Cisco Finesse Documentation Guide for Release 9.1(1)

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CHAPTER 1

Release and General Information

This section lists Cisco Finesse Release 9.1(1) general information.

- Release Notes for Cisco Finesse Release 9.1(1), page 1
- Cisco Finesse Documentation Guide, page 1

Release Notes for Cisco Finesse Release 9.1(1)

Release notes contain system requirements, new features, changed information, documentation updates, and open caveats for Cisco Finesse Release 9.1(1).

This guide is available here:

http://www.cisco.com/en/US/products/ps11324/prod_release_notes_list.html

Cisco Finesse Documentation Guide

This guide, which you are using now, describes the documents that comprise the Cisco Finesse Release 9.1(1) documentation set. This guide contains hyperlinks that link to these documents.

This guide is available here:

http://www.cisco.com/en/US/products/ps11324/products_documentation_roadmaps_list.html

CHAPTER 2

Design

This section lists Cisco Finesse Release 9.1(1) system design documentation.

- DocWiki: Virtualization for Cisco Finesse, page 3
- Cisco Unified Contact Center Enterprise Solution Reference Network Design, page 3

DocWiki: Virtualization for Cisco Finesse

The *Virtualization for Cisco Finesse* DocWiki provides information about Finesse-specific VMware requirements, VM-specific software requirements, sizing guidelines, and the Finesse OVA template.

This information is available here: http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Finesse

Cisco Unified Contact Center Enterprise Solution Reference Network Design

The *Cisco Unified Contact Center Enterprise Solution Reference Network Design* provides design considerations and guidelines for deploying the Cisco Unified Communications System, Release 9.x, and its various components and subsystems, including Finesse.

This guide is available here:
http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_implementation_design_guides_list.html

CHAPTER 3

Reference

This section lists Cisco Finesse Release 9.1(1) reference documentation.

- Hardware and Software Specification (Bill of Material) for Cisco Unified Contact Center Enterprise, page 5

Hardware and Software Specification (Bill of Material) for Cisco Unified Contact Center Enterprise

The *Hardware and Software Specification (Bill of Material) for Cisco Unified Contact Center Enterprise* specifies the hardware and system software that are compatible with and required for Cisco Unified Contact Center Enterprise products, including Finesse.

This guide is available here:
http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html

CHAPTER 4

Install and Upgrade

This section lists Cisco Finesse Release 9.1(1) install-related documentation.

- Cisco Finesse Installation and Getting Started Guide, page 7

Cisco Finesse Installation and Getting Started Guide

The *Cisco Finesse Installation and Getting Started Guide* provides instructions for installing Cisco Finesse Release 9.1(1), and includes preinstallation and postinstallation tasks.

This guide also provides instructions for upgrading to Cisco Finesse Release 9.1(1).

This guide is available here:

http://www.cisco.com/en/US/products/ps11324/prod_installation_guides_list.html

CHAPTER 5

Configure

This section lists Cisco Finesse Release 9.1(1) documentation that is related to configuration and programming.

- Cisco Finesse Web Services Developer Guide, page 9

Cisco Finesse Web Services Developer Guide

The *Cisco Web Services Developer Guide* includes the Cisco Finesse desktop and configuration APIs, a list of API parameters, errors, and information about gadget development.

This guide is available on the Finesse page of the Cisco Developer Network (requires sign-in with a Cisco.com user ID and password).

This guide is available here: http://developer.cisco.com/web/finesse/docs

CHAPTER 6

Maintain and Operate

This section lists Cisco Finesse Release 9.1(1) maintenance and operation documentation.

- Cisco Finesse Administration and Serviceability Guide, page 11

Cisco Finesse Administration and Serviceability Guide

The *Cisco Finesse Administration and Serviceability Guide* describes how to configure CTI and Administration & Data Server settings, cluster settings, team resources, reason codes, phone books, and the layout of the Finesse Agent Desktop.

This guide also provides CLI commands for starting and stopping services, collecting logs, managing remote accounts, enabling or disabling Cisco Finesse HTTPS redirect and Cisco Finesse Notification logging, and checking replication status.

This guide is available here:

http://www.cisco.com/en/US/products/ps11324/products_user_guide_list.html

CHAPTER 7

Troubleshoot and Alerts

This section lists Cisco Finesse Release 9.1(1) troubleshooting documentation.

- DocWiki: Troubleshooting Tips for Cisco Finesse, page 13

DocWiki: Troubleshooting Tips for Cisco Finesse

The *Troubleshooting Tips for Cisco Finesse* DocWiki provides troubleshooting information for Finesse and includes possible causes and recommended actions.

This information is available here: http://docwiki.cisco.com/wiki/Troubleshooting_Cisco_Finesse