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Change History

Change	See	Date
Finesse IP Phone Agent is now supported.	Finesse IP Phone Agent Tasks	Initial release of document for 11.0(1)
Accessibility features are now supported on the agent desktop.	Accessibility	Initial release of document for 11.0(1)
FQDN is now used in the sign in URL.	Sign In to the Finesse Desktop	Initial release of document for 11.0(1)
User accounts are now locked after five failed sign-ins.	Account Locked After Five Failed Sign In Attempts	Initial release of document for 11.0(1)
Any character is now supported when making a call.	Make a Call	Initial release of document for 11.0(1)
Multiple Report Views are now supported with the Live Data gadget.	View Multiple Live Data Report Views	Initial release of document for 11.0(1)

About This Guide

The *Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express* describes how agents and supervisors can use the Finesse desktop for calls and chat.

Audience

This document is intended for Unified Contact Center Express agents and supervisors who use the Finesse desktop.

Related Documents

Document or Resource	Link
<i>Cisco Unified Contact Center Express Documentation Guide</i>	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html
cisco.com site for Unified CCX documentation	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
cisco.com site for Unified Intelligence Center documentation	http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html
cisco.com site for Cisco Finesse documentation	http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html
cisco.com site for Cisco SocialMiner documentation	http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html
cisco.com site for Cisco Mediasense documentation	http://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html

Documentation and Support

To download documentation, submit a service request, and find additional information, see *What's New in Cisco Product Documentation* at <https://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

You can also subscribe to the *What's New in Cisco Product Documentation* RSS feed to deliver updates directly to an RSS reader on your desktop. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

Documentation Feedback

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