



Cisco Finesse

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New and Updated Features

New Features

Sign In URL Now Requires FQDN

To sign in to the Finesse administration console or the Finesse agent desktop, enter the fully qualified domain name (FQDN) of the Finesse server in the URL. If you enter the server IP address or hostname, Finesse redirects your browser to the server FQDN.

Multiple Call Variables Layouts

In previous releases, Finesse only supported one default Call Variables Layout. With Release 11.0(1), the Call Variables Layout gadget allows you to define up to 200 unique Call Variables Layouts (one default layout and 199 custom layouts) to display on the Finesse agent desktop. As part of this functionality:

- You can use a workflow to specify the Call Variables Layout that an agent sees when they receive a call.
- For a new Release 11.0(1) installation, Finesse provides a default layout.
- For upgrades from an earlier release, Finesse migrates the previously configured default layout and assigns it the default name and description.

Finesse IP Phone Agent

With Finesse IP Phone Agent (IPPA), agents can access Finesse capabilities on their Cisco IP Phone as an alternative to accessing Finesse through the browser. Finesse IPPA does not provide the full set of Finesse features that are supported using the browser, but it does allow agents and supervisors to receive and manage Finesse calls if they lose or do not have access to a PC.



Note Supervisors can sign in to Finesse on their IP Phones and perform all agent tasks, but supervisor tasks such as monitor, barge, and intercept are not supported. To perform supervisor tasks, supervisors must sign in to the Finesse desktop.

In Release 11.0(1), Finesse IPPA supports the following functionality:

- Sign in/sign out
- Pending state
- Wrap-up reasons
- Optional wrap-up
- Not Ready reasons
- State change using reason codes
- One Button Sign In

Account Locked After Five Failed Sign In Attempts

If an administrator tries to sign in to the Finesse administrator console (or diagnostic portal) with the wrong password five times in a row, Finesse blocks access to that user account for a period up to 30 minutes. For security reasons, Finesse does not alert the user that their account is locked. They must wait 30 minutes and try again.

Similarly, if agents or supervisors sign in to the desktop five times in a row with the wrong password, Finesse blocks access to that user account. However, in this case, the lockout period is only 5 minutes. This restriction also applies when agents and supervisors sign in using Finesse IP Phone Agent (IPPA).



Note When an agent or supervisor account is locked, subsequent attempts to sign in, even with correct credentials, reset the lockout period to 5 minutes again. For example, if a locked user tries to sign in again after only 4 minutes, the lockout period is reset and the user must wait another 5 minutes. This reset does not apply to the administrator account.

To view whether a user account is locked, enter the following CLI command:

file get activelog desktop recurs compress

Then extract the zipped output, and search the catalina.out logs (opt/cisco/desktop/finesse/logs/catalina.out) for the following message referring to the locked username:

An attempt was made to authenticate the locked user "<username>"

Accessibility

The Finesse desktop supports features that improve accessibility for low-vision and vision-impaired users.



Note Finesse supports these features only with Internet Explorer 11.0 and only on the agent desktop, not the supervisor desktop or administration console.

Gadget Loading Indicator

Finesse now provides a gadget loading indicator that displays a loading message while a gadget is initially loading in Finesse. If you are a developer creating a gadget, include this functionality in your gadget to provide a consistent user experience within Finesse.

X-Frame-Options Support

As a security enhancement, Finesse Release 11.0(1) supports x-frame-options (XFO) HTTP header in the Finesse HTTP messages.

Updated Features

Increased Phone Books and Contacts

Finesse Release 11.0(1) increases the maximum number of team phone books from 50 to 300 and total contacts in all phone books from 1500 to 50,000. See the following table for details.

Table 1: Maximum Numbers of Phone Books and Contacts

| Item | Maximum | Notes |
|-----------------------------------|---------|---|
| Total contacts in all phone books | 50,000 | Increased from 1500. |
| Team phone books | 300 | Increased from 50. |
| Global phone books | 10 | Unchanged. |
| Displayed contacts per agent | 1500 | Unchanged. These contacts are retrieved first from the global phone books and then from the team phone books. |
| Contacts per phone book | 1500 | Unchanged. |

Increased Team Wrap-Up Reasons

Finesse Release 11.0(1) increases the maximum number of team wrap-up reasons from 100 to 1500. However, you can still assign no more than 100 team wrap-up reasons to an individual team. The maximum number of global wrap-up reasons remains unchanged at 100.

All ASCII Characters Now Supported When Making a Call

Finesse now supports the use of any ASCII character when you make a call. Finesse no longer converts letters typed into the dial pad into numbers, nor does it remove non-numeric characters (including parentheses and hyphens) from phone numbers.

Dialog Notification API Populates requestId

In the Dialog Notification API, the requestId tag is now populated when a user makes a request. (For an incoming call, the requestId tag is empty.)

