



Finesse IP Phone Agent Tasks

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Finesse IP Phone Agent

With Finesse IP Phone Agent (IPPA), you can access Finesse features on your Cisco IP Phone as an alternative to accessing Finesse through your browser. Finesse IPPA supports fewer features than the Finesse desktop in the browser, but it does allow you to receive and manage Finesse calls if you lose or do not have access to a computer.

Supervisor Tasks

Finesse IPPA does not support supervisor tasks such as monitor, barge, and intercept, but supervisors can sign in and perform all agent tasks on their IP Phones.

To perform supervisor tasks for Finesse IPPA agents, supervisors must sign in to the Finesse desktop and follow the same steps that they use for the Finesse desktop agents (currently restricted to viewing team performance and changing an agent's state).

Agent Tasks

The following table provides a quick reference for common agent tasks.

Task	Steps
Sign In	<ul style="list-style-type: none">• Press Services > Cisco Finesse.• Enter your ID, password, and extension.• Press SignIn.

Task	Steps
Change State	Press Ready or NotReady .
Apply Wrap Up Reasons	Press WrapUp and select from the list.
Sign Out	From the Not Ready state, press SignOut .

For more information about agent tasks, see the following sections.

Sign In to Finesse on the IP Phone

Before you begin

Your administrator must set up your Finesse IPPA access.

Procedure

Step 1 On your IP Phone, press the **Services** button.



Note The example figures shown in this procedure may differ from your phone's layout and display.

Step 2 Select **Cisco Finesse**.

Step 3 Enter your agent ID (or username), password, and extension, and press the **SignIn** button.



The home screen appears.



Note Your administrator can set up your phone with One Button Sign In, which allows you to sign in without specifying your ID, password, or extension. In this case, when you select Finesse from the Services menu, Finesse IPPA automatically enters your sign-in information, and you move directly to the home screen. Alternatively, Finesse IPPA can automatically enter only some of your information, for example your ID and extension. In this case, you must enter only your password before you press the **SignIn** button.

Change State on the IP Phone

When you sign in to Finesse on the IP Phone, your initial state is set to Not Ready. To receive calls, set your state to Ready.

While you are on a call, you can set the state that will apply when the call is complete. In this case, Finesse shows your current state and the pending state that Finesse will apply when the call ends.

Procedure

- Step 1** To set your state to Ready, press the **Ready** button.
- Step 2** To set your state to Not Ready, press the **NotReady** button.
- Step 3** If Not Ready reason codes appear, scroll to the desired reason, and press the **Select** button.

After the call ends, you can change your selected reason code by pressing the **NotReady** button again and selecting a different reason.

Apply Wrap Up Reason on the IP Phone

A Wrap Up reason indicates why a customer called the contact center. For example, you can have one Wrap Up reason for sales calls and another for support calls.

Your administrator can assign Wrap Up reasons to you. In this case, the WrapUp button appears when you are on a call or while you are in Wrap Up state after the call ends.



Note When you are on a call (talking state), the WrapUp button is displayed alongside the Ready and Not Ready buttons. You can select the WrapUp reason before ending the call.

If you do not select the Wrap Up reason before ending the call, and if Wrap Up reason is configured for you by the administrator, then WrapUp button is displayed after you end the call. You can now select the Wrap Up reason.

If administrator has not configured Wrap Up reasons for you, then the WrapUp button is not displayed for you.

Procedure

Step 1 Press **WrapUp** during or after the call and select a Wrap Up reason from the list.

Step 2 To end the Wrap Up state after the call ends, select your new state (Ready or NotReady) or wait for the preconfigured timer to expire.

While you are on a call, you can specify the next state to apply after Wrap Up by selecting that state first. For example, while on a call, select **NotReady** and then select **WrapUp**. When the call ends, you enter the Wrap Up state with a pending state of Not Ready. When the Wrap Up timer expires, you enter the Not Ready state.

You cannot enter a Wrap Up reason after you transfer a call. To enter a Wrap Up reason for a call you transfer, select the Wrap Up reason while the call is in progress.

Sign Out of Finesse on the IP Phone

Before you begin

You must be in the Not Ready state to sign out.

Procedure

Step 1 Press the **SignOut** button.

Step 2 If Sign Out reason codes appear, scroll to the desired Sign Out reason, and press the **Select** button.

