Preface

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Change History

This table lists the changes that are made to this guide. Most recent changes appear at the top.

Change	See	Date
Updated Release 12.6(1) ES02		**November 2021**
Provided reference to Desktop Interface API	Manage Desktop Layout>Gadgets and Components	
Introduced **utils finesse locked_out_users list** CLI command	Cisco Finesse CLI>Finesse System Commands	
Updated **utils finesse node_statistics list** CLI command	Cisco Finesse CLI>Finesse System Commands	

Change	See	Date
Updated Release 12.6(1) ES01		**August 2021**
Added CLIs for Maintenance Mode	Cisco Finesse CLI>Desktop Properties	
Added CLIs for AI Services Configuration	Cisco Finesse CLI>AI Services Configuration	
Added the following CLIs: • utils finesse show_property desktop • retryLoginAfterLogoutPhoneFailure and utils finesse set_property desktop • retryLoginAfterLogoutPhoneFailure true.	Cisco Finesse CLI>Desktop Properties	

Change	See	Date
Initial Release of Document for Release 12.6(1)		**May 2021**
Added a new topic for Transcript gadgets.	Add Transcript Gadget	
Added a new service Orchestration Manager in log collection.	Log Collection	
Added Multi-Tab Gadget details.	Gadgets and Components	
Added attributes related to Multi-Tab Gadgets.	Default Layout XML	
Added configuration details for Multi-Tab gadgets.	Configure Multi-Tab Gadgets	
Added CLIs for Multi-Tab Gadgets.	Desktop Properties	
Added CLIs for Enable Automatic Device Selection for Single Active Device.	Desktop Properties	
Added Finesse maintenance mode.	Cisco Finesse Failover Mechanisms	
Added CLIs for Finesse maintenance mode services.	Finesse Maintenance Mode Services	
Added CLIs for Connected User Info.	ConnectedUserInfo	
Added prevent Finesse IP Phone Agent login during maintenance mode.	Finesse IP Phone Agent Login During Maintenance Mode	
Added syslog messages for Finesse maintenance mode.	Syslog Support for Critical Log Messages	
Added configure custom logon messages	Configure Custom Logon Messages	
Added agent device selection details.	Device Selection for Shared ACD Line	
Added hostname, IP address and domain name change details.	Manage IP Address and Hostname	
Added drop participants from conference call details.	Drop Participants from Conference	
Added desktop properties for drop participants.	Customize Desktop Properties	

Change	See	Date
Added desktop properties for drop participants at the team level.	Customize Desktop Properties at Team Level	
Updated task activity notification details for gadgets.	Cisco Webex Experience Management	
Updated syslog messages with AWDB, CTI details, and Finesse Maintenancemode details.	Syslog Support for Critical Log Messages	
Added Agent PG maintenance mode details.	Cisco Finesse Failover Mechanisms	
Added log configuration details.	Finesse Log Configuration	
All references to whitelist in the CLIs are changed to allowed_list.	Gadget Source Allowed List	
Added Content Security Policy directives.	Supported Content Security Policy Directives	
Added new desktop property configuration CLIs.	Desktop Properties	
Added new service property configuration CLIs.	Service Properties	
Added CLIs to update CUIC gadget URL.	Upgrade	
Removed Cisco Finesse Trace Logging.		
Added Contact Center AI topic.		
Added CLI for Finesse Maintenance Mode Services.	Finesse Maintenance Mode Services	
Prevent Finesse IP Phone Agent Login during maintenance

. | Finesse IP Phone Agent Login during Maintenance Mode | |
Added Connected Agents gadget in Cisco Administration Console.	Manage Connected Agents	
Removed Cisco Finesse Notification Service Logging.	—	
Enable or Disable Plain XMPP Socket—Port 5223	Enable or Disable Plain XMPP Socket—Port 5223	
DTMF Updates	Customize Desktop Properties	

Change	See	Date
Restricting Access - External XMPP Notification Port 5223	Restricting Access - External XMPP Notification Port 5223	
Changed Finesse Host to Hostname in one of the entities in the table	Connected Agents	

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**.

Convention	Description
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.