Cisco Finesse

New Features

Multi-Tab Gadget

This release supports configuring multiple gadgets within a single gadget called the Multi-Tab gadget. The Multi-Tab gadget allows rendering of multiple gadgets, accessible through tabs, in a single desktop view. Shortcut keys can be used to switch between different gadgets tabs easily, so that information presented by each gadget can be accessed in a fast and convenient manner.

With Multi-Tab gadget, you do not have to scroll down the page or navigate between desktop container tabs to see additional information. Gadget tabs are lined up horizontally on the Multi-Tab gadget header, enabling you to access information readily. Multiple instances of Multi-Tab gadgets are supported, which allows you to stack groups of gadgets to customize your desktop.

Note The Multi-Tab gadget cannot host the Advanced Capabilities gadget and the Manage Chat and Email gadget.

For more information about the Multi-Tab gadget, see the *Multi-Tab Gadgets* section in the *Cisco Unified Contact Center Express Administration and Operations Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html.

New Capabilities for Gadgets in the Multi-Tab Gadget

This release introduces the following desktop capabilities for gadgets when hosted in a Multi-Tab Gadget:

- Gadget Notifications

- Hide/Unhide Gadgets

- Maximize support

- Call Control as a Tabbed Gadget

For more information, see the *Cisco Unified Contact Center Express Administration and Operations Guide* and the *Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html and https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html, respectively.

Connected Agents Gadget

This release introduces the Connected Agents gadget for administrators that lists all the agents currently signed in to Cisco Finesse. You can use this gadget to determine which agents are signed in to the Publisher and the Subscriber. You can use this gadget also to filter the client types and identify the client type through which an agent has signed in.

For more information, see the *Manage Connected Agents* section in the *Cisco Finesse Administration Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-maintenance-guides-list.html.

Serviceability Improvements

This release provides the following serviceability improvements:

- Trace level logging support (*utils finesse log*)

- Fine-grained logging control for critical services (*utils finesse log*)

- ConnectedUsersInfo API to retrieve the list of users signed in to a specific node

- Finesse Maintenance Mode Services (*utils finesse maintenance initiate* and *utils finesse maintenance status*)

For more information about logging improvements and Finesse Maintenance Mode Services, refer to the *Cisco Unified Contact Center Express Administration and Operations Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html.

For more information about the ConnectedUsersInfo API, see the *ConnectedUsersInfo* section in the *Cisco Finesse Web Services Developer and JavaScript Guide* at https://developer.cisco.com/docs/finesse/.

Updated Features

None.

Important Notes

Deprecated Features

Notifications over BOSH (Long Polling)

In this release, support for notifications over BOSH (long polling) is deprecated. Notifications over direct XMPP (over TCP) and Websocket-based transports are the replacements.

Removed and Unsupported Features

Cisco Finesse Trace Logging

In this release, the following CLIs are removed:

• utils finesse trace enable

• utils finesse trace disable

The replacement is the **utils finesse log** commands that are used to add, delete, update, or view a custom log configuration in the Cisco Finesse system.

Third Party Software Impacts

None.