Recover Finesse IP Phone Agent Service After Failure

If the Finesse server you are currently signed in to goes out of service, the IP Phone displays an error indicating the Finesse service is unavailable. Unlike the Finesse desktop, the Finesse IP Phone Agent does not automatically failover to the alternate Finesse server. To resume normal operations, exit from the current Finesse IP Phone service and manually sign in to an alternate Finesse IP Phone service.

Procedure

- Step 1** Press **Retry** to retry the current Finesse service.
- Step 2** If the issue is not resolved, sign in to an alternate Finesse service:
- Press **Exit** to exit the current Finesse service.
 - Press the **Services** button.
 - Select an alternate **Cisco Finesse** service from the menu.
 - Enter your agent ID, password, and extension, and press the **SignIn** button.
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Note

- If none of the available Finesse services allow you to connect, contact your administrator.
 - If your IP Phone displays pending state information when you lose connection with the Finesse service, that state information is lost when you sign in again.
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Set Finesse Service and Credentials Using the Self Care Portal

Your administrator may ask you to subscribe your phone to the Finesse service using the Unified CM Self Care Portal. And if your administrator sets up One Button Sign In, they may also ask you to enter your ID, extension, or password in the Unified CM Self Care Portal. (Finesse IPPA can then enter these credentials for you automatically each time you sign in.)

Procedure

- Step 1** Use your ID and password to sign in to the Self Care Portal from the following URL:
- `http://UCM address/ucmuser`
- where *UCM address* is the address of Cisco Unified CM provided by your administrator.
- Step 2** On the Self Care Portal, navigate to **Phones > Phone Settings > Services**.
- Step 3** Select the phone that you want to subscribe to the Finesse service.
- Step 4** If your administrator has already subscribed this phone to the Finesse service, click the **Edit Service** icon for the Finesse service, and go to Step 7. Otherwise, go to Step 5.
- Step 5** Click **Add New Service** for the phone and select the Finesse service from the drop-down list.
- Step 6** In the Display Name field, enter **Cisco Finesse** (or another display name that is appropriate for your phone).
- Step 7** If your administrator requests that you enter your credentials, enter the required values for your agent id, password, and extension.
- Step 8** Click **Save**.
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What to do next

If your administrator has also set up a secondary Finesse service as a backup, perform these steps again on the secondary service.

Finesse IPPA Behavior

The following additional notes describe how Finesse IPPA behaves when you perform certain agent tasks.

Call Data Display

- When you make or receive a call, Finesse IPPA displays call data on the phone based on the administrator-defined layout. Unlike the Finesse desktop, Finesse IPPA displays all call data in one column. The display order relative to the Finesse desktop is: header, left column, right column. You can scroll to view the data as required.
- When you are on multiple calls (such as a consult call), Finesse IPPA displays call data for the active call. If all calls are on hold, Finesse IPPA displays call data for the last active call.
- Some IP Phone models display the Finesse IPPA screen and not the home screen during an ACD incoming call. You cannot accept the call as the **Answer** and **Decline** soft keys are not enabled in the Finesse IPPA screen. To answer the call:
 - Press the hard key on the top right of the IP Phone.
 - Use the phone handset.
 - Press the speaker button.

Phone Behavior When You Make a Call

- If you make a call from the Ready state, Finesse IPPA changes your state to Not Ready and displays the Finesse screen. Similarly, if you make a call without first navigating to the home phone screen, sometimes the IP Phone changes the display to the Finesse screen. In either case, to view the dialed numbers, navigate back to the home phone screen.
- If you call a busy number, the IP Phone first displays a `Busy` message, and then Finesse displays a `Talking` message until you end the call. You can safely ignore the `Talking` message.

Reserved and Hold State Not Displayed

- Unlike the Finesse desktop, Finesse IPPA does not display Reserved or Hold states. Instead, Finesse IPPA continues to display the previous state that applied (for example, Ready or Talking) before you moved to reserved or on hold. The one exception to this behavior occurs when you receive a direct call from another agent while in the Not Ready state. In this case, Finesse IPPA continues to display the Not Ready state.

No Wrap Up on Transferred Calls

- If you transfer a call, you cannot set any Wrap Up data for the call even if Finesse IPPA shows you in the Wrap Up state. To enter a Wrap Up reason for a transferred call, select the Wrap Up reason while the call is in progress.



Note As the Simplified New Call UI is currently not supported in Finesse IPPA, enabling this feature will not allow the agent to make outbound calls in READY state.



Note Finesse IPPA is not supported on VPN.
