Release Notes for Cisco Finesse Release 10.5(1)

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Introduction to Cisco Finesse Release 10.5(1)

These release notes describe requirements, restrictions, and caveats for Cisco Finesse Release 10.5(1). Before you install Cisco Finesse, review this document for information about issues that may affect your system.

Supported Upgrade Paths

The following table lists the supported paths to upgrade to Cisco Finesse Release 10.5(1).

<table>
<thead>
<tr>
<th>Current Version</th>
<th>Upgrade Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release 9.0(1)</td>
<td>1 Upgrade from current release to Release 9.1(1).</td>
</tr>
<tr>
<td></td>
<td>2 Upgrade from Release 9.1(1) to Release 9.1(1) SU1.</td>
</tr>
<tr>
<td></td>
<td>3 Upgrade from Release 9.1(1) SU1 to Release 10.5(1).</td>
</tr>
</tbody>
</table>
New and Updated Features

The following sections describe new and updated features for Cisco Finesse Release 10.5(1). Features are grouped by the deployment type they apply to (Unified Contact Center Enterprise deployments, Unified Contact Center Express deployments, or all deployments).

Note

Cisco Finesse features supported with Unified Contact Center Enterprise (Unified CCE) are also supported with Packaged Contact Center Enterprise (Packaged CCE) and Hosted Collaboration Solution (HCS), except in cases where the documentation for those solutions indicates otherwise.

New Features for Both Deployments

The following sections describe features that apply to Finesse for both Unified Contact Center Enterprise (Unified CCE) and Unified Contact Center Express (Unified CCX) that are new for Release 10.5(1).

Multiline Support

This release of Cisco Finesse supports the configuration of multiple lines on agent phones when Unified CCE or Unified CCX is configured for multiline.

You can configure one or more lines on an agent phone. However, Finesse blocks any events that it receives from the CTI server about call activity on an agent’s non-primary (non-ACD lines). That is, Finesse blocks events it receives about any lines other than the line that the agent signed in with. These events are not published.
to Finesse clients, which means that information about calls handled on the agent's non-ACD lines does not appear on the Finesse desktop.

For example, Agent A uses a non-ACD line to make a call to Agent B's primary extension (ACD line). The call does not appear on Agent A's desktop. Because Agent B receives the call on the primary extension, the call does appear on Agent B's desktop.

In a Unified CCE deployment, the call appears on Agent B's desktop in the format X.Y.n, where X is the agent's primary extension, Y is the extension of the non-ACD line, and n is the line number (for example, 1197.2297.2).

In a Unified CCX deployment, the call appears on Agent B's desktop in the format X.Y, where X is the agent's primary extension and Y is the extension of the non-ACD line (for example, 1197.2297).


Call and Agent State Timers

Call and agent state timers have been added to the Finesse desktop for Release 10.5(1).

The call timer appears in the Call Control gadget. When an agent is on a call, the timer shows the duration of that call (in the format mm:ss). If the agent places a call on hold, the timer shows the amount of time that the call has been on hold, followed by the total call time in parentheses. If the agent enters wrap-up, the timer shows the amount of time the agent has been in wrap-up state. If a call exceeds 1 hour, the timer still displays in minutes and seconds. For example, at 1 hour and 15 seconds, 60:15 appears on the timer.

The agent state timer appears next to the agent state drop-down list when the agent is in Ready or Not Ready state and indicates how long the agent has been in that state. The format for the agent state timer is mm:ss. However, if the time in state exceeds 1 hour, the format changes to hh:mm:ss.

When the agent changes state (for example, from Not Ready to Ready or from Not Ready with a reason code to Not Ready with a new reason code), the timer resets to 00:00.

Note

If Finesse cannot accurately calculate the state or call time (such as under certain failover conditions or network issues), the timer displays “--:--”.

Multiple Column Support

Finesse Release 10.5(1) supports adding multiple columns to the Finesse agent and supervisor desktops. Administrators can add up to four columns on each tab of the desktop.

The default Finesse desktop layout XML includes tags for columns. The default desktop has one column. Administrators can add additional columns by placing gadgets within the <column></column> tags in the desktop layout XML as follows:

```xml
<tab>
  <id>tab-id</id>
  <label>Tab Label</label>
  <columns>
    <column>
      <column>
```
Each gadget specifies its own height.

Scheduled Callbacks

Finesse Release 10.5(1) introduces support for scheduled callbacks for Outbound Option calls.

An agent on an Outbound Option call can click the Callback button on the Finesse desktop to open the Callback dialog box. The Callback dialog box contains a read-only Current Time field that shows the current time in the customer's time zone, as well as Phone Number and Date and Time fields.

In a Unified CCE deployment, the Phone Number field automatically populates with the phone number that was dialed for the customer but can be changed by the agent. In a Unified CCX deployment, the agent must manually enter the phone number.

For deployments with Unified CCE, Finesse supports both regular scheduled callbacks and personal callbacks.

For deployments with Unified CCX, Finesse supports regular scheduled callbacks only.

Browser and Operating System Support for Finesse Clients

Cisco Finesse Release 10.5(1) adds support for a new browser and operating system for Finesse clients. Finesse clients now support Windows 8.1. Also, Finesse clients can use Internet Explorer 11.0 to access the Finesse desktop and administration console.

