Preface

- Change History, on page i
- About This Guide, on page ii
- Audience, on page ii
- Conventions, on page ii
- Related Documents, on page iv
- Documentation and Support, on page v
- Documentation Feedback, on page v

Change History

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

Change	See	Date
Updated DTMF desktop behaviour.	Call-Related Tasks >> Send DTMF	May 2020
Initial Release of Document for Release 12.5(1)		January 2020
Cisco SocialMiner (SM) has been renamed as Customer Collaboration Platform (CCP).	Appendix B >> Bubble Chat Experience Appendix B >> Chat Agent Statistics Report Appendix B >> Email Agent Statistics Report Appendix B >> Email CSQ Summary Report	
Agents can use shortcut keys to access the Chat and Email functionalities.	Cisco Finesse Desktop Interface >> Accessibility Cisco Finesse Desktop Interface>>Accessibility>>Access Keyboard Shortcuts	
A new column **Added at** has been added to the Manage Queue table.	Supervisor Tasks>>Advanced Capabilities for Supervisor>>Queue Management Summary>>Manage Queue	

Change	See	Date
Added security banner details and retry sign in message.	Common Tasks >> Sign In to Cisco Finesse Desktop	
Added security banner details	Common Tasks >> Sign In to Cisco Finesse Desktop Single Sign-On Mode	
Added edit call variables.	Common Tasks >> Edit Call Variables	
Added drag and drop a gadget or component.	Common Tasks >> Drag and Drop a Gadget or Component	
Added resize a gadget or component.	Common Tasks >> Resize a Gadget or Component	
Added reset layout.	Common Tasks >> Reset Layout	
Added team performance search option.	Supervisor Tasks >> View Team Performance	
Add and Schedule Agents for a Queue.	Supervisor Tasks >> Queue Management Summary	
Introduced Cisco Webex Experience Management Gadgets.	Cisco Webex Experience Management Gadgets	

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	Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: • Choose **Edit** > **Find** • Click **Finish**.
italic font	Italic font is used to indicate the following: • To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. • For emphasis. Example: *Do not* use the numerical naming convention. • An argument for which you must supply values. Example: IF (*condition, true-value, false-value*) • A book title. Example: See the *Cisco Unified Contact Center Express Installation Guide*.

`window` font	Window font, such as Courier, is used for the following:
	
	• Text as it appears in code or information that the system displays. Example:
	
	`<html><title> Cisco Systems,Inc. </title></html>`
	
	• File names. Example: `tserver.properties`.
	
	• Directory paths. Example:
	
	`C:\Program Files\Adobe`

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.

Convention	Description
< >	Angle brackets are used to indicate the following: • 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
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 Customer Collaboration Platform documentation **Note** From Unified CCX Release 12.5(1), CCP documents are available in the Cisco Unified CCX documentation folder.	https://www.cisco.com/en/US/products/sw/custcosw/ps1846/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.

Documentation Feedback

To provide your feedback for this document, send an email to:

contactcenterproducts_docfeedback@cisco.com