



Cisco Finesse

- [New Features, on page 1](#)
- [Updated Features, on page 2](#)
- [Important Notes, on page 4](#)
- [Deprecated Features, on page 4](#)
- [Removed and Unsupported Features, on page 4](#)
- [Third-Party Software Impacts, on page 4](#)

New Features

Make Call from Ready State

Agents and Supervisors can make calls from Ready State.

View My History

As an Agent or Supervisor, you can view your call history by clicking on the 'My History' tab. You can view call details like start time of the call, duration, type etc.

Initiate a Call back from the My History Report

As an agent or supervisor, you can initiate a call back by clicking the Make Call icon for a selected row in the Agent Call History report from the My History tab.

Separate System and Custom Reason Codes in Cisco Finesse Administrator

The Finesse Administrator can differentiate between system reason codes and custom reason codes in the Not Ready and Sign Out Reason code gadgets. The Type column can be sorted to display both reason codes (System or Custom) in the Finesse Admin Console. System reason code "labels" can be edited and saved but the global attribute and "code" cannot be edited. Admin cannot create or update a new Reason Code that conflicts with a predefined Reason Code already present in the system.

Pre-defined Attributes of the System Reason Codes

In the Not Ready system reason codes and Sign Out system reason codes, only the reason code label can be edited and saved. The Global attribute and system code cannot be modified. In case the system reason code label is modified and you wish to revert back to the default label, see *Pre-Defined System reason Codes* listed in the *Cisco Finesse Administration Guide*. The first letter of the system reason code is capitalized.

Queue Statistics for Finesse IPPA

The following queue statistics information is now displayed on the Finesse IPPA home screen:

- Current call state.
- Number of calls waiting across assigned queues.
- Longest Queue time across assigned queues.
- Last refreshed time of the Queue Statistics data (auto update happens every 15 seconds).

Filtering of Logged Out Agents

By default, in the Team performance gadget, supervisors will not be able to view logged out agents. To view both logged in and logged out agents, click the **Include logged out agents** checkbox.

Secondary Call ID in Dialog API

Secondary call ID is added in the additional element of the primary dialog API for consult, transfer and conference calls scenarios.

Updated Features

Enable Trace Logs

Use the admin privilege level CLI command to enable and disable trace logging for Finesse IPPA. Use any one of the following commands to toggle trace logs for Cisco Finesse.

- `utils finesse trace enable`
- `utils finesse trace disable`
- `utils finesse trace status`

Audit Logs Track Admin User Operations

Generate audit logs to track all admin operations (including Finesse admin UI and REST client operations). The log includes the following parameters:

- Timestamp
- User id of the administrator

- Method of operation (PUT, POST, DELETE)
- URL
- Payload

Configuration of viewID in Dynamic Live Data Gadgets

Dynamic Live Data gadgets (identified by the "type=dynamic" URL parameter) in the supervisor desktop layout can have only a single viewID URL param configured. This enables you to view call history and state history on the desktop correctly.

Monitor Manual Outbound Call

Supervisor can silent monitor when an agent makes an outbound call in the Not-Ready state from the ACD line.

Reason Code Conflicts during Upgrade

When upgrading from a previous Unified CCX version to 11.6(1), you can manage reason code conflicts so that reports reflect accurate reason codes after upgrade.

When performing a system upgrade in a Unified CCX deployment, if the predefined system reason codes already exist in the system as custom reason codes, they need to be modified with new values to avoid conflict post upgrade.

Configurable Toaster Notifications

Toaster notifications are enabled by default after a fresh installation of Cisco Finesse. Use CLI commands to disable, enable and check the status of the toaster notifications. You can set the duration (timeout in seconds) of the toaster notification.

Context Service Serviceability

Context Service Serviceability Improvements

Cisco Finesse, if registered, logs the following information in Fusion Management Connector

- Context Service SDK version used in Finesse
- Context Service registration status
- Ping Latency of the CS services

The Finesse Authorization logs are available in the `/opt/cisco/ccbu/logs/fusion-mgmt-connector` and `/opt/cisco/desktop/logs/finesseauth` directories respectively.

Additionally, Cisco Finesse polls the CS JMX counters and, if registered, it logs the resulting information, at intervals, in the Finesse Authorization log available in the `/opt/cisco/desktop/logs/finesse-auth` directory.

Context Service SDK Re-initialization

Cisco Finesse support a new REST API, called CS re-init API, to re-initialize the Context Service SDK without re-starting Tomcat.

Important Notes

None.

Deprecated Features

None

Removed and Unsupported Features

None

Third-Party Software Impacts

None