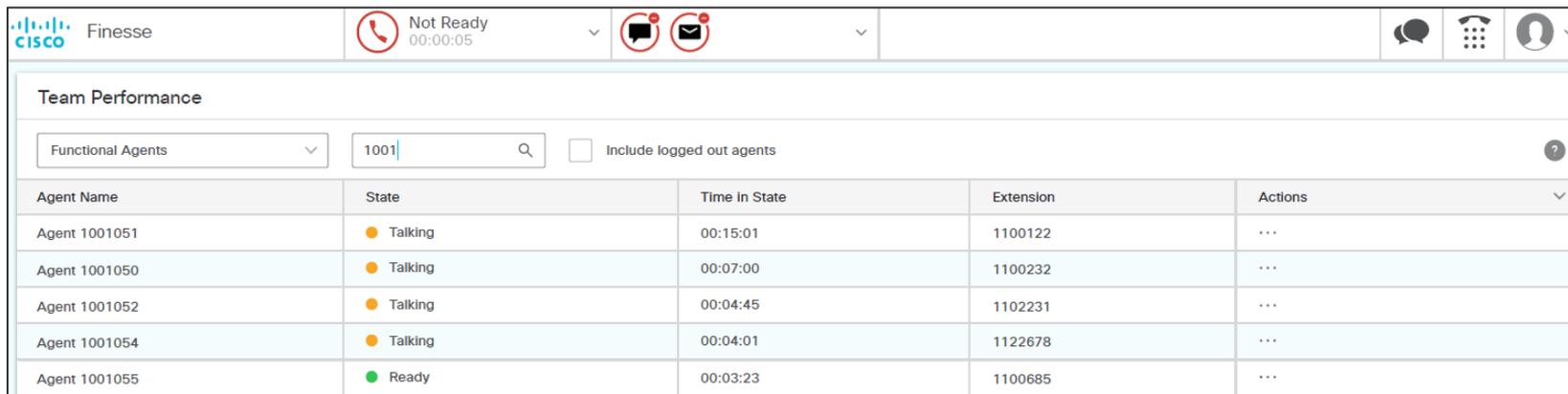
Right-Hand Column Layout

<input checked="" type="checkbox"/>	Branch	callVariable5	<input checked="" type="checkbox"/> Editable	X
<input checked="" type="checkbox"/>	Address	callVariable6	<input type="checkbox"/> Editable	X
<input type="checkbox"/>	Queue No.	queueNumber	<input type="checkbox"/> Editable	X
<input type="checkbox"/>	Country	callVariable8	<input type="checkbox"/> Editable	X
<input type="checkbox"/>	City	callVariable7	<input type="checkbox"/> Editable	X

Add Row

Finesse 12.5 Enhancements

- Agent Search UX in Team Performance gadget



The screenshot displays the Finesse Team Performance gadget. At the top, there is a header with the Cisco logo, the name 'Finesse', and several status indicators: a 'Not Ready' status with a timer at '00:00:05', and icons for chat, call, and mail. Below the header, the gadget title 'Team Performance' is shown. A search bar contains the text '1001' and a search icon. To the right of the search bar is a checkbox labeled 'Include logged out agents'. Below the search bar is a table with the following columns: Agent Name, State, Time In State, Extension, and Actions. The table contains five rows of data.

Agent Name	State	Time In State	Extension	Actions
Agent 1001051	Talking	00:15:01	1100122	...
Agent 1001050	Talking	00:07:00	1100232	...
Agent 1001052	Talking	00:04:45	1102231	...
Agent 1001054	Talking	00:04:01	1122678	...
Agent 1001055	Ready	00:03:23	1100685	...

- Make Call from Ready via API
- Drag & Drop Gadgets (Agent & Supervisor)

Early Preview