Cisco Finesse Documentation Guide, Release 12.6(2)

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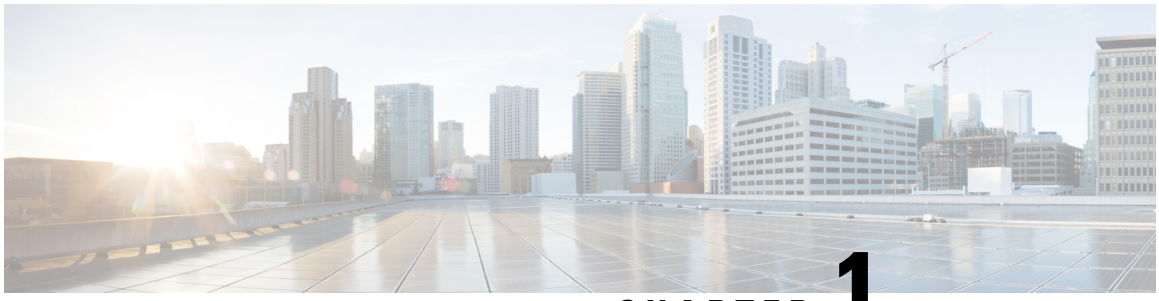

CHAPTER 1

Cisco Finesse Documentation Guide

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Overview

This documentation guide provides details of all the documents for the release of Cisco Finesse 12.6(2) and contains links to the documents.

For the latest version of Cisco 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

The new guide introduced is the Cisco Contact Center Enterprise Manage Digital Channels Gadget User Guide. This gadget provides information to agents and supervisors about how to use the **Manage Digital Channels** gadget to interact with customers through digital channels. This gadget is available to agents when administrators configure and assign at least one digital channel to them. This gadget is available only with SSO login.

New Solution Documents in This Release

This table lists the Solution documents that are new in this release.

Document	Notes
Release Notes for Cisco Contact Center Enterprise Solutions	Describes new and updated features and other changes for the following contact center solutions and their components: • Cisco Unified Contact Center Enterprise • Cisco Packaged Contact Center Enterprise The Release Notes for each of these solutions are now consolidated into this one document. See: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html.

Documents Retired in This Release

There are no documents retired in this release.

Documents Updated in This Release

The following table lists the documents that are updated in this release.

Document	Change
Cisco Finesse Installation and Upgrade Guide	This document includes updates to the following features: • Added 12.6(2) OVA details • Updated the Client Operating System and Supported Browsers For more details, see *Change History* section of this document.
Cisco Finesse Administration Guide	This document includes updates to the following features: • Added a new section Manage Digital Channel Gadgets • Added a new topic Customize Gadget Properties • Added the new CLI topic Digital Channels Configuration For more details, see *Change History* section of this document.
Cisco Finesse Desktop User Guide	This document includes updates to the following features: • Added the topic Manage Digital Channels gadget • Added the topic Reset Layout for Current Page • Updated the topic Multi-Tab Gadgets • Updated the topic Drag-and-Drop and Resize Gadget or Component For more details, see *Change History* section of this document.

Document	Change

Cisco Finesse Web Services Developer and JavaScript Guide	Added the following in Finesse Desktop APIs:
	• Cisco Finesse Release 12.6(2) onward, you can get the list of phone books even when the range is not specified
	• Get Script Selectors
	• Media-Put List
	• Added the following Media API parameters:
	  • finesseAssociated
	  • channel
	  • mediaClass
	
	Added the following in Serviceability APIs:
	• Finesse Performance API
	• Added the totalConnectedUsersViaProxy parameter in the ConnectedUsersInfo API Parameters
	• The following SystemInfo API parameters are added:
	  • primaryNode-httpsPort
	  • primaryNode-xmppPort
	  • primaryNode-xmppSecurePort
	
	For more details, see the *What's new in Cisco Finesse* section of this document.

Other Documentation Sources

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

Documents	Notes
Release Notes for Cisco Contact Center Enterprise Solutions Release 12.6(2)	Updated to meet the Contact Center Enterprise Solutions, Release 12.6(2) requirements. To view the page, see https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html.

Documents	Notes
Compatibility Matrix for Contact Center Enterprise 12.6(2)	Updated to meet the Contact Center Enterprise, Release 12.6(2) requirements. To view the page, see https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html.

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.

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.

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.

Open Source Used in Cisco Finesse

This document lists the licenses and notices for open source software that are used in Cisco Finesse.

The latest guide is located at: https://www.cisco.com/c/en/us/about/legal/open-source-documentation-responsive.html?flt0_general-table0=Finesse#~documentation.

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.

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 Agent and Supervisor Desktop User Guide

This document is prepared for Unified Contact Center Enterprise and Packaged Contact Center Enterprise for 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/c/en/us/support/customer-collaboration/finesse/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/c/en/us/support/customer-collaboration/unified-contact-center-express/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.