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CHAPTER 1

Documentation Guide

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Overview

This document explains the organization of the technical documentation for Cisco Finesse Release 10.0(1). Use this document to understand where you can find types of information in the customer documentation suite.


For more information about what is new in Cisco product documentation, see http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html.

Documentation changes

The following table lists the documents that have title changes, content changes, or are new for Release 10.0(1).
### Plan

**Release Notes for Cisco Finesse Release 10.0(1)**

This document describes the system requirements, new features, changed information, and caveats for Cisco Finesse. Read the latest release notes before initially installing or upgrading Cisco Finesse.


**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.

**Cisco Unified Contact Center Express Design Guide**

This document provides design considerations and guidelines for deploying Cisco Unified Contact Center Express. 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.


**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.

This wiki is located at [http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Finesse](http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Finesse).

**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 if you are installing Finesse in a Cisco Unified Contact Center Enterprise environment.


**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.


**Configure**

**Cisco Finesse Web Services Developer Guide**

This document provides information about the Cisco Finesse desktop and configuration APIs, API parameters and errors, and information about gadget development. This document is available on the Cisco Developer Network, which requires sign-in with a Cisco.com user ID and password.

This document is available at [http://developer.cisco.com/web/finesse/docs](http://developer.cisco.com/web/finesse/docs).
Administer and operate

**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.


**Cisco Unified CCX 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.


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.


**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.


Troubleshoot

**Troubleshooting Cisco Finesse**
This troubleshooting wiki is the location for all Cisco Finesse troubleshooting tips and can be a useful reference for all users.

Related documentation

This section provides links to documentation for related products.

**Unified Contact Center Enterprise**

**Unified Contact Center Express**

**Packaged Contact Center Enterprise**