Deprecated Features

This release has no deprecated features.

Important Notes

Cisco Finesse Installation

In a Unified CCX deployment, Finesse is installed coresident with Unified CCX, as part of the Unified CCX installer. For more information about installing Finesse with Unified CCX, see the *Cisco Unified Contact Center Express Installation Guide* at http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/prod_installation_guides_list.html.

Load Balancing for Finesse

With Finesse, the use of a load balancer after sign-in is neither required nor supported. For information about Finesse support of a load balancer before sign-in or with the Finesse APIs, see the *Cisco Unified Contact Center Express Design Guide* at <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html>.

Encryption of Self-signed Certificates

Encryption of Self-Signed Certificates

Automatically generated self-signed certificates currently use SHA-1 encryption, which is deprecated.

Instead, use the platform administration tools to create self-signed certificates with SHA256 encryption. You can access the tools by selecting **OS Administration > Security > Certificate Management**.

One Finesse Desktop or Finesse IPPA Session Per Agent

Finesse has the following agent session limitations:

- Finesse can support a mix of agents in which some agents use Finesse IPPA and other agents use the Finesse desktop (license permitting).
- Agents cannot sign in to both the Finesse desktop and Finesse IPPA at the same time.
- Agents can sign in to only one instance of either the Finesse desktop or Finesse IP Phone Agent (IPPA) at one time.

- When agents are signed in to the Finesse desktop or Finesse IPPA, they can also sign in to a third-party application using the Finesse API at the same time. (This setup is considered a custom development. Like other Finesse customizations, the customer or partner is responsible for proper development and testing of this custom setup.)

Wrap-Up and Transfer

An agent cannot enter wrap-up data following a completed transfer because the call is not only cleared, but also completely ended. If an agent wants to enter wrap-up data for a transferred call, that agent must select a wrap-up reason while the call is in progress.



Note If an agent is configured for wrap-up, that agent may still enter Wrap-Up state after transferring the call. However, the wrap-up timer does not appear on the Finesse desktop after the call is transferred.

Browser URL Button for Workflow Actions and Internet Explorer 11.0

The context menu for the Browser URL button on the Manage Workflow Actions gadget is disabled in Internet Explorer 11.0. An administrator must use keyboard shortcuts for Select All, Cut, Copy, and Paste for this particular field.

Cisco Jabber for Windows

Finesse supports Cisco Jabber for Windows as a contact center voice endpoint. Finesse supports the following Jabber functionality:

- Voice only (Video is not supported)
- Built-In Bridge (for silent monitoring)
- IM and Presence



Note Agents cannot use Jabber to transfer or conference calls. Agents must use the Finesse desktop for transfer and conference.

You must change the default configuration for Jabber as follows:

- Change Maximum number of calls from 6 to 2.
- Change Busy trigger from 2 to 1.

Hardware and Software Requirements

For Finesse compatibility requirements, including supported phones and browsers, see the [Compatibility Matrix for Unified CCX](#).

Finesse Client Requirements

The minimum supported screen resolution for Finesse clients is 1024 x 768.



Important

Requirements, such as processor speed and RAM, for clients that access the Finesse desktop can vary. Desktops that receive events for more than one agent (such as a supervisor desktop running Team Performance and Queue Statistics gadgets or an agent desktop running Live Data reports that contain information about other agents or skill groups) require more processing power than desktops that receive events for a single agent.

Factors that determine how much power is required for the client include, but are not limited to, the following:

- Contact center traffic
- Additional integrated gadgets in the desktop (such as Live Data reports or third-party gadgets)
- Other applications that run on the client and share resources with the Finesse desktop

Hardware

Click [here](#) for information about the system hardware requirements for Unified Communications servers. For virtualization information for Cisco Finesse, go to http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Finesse.

Load and Capacity

Finesse is qualified to support up to 360 desktop or Finesse IPPA agents and 40 supervisors (for a total of 400 users). Finesse IPPA agents can also access the Finesse desktop (but not both at the same time) without affecting the total number of supported users, license permitting. Unified CCX supports HTTPS only.

Related Documentation

For information about Finesse deployments with Unified Contact Center Express (Unified CCX), see the Unified CCX documentation on Cisco.com:

http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/tsd_products_support_series_home.html

Developer information is available from the Finesse page on the Cisco Developer Network (requires sign in with Cisco.com user ID and password):

<https://developer.cisco.com/site/finesse/>

Cisco DevNet provides API documentation (*Cisco Finesse Web Services Developer Guide*), a blog, and forums.

Troubleshooting tips for Cisco Finesse are available on DocWiki at:

http://docwiki.cisco.com/wiki/Troubleshooting_Cisco_Finesse

Removed and Unsupported Features

This release has no removed or unsupported features.

Third-Party Software Impacts

This release has no third-party software impacts.

