



# Cisco Finesse Documentation Guide, Release 11.6(1)

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**First Published:** 2017-08-24

## Overview

This documentation guide provides details of all the documents for this release of Cisco Finesse 11.6(1) and contains links to the documents.

For the latest version of Finesse documents, see <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/tsd-products-support-series-home.html>.

## Documentation Changes

### New Documents in This Release

There are no new documents in this release.

### New Solution Documents in This Release

There are no new solution documents in this release.

### Documents Retired in This Release

There are no documents retired in this release.

### Documents Changed in This Release

Document	Change
<i>Cisco Finesse Installation and Upgrade Guide</i>	This document contains updated content related to: <ul style="list-style-type: none"><li>• Cisco Finesse Virtualization (Hardware and Software requirements).</li><li>• New ESXi versions supported.</li><li>• Certificate Management section available in the previous release is now moved to the <i>Cisco Finesse Administrator's Guide 11.6(1)</i>.</li><li>• Cisco Finesse CLI section available in the previous release is now moved to the <i>Cisco Finesse Administrator's Guide 11.6(1)</i>.</li></ul>

Document	Change
<i>Cisco Finesse Administration Guide</i>	<p>This document contains updated content related to:</p> <ul style="list-style-type: none"> <li>• Toaster notifications enabled by default in Cisco Finesse 11.6(1).</li> <li>• Default Layout XML includes Recent Call History, Recent State History, Queue Statistics, and Alternate Hosts parameters.</li> <li>• Configuring queue details in call variable layout and workflow.</li> <li>• Generating audit logs to track all admin operations.</li> <li>• New set of commands for TLS.</li> <li>• Trace logs using CLI commands for Cisco Finesse.</li> <li>• Resolving reason code conflicts during upgrade scenarios.</li> <li>• List of predefined system reason codes.</li> <li>• Included Type column to sort and display system or custom reason codes.</li> </ul>
<i>Cisco Finesse Desktop User Guide</i>	<p>This document contains updated content related to:</p> <ul style="list-style-type: none"> <li>• Queue Statistics gadget enabled by default in Cisco Finesse 11.6(1).</li> <li>• Recent Call History, Recent State History, and My History tabs in Team Performance Gadget.</li> <li>• Make a call from both Ready and Not Ready state.</li> <li>• Wrap-Up Reasons are set on per call basis.</li> </ul>
<i>Cisco Finesse Web Services Developer Guide</i>	<p>This document contains updated content related to:</p> <ul style="list-style-type: none"> <li>• MediaType and PendingStateReasonCode attributes included in User resource.</li> <li>• queueName and queueNumber included in call variables.</li> <li>• CLI commands to enable and disable the queue statistics polling.</li> <li>• systemCode attribute included in the ReasonCode object.</li> <li>• status and statusReason attributes added in the SystemInfo object.</li> <li>• Pending state included as a notification trigger.</li> </ul>

### Other Documentation Sources

This table lists other documentation sources that are updated in this release:

Documents	Notes
Compatibility Matrix for Cisco Unified Contact Center Enterprise 11.6(1)	Replaces the Compatibility Matrix Wiki. Updated to meet Cisco Unified Contact Center Enterprise, Release 11.6(1) requirements. To view the page, see <a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html</a> .
Compatibility Matrix for Cisco Unified Contact Center Express 11.6(1)	Replaces the Compatibility Matrix Wiki. Updated to meet Cisco Unified Contact Center Express, Release 11.6(1) requirements. To view the page, see <a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html</a> .

## Plan

### Release Notes for Cisco Unified Contact Center Enterprise Solution

This document describes the system requirements, new features, changed information, and caveats for the Cisco Unified Contact Center Enterprise Solution and related components, including Finesse.

Read this document if you plan to deploy Finesse in a Unified Contact Center Enterprise environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html>.

### Release Notes for Cisco Packaged Contact Center Enterprise Solution

This document describes the system requirements, new features, changed information, and caveats for the Cisco Packaged Contact Center Enterprise Solution and related components, including Finesse.

Read this document if you plan to deploy Finesse in a Packaged Contact Center Enterprise environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-release-notes-list.html>.

### Release Notes for Cisco Unified Contact Center Express Solution

This document describes the system requirements, new features, changed information, and caveats for the Cisco Unified Contact Center Express Solution and related components, including Finesse.

Read this document if you plan to deploy Finesse in a Unified Contact Center Express environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-release-notes-list.html>.

### **Release Notes for Cisco Hosted Collaboration Solution for Contact Center**

This document describes the system requirements, new features, changed information, and caveats for Cisco Hosted Collaboration Solution for Contact Center and related components, including Finesse.

This document is located at <https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-release-notes-list.html>.

### **Cisco Unified Contact Center Enterprise Design Guide**

This document provides design considerations and guidelines for deploying the Cisco Unified Contact Center Enterprise system and its components and subsystems. This document is prepared for Unified Contact Center Enterprise managers and administrators. Read this document if you plan to deploy Finesse in a Unified Contact Center Enterprise environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html>.

### **Cisco Packaged Contact Center Enterprise Solution**

This document provides design considerations and guidelines for deploying the Cisco Packaged Contact Center Enterprise Solution system and its components and subsystems. This document is prepared for Packaged Contact Center Enterprise Solution managers and administrators. Read this document if you plan to deploy Finesse in a Unified Contact Center Enterprise environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-technical-reference-list.html>.

### **Cisco Unified Contact Center Express Solution Design Guide**

This document provides design considerations and guidelines for deploying the Cisco Unified Contact Center Express system and its components and subsystems. This document is prepared for Unified Contact Center Express managers and administrators. Read this document if you plan to deploy Finesse in a Unified Contact Center Express environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html>.

