Cisco Finesse

New Features

User Experience Changes in Cisco Finesse

Cisco Finesse has undergone a user experience refresh in this release. The Agent and Supervisor desktop layouts have a new look and feel with the following functionalities:

• Signing in to Cisco Finesse Desktop (SSO mode and Non SSO mode)

  The login screen for Cisco Agent and Supervisor has a new look and feel. When signing in to Cisco Finesse desktop, choose the language from the drop-down option of the Language Selector screen. If you do not choose the language, English is the default language.

• Certificate Acceptance

  To accommodate browser behavior, the accepting certificates from the SSL certificates popup is changed from opening all certificates in different tabs to certificates appearing as links. Click each link to open and accept the certificate in a new browser tab and the accepted certificates are removed from the SSL certificate popup.

• User Options Icon

  The User Option in the Finesse header has the Agent details like name, ID, Extension, option to Sign Out with reason codes, and Mobile Agent details. The Send Error report lets you send the desktop logs to your administrator in case of any technical issues.

• Customized Logo and Product Name

  The logo and product name appearing on Finesse desktop can be customized by the Administrator in the Manage Desktop Layout.
• **Customized Left Navigation Bar**
  You can customize the left navigation bar by adding icons where we have gadgets hosted. The Navigation bar can be pinned or automatically collapsed to increase or decrease the Finesse desktop area.

• **Desktop Notifications**
  - For incoming voice calls: Popover with configured customer details appear with the Answer button. These customer details (call variables) can be configured via the Finesse Desktop Layout in the Admin console.
  - For campaign initiated outbound calls: Popover with configured customer details appear with the Accept or Decline buttons.
  - For Digital Channels: Popover with configured customer details appear with options to accept or reject the request depending on the gadget behavior.

When the Finesse desktop window or tab is inactive, you receive toaster notifications for any Voice or Digital Channel requests.

• **Answering an Incoming Call**
  When a call arrives at the Cisco Finesse desktop, a popover notification displays with the following:
  - Options to answer the call.
  - Call context.

• **Making a Call**
  To make a call from the dialpad, either enter the number or use the one-click option in the phone book.

• **Digital Channels**
  The new user experience has the agent state control for Digital Channels added next to the agent Voice state. Agents cannot sign out of Finesse if they are in the Ready state.

• **Accessibility**
  Accessibility is added for the following features:
  - Digital Channels
  - Queue Statistics
  - Agent State Control
  - Team Message
  - Desktop Chat

• **Sign Out or Reload**
  When you sign out or reload the Finesse desktop, a confirmation message is prompted to confirm your action.

• **Visual Design Guide**
  The Visual Design Guide provides guidelines to customize the visual experience of the Agent and Supervisor desktop. For information on customizing the visual experience, see https://developer.cisco.com/docs/finesse/#!visual-design-guide.
Desktop Chat

Desktop Chat is an XMPP browser based chat, which is powered by Cisco Instant Messaging and Presence (IM&P) service. Desktop Chat allows agents and supervisors to chat with each other and Subject Matter Experts in the organization.

The Desktop Chat interface is hosted by the Finesse Agent desktop and requires a separate login to the IM&P service. A separate login is required even in SSO deployment.

Desktop Chat's server settings and attachment support can be configured by the administrator.

Team Message

The Team Message feature allows the supervisors to broadcast messages to their respective teams. The messages appear as a banner across the Finesse desktop and the respective agents can view these messages and take necessary action.

Active Call Details

In the Team Performance gadget, the Supervisor can view the active call details of an agent. The active call details shows:

- The call variable header and the call variables configured by the administrator.
- Active Participants
- Held Participants
- Duration
- Call Status
- Queue Name

Search Reason Codes

Administrators can search and select reason code to add or edit them. For more accurate results, Administrators can search by the entering the values of Reason Label, Reason Code, or keywords from Reason Label Name and Reason Code.

Searching with keywords from Reason Label Name and Reason Code is supported only for Not Ready and Sign Out reason codes.

Workflow for Digital Channels

Workflows and Workflow actions can be created for voice and digital channels.

Configure Wrap-Up Timer

Depending on the configuration done by the administrator, the wrap-up timer can either countdown or count up the time.
ShowWrapUpTimer property can be used to show or hide the timer in the wrap-up state.

**Force Wrap-Up Reason**

The administrator can configure Force Wrap-Up Reason for agents.

Force Wrap-Up Reason ensures that an agent provides a wrap-up reason before ending the call.

**Multiple Wrap-Up Reasons**

You can apply up to five Wrap-Up reasons to a call.

**CORS Support for Cisco Finesse APIs**

CORS support to third-party web server is disabled by default for Cisco Finesse and OpenFire. CORS support can be enabled for specific origins and the allowed origin list can be configured by the Administrator using CLIs.

