



# Cisco Finesse

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## New Features

### Notification Center

Finesse Desktop now has a Notification Center icon that displays all the desktop notification popovers that the agent receives during a session. The notification popover includes chat, email, social media messages, system notification, and so on. For more information, see the *Notification Center* section in the [Cisco Finesse Agent and Supervisor Desktop User Guide](#).

### Modifying Cisco Finesse Notification Service Properties

Finesse provides a new CLI for modifying the properties of the notification service. You can use the CLI to enable third-party client subscriptions. For more information, see the **Modifying Cisco Finesse Notification Service Properties** section in [Cisco Finesse Administration Guide](#).

### Toaster Notification Enhancement

Finesse now supports toaster notifications for:

- **Incoming Calls**—For incoming calls that are not answered within the configured time limit. If the call times out, a toaster notification appears on the Finesse desktop to indicate that you missed the call and your status is changed to Not Ready.
- **Away from your Active Desktop** — If you step away from your active desktop and the Finesse server you are logged into becomes unavailable, Finesse will provide a toaster notification alerting you that the connection to the server has been lost.

- **Digital channel interactions**— For incoming digital channel interactions that are not accepted within the configured time limit. If the interaction times out, a toaster notification appears on the Finesse desktop to indicate that you missed the interaction and your status is changed to Not Ready.

For more information on toaster notifications, see the *Cisco Finesse Agent and Supervisor Desktop User Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-user-guide-list.html>

You can disable the toaster notification for the above scenarios using a new CLI command. For more information, see the *Cisco Finesse Administration Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-maintenance-guides-list.html>.

## Updated Features

None.

## Important Notes

None.

## Deprecated Features

None.

## Removed and Unsupported Features

None.

## Third Party Software Impact

None.