### **Cisco Hosted Collaboration Solution for Contact Center Solution Design Guide**

This document provides design considerations and guidelines for deploying the Cisco Hosted Collaboration Solution for Contact Center system and its components and subsystems. This document is prepared for Cisco Hosted Collaboration Solution for Contact Center managers and administrators. Read this document if you plan to deploy Finesse in a Cisco Hosted Collaboration Solution for Contact Center environment.

This document is located at <https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-implementation-design-guides-list.html>.

### **Virtualization for Cisco Finesse Wiki**

This wiki provides information about Finesse-specific VMware requirements, VM-specific software requirements, sizing guidelines, and the Finesse OVA template.

For Finesse virtualization related information, see [https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/virtualization/virtualization-cisco-finesse.html](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-finesse.html).

## Install and Upgrade

### **Cisco Finesse Installation and Upgrade Guide**

This document provides instructions for installing and upgrading Cisco Finesse, as well as preinstallation tasks and requirements, and initial configuration tasks. This document is prepared for system engineers and administrators who are responsible for the installation and configuration of Cisco Finesse.

Read this document to install Finesse, upgrade Finesse, and perform initial configuration.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-installation-guides-list.html>.

### **Cisco Unified Contact Center Enterprise Installation and Upgrade Guide**

This document provides instructions for installing and upgrading Cisco Unified Contact Center Enterprise.

Cisco Finesse is installed as part of the Unified Contact Center Enterprise installation. Read this document if you are installing Cisco Finesse in a Cisco Unified Contact Center Enterprise environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>.

### **Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide**

This document provides instructions for installing and upgrading Cisco Packaged Contact Center Enterprise.

Cisco Finesse is installed as part of the Cisco Packaged Contact Center Enterprise installation. Read this document if you are installing Cisco Finesse in a Cisco Packaged Contact Center Enterprise environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-guides-list.html>.

### **Cisco Unified Contact Center Express Installation and Upgrade Guide**

This document provides instructions for installing and upgrading Cisco Unified Contact Center Express.

Cisco Finesse is installed as part of the Unified Contact Center Express installation. Read this document if you are installing Cisco Finesse in a Cisco Unified Contact Center Express environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-installation-guides-list.html>.

### **Cisco Hosted Collaboration Solution for Contact Center Installation and Upgrade Guide**

This document provides instructions for installing and upgrading Cisco Hosted Collaboration Solution for Contact Center.

Cisco Finesse is installed as part of the Cisco Hosted Collaboration Solution for Contact Center installation. Read this document if you are installing Cisco Finesse in a Cisco Hosted Collaboration Solution for Contact Center environment.

This document is located at <https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-installation-guides-list.html>.

## Administer and Maintain

### Cisco Finesse Administration Guide

This document describes how to use the Cisco Finesse administration console to configure server settings, reason codes, phone books, desktop layout, workflows, and team resources for Cisco Finesse. It also provides CLI commands supported for Cisco Finesse. This document is prepared for Unified Contact Center Enterprise and Packaged Contact Center Enterprise system administrators who configure, administer, and monitor Cisco Finesse.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-maintenance-guides-list.html>.

### Cisco Packaged Contact Center Enterprise Administration Guide

This document provides instructions for using the administration web interface to provision the subsystems of Packaged Contact Center Enterprise (including Cisco Finesse) and to configure Packaged Contact Center Enterprise applications. This document is prepared for Packaged Contact Center Enterprise system administrators.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>.

### Cisco Unified Contact Center Express Administration Guide

This document provides instructions for using the administration web interface to provision the subsystems of Unified Contact Center Express (including Cisco Finesse) and to configure Unified Contact Center Express applications. This document is prepared for Unified Contact Center Express system administrators.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html>.

## User

### Cisco Finesse Desktop User Guide for Unified Contact Center Enterprise

This document is prepared for Unified Contact Center Enterprise and Packaged Contact Center agents and supervisors who use Cisco Finesse. The document provides an overview of the desktop interface and describes how to use the Cisco Finesse agent and supervisor desktops.

This document is located at [https://www.cisco.com/en/US/products/ps11324/products\\_user\\_guide\\_list.html](https://www.cisco.com/en/US/products/ps11324/products_user_guide_list.html).

### Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express

This document is prepared for Unified Contact Center Express agents and supervisors who use Cisco Finesse. This document provides an overview of the desktop interface and describes how to use the Cisco Finesse agent and supervisor desktops.

This document is located at [https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products\\_user\\_guide\\_list.html](https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html).

## Cisco Security Advisories

Addressing security issues in Cisco products is the responsibility of the Cisco Product Security Incident Response Team (PSIRT). The Cisco PSIRT is a dedicated, global team that manages the receipt, investigation, and public reporting of security vulnerability information that relates to Cisco products and networks.

For information on existing security issues, see Cisco Security Advisories, Responses, and Alerts at <https://tools.cisco.com/security/center/publicationListing.x>.

## Related Documentation

This section provides links to documentation for related products.

### Unified Contact Center Enterprise

For the latest Unified Contact Center Enterprise documentation, go to <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html>.

### Unified Contact Center Express

For the latest Unified Contact Center Express documentation, go to <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/tsd-products-support-series-home.html>.

### Packaged Contact Center Enterprise

For the latest Packaged Contact Center Enterprise documentation, go to <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html>.

### Hosted Collaboration Solution

For the latest Hosted Collaboration Solution documentation, go to <https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/tsd-products-support-series-home.html>.