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Change History

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

Change	See	Date
Initial Release of Document for Release 11.6(1)		August 2017
Updated Chat and Email Control Gadget	Chat and Email Control Gadget	
Manage Chat and Email Contact	<ul style="list-style-type: none"> • Chat Interaction panel • Initiate a Group Chat • Accept a Group Chat • Decline a Group Chat • Apply Wrap-Up Reasons for Chat and Email • Email Reply Panel • Reply to an Email Contact • Forward an Email 	
Call Related Tasks	Initiate a Direct transfer of a Call	
Supervisor Tasks	Monitor a Call	

About This Guide

The *Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express* describes how agents and supervisors can use the Finesse desktop for calls and chat.

Audience

This document is intended for Unified Contact Center Express agents and supervisors who use the Finesse desktop.

Conventions

This manual uses the following conventions.

Convention	Description
boldface font	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</p> <ul style="list-style-type: none"> • Choose Edit > Find • Click Finish.
<i>italic</i> font	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> • To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills. • For emphasis. Example: <i>Do not</i> use the numerical naming convention. • An argument for which you must supply values. Example: IF (<i>condition, true-value, false-value</i>) • A book title. Example: See the <i>Cisco Unified Contact Center Express Installation Guide</i>.

Convention	Description
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> Text as it appears in code or information that the system displays. Example: <pre><html><title> Cisco Systems, Inc. </title></html></pre> File names. Example: <pre>tserver.properties.</pre> Directory paths. Example: <pre>C:\Program Files\Adobe</pre>
string	Nonquoted sets of characters (strings) appear in regular font. Do not use quotation marks around a string or the string will include the quotation marks.
[]	Optional elements appear in square brackets.
{ x y z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
< >	<p>Angle brackets are used to indicate the following:</p> <ul style="list-style-type: none"> 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.
^	The key labeled Control is represented in screen displays by the symbol ^. For example, the screen instruction to hold down the Control key while you press the D key appears as ^D.

Related Documents

Document or Resource	Link
Cisco Unified Contact Center Express Documentation Guide	https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html
Cisco Unified CCX documentation	https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html

Document or Resource	Link
Cisco Unified Intelligence Center documentation	https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html
Cisco Finesse documentation	https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html
Cisco SocialMiner documentation Note From Unified CCX Release 12.5(1), CCP documents are available in the Cisco Unified CCX documentation folder.	https://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html
Cisco Mediasense documentation	https://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html
Cisco Unified CCX Virtualization Information	https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html
Cisco Unified CCX Compatibility Information	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html

Documentation and Support

To download documentation, submit a service request, and find additional information, see *What's New in Cisco Product Documentation* at <https://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

You can also subscribe to the *What's New in Cisco Product Documentation* RSS feed to deliver updates directly to an RSS reader on your desktop. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

Documentation Feedback

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