**Gadget Source Whitelisting**

To prevent SSRF, the Administrator can choose to allow outgoing connections for specified sources to be used in the gadgets, by adding URLs to the whitelist using CLIs.

**JavaScript APIs**

JavaScript APIs are provided to add third-party digital channel integrations to the Finesse Desktop. The JavaScript APIs added in this release are Digital Channel APIs, Popover API, and Workflow for Digital Channels APIs. For more information on these APIs see [https://developer.cisco.com/docs/finesse/#javascript-library](https://developer.cisco.com/docs/finesse/#javascript-library).

**Updated Features**

**User Experience Enhancements**

The following features have been enhanced for this release:

- **Apply Wrap-Up Reason Using Search Option**
  - You can either apply Wrap-Up Reason by selecting from the drop-down list or use the search field provided in the Wrap-Up popup.
  - The reverse wrap-up timer is displayed.

- **State Control for Voice and Digital Channels**
  - The look of the state control is enhanced. You can change the state for voice and all other digital channels.

- **Actions Tab**
In the Team Performance gadget, the functionalities to Monitor an agent, Change the agent state to Ready or Not Ready, and Sign Out the agent are moved to the Actions Tab

**Time in State**

Beginning with this release, the *Time in State* field in the team performance gadget also displays the total duration since the agent has logged out, in addition to duration of other agent states.

**Updates to Default Layout XML**

The following attributes are added in the Default Layout XML:

- `managedBy` is added in the Live Data gadget.
- `maxRow` to adjust the height of the team performance gadget.
- `hidden` added to support headless gadgets.

The following attributes are added in the Default Layout XML and can be customized:

- Horizontal Header.
- Title and Logo.
- Icons in the left navigation bar.

**Call Variables Layout**

In the call layout popover configuration, the admin can configure the call header and up to five call variables in the Call Variable popover layout configuration. These variables are displayed in the agent's call popover and active call details in the Team Performance gadget.

**Cisco Finesse Administration Console**

The look and feel of the admin console is enhanced as part of user interface refresh.

**Changes in REST APIs**

The following changes are made to the payloads in the Cisco Finesse REST APIs.

The REST APIs available in 12.0(1) are backward compatible with previous versions.

- **User API**: The `stateChangeTime` payload indicates the time at which the state of the user is changed to the current state.
- **Dialog API**: The `WrapUpItems` and `WrapUpItem` payloads indicate the list of multiple wrap-up reason codes associated with a Dialog and the description of a call.
- **Queue API**: The `agentsBusyOther` and `agentsLoggedOn` payloads indicate the number of agents busy with calls and the number of agents currently logged into the system.
• **Media Properties Layout API**: The `showInPopover` payload indicates the call variables to be displayed in the call popover based on the set value.

• **Media API**: The `media` payload indicates the media of the workflow.

• **User API**: The user API has been enhanced to support getting the user object with the user name to enable `userName` to `peripheralID` translation.

The following new REST APIs are included in Cisco Finesse:

• **ChatConfig APIs**: used to configure the Desktop Chat server settings.

• **TeamMessage APIs**: used to configure Team Message settings.

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**Important Notes**

• Layout is upgraded to insert the new headers and replace the default gadgets with new ones.

• Finesse notification service is upgraded from OpenFire 4.0.3 to 4.3.2.

• Microsoft Edge can consume considerably higher memory for the same when compared to Chrome or Firefox. Hence, users with Microsoft Edge should use a system with a minimum configuration of 8 GB RAM.

**Desktop Chat Support**

The Desktop Chat feature is supported only on Cisco Unified Communications Manager (CUCM), Release 12.5 and Cisco Instant Messaging and Presence (Cisco IM&P), Release 12.5.

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**Note**

This feature will not be supported until CUCM, Release 12.5, and Cisco IM&P, Release 12.5, are available.

Desktop Chat connects to Cisco IM&P servers over port 5280 from the browser that hosts the Finesse Agent desktop. Thus, ensure that the IM&P server is visible and the port is accessible, to use the Desktop Chat feature.

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**Deprecated Features**

None

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**Removed and Unsupported Features**

The following features are no longer available:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Effective from Release</th>
<th>Replacement</th>
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</thead>
<tbody>
<tr>
<td>MediaSense</td>
<td>12.0(1)</td>
<td>None</td>
</tr>
</tbody>
</table>
**Third Party Software Impacts**

Third-party gadgets may have a different look and feel and are encouraged to update their look and feel, to provide a seamless user experience to agents and supervisors.

To address security issues, the supported SSL Ciphers have been restricted or enhanced.
Third Party Software Impacts