Preface

This guide describes how to administer Cisco Finesse.

Change History

The following table lists the changes made to this guide for Cisco Finesse 12.0(1) release version:

Change	Date
Added Edge Chromium browser details	2020
Set Up CA Certificate for Chrome and Edge Chromium (Microsoft Edge) Browsers	
Added desktop chat search.	
Added Content Security Policy directives.	
Added desktop chat organization unit (OU) search.	
Added new service property configuration CLI for port 5223.	
Added customize icon details.	

Change	Date
Initial Release of Document for Release 12.0(1)	2019
Look and feel of the Admin console is enhanced as part of user interface refresh.	
Cisco Finesse admin console is supported on Microsoft Edge.	
Configure the call header and up to five call variables in the Call Variable Layout. These variables are displayed in the agent's call popover and active call details in the Team Performance gadget.	
Set the CTI Encryption in the CTI Server Settings gadget from the Administration Console. You can test the CTI connection for the given configuration.	
When you modify the layout of the Finesse desktop, it can take up to 120 seconds to reflect the changes.	
Reason code tables support search across reason codes and reason code labels.	
The following changes are made in the Default Layout XML for 12.0(1): • managedBy Attribute is added in the Live Data gadget. • hidden attribute added to support headless gadgets. • MaxRow is changed from being a query parameter to an attribute. Queue Statistics and Query Parameter gadget URLs are different and are replaced automatically during an upgrade.	
The following attributes are added in the Default Layout XML and can be customized: • Horizontal Header • Title and Logo • Icons in the left navigation bar	
Desktop Chat Server settings can be configured from the admin console. Desktop Chat failover scenarios are added.	
The support for in-built java script components is added.	

Change	Date
The following CLIs are added: • To view the property values of any property file. • To set the property values of any property file. • To enable CORS for both Cisco Finesse and OpenFire and to configure the allowed origin list. • To configure media channels from which the users are signed out. • To enable or disable Gadget Source Allowed List functionality and to configure source(s) in the allowed list.	
New configuration parameters are added for the desktop via CLIs: • To enable or disable active call details in the team performance gadget. • To enable or disable view history in the team performance gadget. • To specify unsupported file types in Desktop Chat. • To set the maximum attachment size in Desktop Chat. • To configure the Wrap-Up timer via CLI. The showWrapUpTimer property can be used to show or hide timer in wrap-up state. • To configure Force Wrap-Up Reason via CLI for agents by the administrator. • To set the desktop notification connection type. By default it is WebSockets.	
Workflows and Workflow actions can be created for voice and digital channels.	

About This Guide

The *Cisco Finesse Administration Guide* describes how to administer and maintain Cisco Finesse.

Audience

This guide is prepared for Unified Contact Center Enterprise system administrators who configure, administer, and monitor Cisco Finesse.

For information about administering Finesse within a Unified Contact Center Express environment, see *Cisco Unified Contact Center Express Administration Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html.

Related Documents

Document or resource	Link
Cisco Finesse Documentation Guide	https://www.cisco.com/en/US/partner/products/ps11324/products_documentation_roadmaps_list.html
Configure SNMP Trap in Cisco Finesse	https://www.cisco.com/c/en/us/support/docs/contact-center/finesse/214387-configure-snmp-trap-in-cisco-finesse.html
Cisco.com site for Finesse documentation	https://www.cisco.com/en/US/partner/products/ps11324/tsd_products_support_series_home.html

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Conventions

This document uses the following conventions:

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names. For example: • Choose **Edit** > **Find**. • Click **Finish**.
italic font	Italic font is used to indicate the following: • To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. • A syntax value that the user must replace. Example: IF (*condition, true-value, false-value*) • A book title. Example: See the *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide*.
`window font`	Window font, such as Courier, is used for the following: • Text as it appears in code or that the window displays. Example: `<html><title>Cisco Systems, Inc. </title></html>`
`< >`	Angle brackets are used to indicate the following: • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.