Preface

- Change History, on page i
- About This Guide, on page ii
- Audience, on page ii
- Related Documents, on page ii
- Communications, Services, and Additional Information, on page iii
- Field Notice, on page iii
- Documentation Feedback, on page iv
- Conventions, on page iv

Change History

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

Change	See	Date
Initial Release of Document		October 2023
Added a new topic that provides instructions about how you can reset the desktop layout to the default size.	Reset Layout for Current Tab	
Added CTI device selection details.	Agent Device Selection	
Added Finesse Maintenance Mode details.	Finesse Desktop Failover	
Added Edge Chromium details for Chromium browser support.	Browser Settings for Agent and Supervisor Desktop	
Added the security certificate acceptance procedure for Edge chromium browser.	Accept Security Certificates	
Added Multi-Tab gadgets details.	Finesse Desktop Behavior	
Added shortcut keys for Multi-Tab gadgets.	Agent Keyboard Shortcuts	
Updated drop participants from conference call details.	Intercept a Call	
Updated DTMF desktop behaviour.	Send DTMF	
Added the custom message during sign on.	Sign In to Cisco Finesse Desktop	

About This Guide

This guide describes how to use the Finesse agent and supervisor desktop.

Audience

This guide is intended for Webex Contact Center Enterprise (Webex CCE) for Contact Center agents and supervisors who use the Finesse desktop.

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

Document or resource	Link
Cisco.com site for Finesse documentation	https://www.cisco.com/en/US/partner/products/ps11324/tsd_products_support_series_home.html

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at Cisco Profile Manager.

- To get the business impact you're looking for with the technologies that matter, visit Cisco Services.

- To submit a service request, visit Cisco Support.

- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit Cisco Marketplace.

- To obtain general networking, training, and certification titles, visit Cisco Press.

- To find warranty information for a specific product or product family, access Cisco Warranty Finder.

Cisco Bug Search Tool

Cisco Bug Search Tool (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Field Notice

Cisco publishes Field Notices to notify customers and partners about significant issues in Cisco products that typically require an upgrade, workaround, or other user action. For more information, see *Product Field Notice Summary* at https://www.cisco.com/c/en/us/support/web/tsd-products-field-notice-summary.html.

You can create custom subscriptions for Cisco products, series, or software to receive email alerts or consume RSS feeds when new announcements are released for the following notices:

- Cisco Security Advisories

- Field Notices

- End-of-Sale or Support Announcements

- Software Updates

- Updates to Known Bugs

For more information on creating custom subscriptions, see *My Notifications* at https://cway.cisco.com/mynotifications.

Documentation Feedback

To provide comments about this document, send an email message to the following address:
contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

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 Webex Contact Center Enterprise Features 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.