



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 iv
- [Documentation Feedback](#), on page iv

Change History

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

Change	See	Date
Added information about the availability of case-insensitive login IDs	Common Tasks > Sign In to Finesse Desktop	October 2021
Initial Release of Document for Release 12.5(1) SU1		

Change	See	Date
Added Multi-Tab Gadgets feature details	Cisco Finesse Desktop Interface > Finesse Desktop Behaviour > Multi-Tab Gadgets Cisco Finesse Desktop Interface > Accessibility > Access Keyboard Shortcuts > Agent Keyboard Shortcuts	January 2021
Added custom logon details	Common Tasks > Sign In to Cisco Finesse Desktop	
The procedure to accept certificates in Chrome has been updated with Edge Chromium (Microsoft Edge)	Common Tasks > Accept Security Certificates Common Tasks > Accept Certificates for Multi-session Chat and Email Common Tasks > Desktop Chat > Sign In to Desktop Chat	
Added Agent Device Selection feature details	Common > Select Active Device	

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: <ul style="list-style-type: none"> Choose Edit > Find Click Finish.

Convention	Description
<i>italic font</i>	<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>.
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: <code><html><title> Cisco Systems, Inc. </title></html></code> • File names. Example: <code>tserver.properties.</code> • Directory paths. Example: <code>C:\Program Files\Adobe</code>
string	<p>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.</p>
[]	<p>Optional elements appear in square brackets.</p>
{ x y z }	<p>Alternative keywords are grouped in braces and separated by vertical bars.</p>
[x y z]	<p>Optional alternative keywords are grouped in brackets and separated by vertical bars.</p>
< >	<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.

Convention	Description
^	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