For a list of all operating systems and browsers supported for this release, see Hardware and Software Requirements, on page 12.

Extension Mobility Support

This release of Finesse supports Cisco Extension Mobility. For more information about Extension Mobility, see your Unified Communications Manager documentation.

Finesse Container Timer

The Finesse container provides a new service (the TimerTickEvent) for Release 10.5(1) that can be used by third-party gadget developers. This event is published every second and can be used to asynchronously update a gadget instead of using the JavaScript commands setInterval() or setTimeout(). For more information about using this service for third-party gadgets, see the Cisco Finesse Web Services Developer Guide on Cisco DevNet.
Maximize for Third-Party Gadgets

Cisco Finesse Release 10.5(1) adds support for maximizing third-party gadgets. Gadget developers can use the gadgets.views parameter to specify a “canvas” view that allows a gadget to support a maximized view. When maximized, a gadget expands to fill the height and width of the Finesse desktop container. For more information, see the Cisco Finesse Web Services Developer Guide, available on Cisco DevNet (https://developer.cisco.com/site/collaboration/contact-center/finesse/documentation/).

New APIs

The following APIs are new in this release and can be used in both Unified CCE deployments and Unified CCX deployments:

- Dialog—Schedule or Cancel a Callback: Allows a user to schedule, update or cancel a callback for an Outbound Dialer call.
- DiagnosticPortal
  - Get Performance Information: Allows an administrator to get performance information to a Diagnostic Portal object.

New Features for Unified Contact Center Enterprise

The following sections describe features specific to Finesse deployments with Unified Contact Center Enterprise (Unified CCE) that are new for Release 10.5(1).

Queue Statistics for Agents

A Queue Statistics gadget has been added to the Finesse agent desktop. In previous releases, only the supervisor desktop contained a Queue Statistics gadget.

Note

The Queue Statistics gadget for agents can only be used when Finesse is deployed with Unified CCE. This gadget cannot be used in Packaged CCE deployments.

For the agent, the Queue Statistics gadget provides the following information about the queues (skill groups) to which the agent is assigned:

- Queue Name: The name of the queue.
- # Calls: The number of calls in the queue.
- Max Time: The length of time the oldest call has been in the queue.
- Ready: The number of agents assigned to the queue who are in Ready state.
- Not Ready: The number of agents assigned to the queue who are in Not Ready state.
- Active
In: The number of agents assigned to the queue who are on inbound calls.

Out: The number of agents assigned to the queue who are on outbound calls (includes agents on outbound calls that the agents placed themselves; does not include agents on Outbound Option calls).

Other: The number of agents assigned to the queue who are on internal consult calls.

Wrap Up

Ready (Pending): The number of agents assigned to the queue who are in Wrap-Up state and will transition to Ready state when wrap-up ends.

Not Ready (Pending): The number of agents assigned to the queue who are in Wrap-Up state and will transition to Not Ready state when wrap-up ends.

Optional Wrap-Up

In previous releases, administrators were required to set wrap-up as either required or not allowed (set in the Unified CCE Agent Desk Settings). Agents entered Wrap-Up state only if the administrator set wrap-up to required.

In this release, administrators can set wrap-up to optional in the Unified CCE Agent Desk Settings. If wrap-up is optional, the agent can choose whether to enter Wrap-Up state on a call-by-call basis.

If wrap-up is set to optional, Wrap-Up appears in the state drop-down list for the agent when that agent is on a call. While on a call, the agent can select Wrap-Up from the state drop-down list. The agent's state then appears on the desktop as Talking -> Wrap-Up (Pending).

If the agent does not select Wrap-Up from the drop-down list during the call, the agent does not enter Wrap-Up state when the call ends.

The agent can also specify the state to enter when the wrap-up timer expires. For example, if an agent wants to enter Not Ready state when wrap-up ends, the agent selects Not Ready from the list and then selects Wrap-Up. When the agent enters Wrap-Up state, the agent state appears on the desktop as Wrap-Up -> Not Ready (Pending).

If an agent selects Wrap-Up during a call and then attempts to apply a wrap-up reason before entering Wrap-Up state, a red X appears beside the Apply button. The red X indicates that Finesse failed to apply the wrap-up reason.

NAT Support

Cisco Finesse Release 10.5(1) provides limited support for NAT. Finesse does support basic NAT (one-to-one IP address mapping) between Finesse servers and Finesse clients.

The following caveats apply to Finesse and NAT:

• You cannot use PAT/NPAT (one-to-many address mapping that uses ports) between Finesse servers and Finesse clients.

• You cannot use NAT between the Finesse servers and any of the servers to which they connect (such as Unified CCE or Unified Communications Manager servers).

• You cannot use NAT in a Finesse deployment with Packaged CCE if you use Live Data gadgets. Live Data does not support NAT.
New Features for Unified Contact Center Express

The following sections describe features specific to Finesse deployments with Unified Contact Center Express (Unified CCX) that are new for Release 10.5(1).

Direct Preview Outbound Support

This release of Cisco Finesse introduces support for Outbound Option Direct Preview for Unified CCX deployments. When a Direct Preview call arrives on the Finesse desktop, the agent can choose to accept or decline the call. If the agent declines the call, the agent can then choose to reject the contact and return it to the campaign or close the contact and remove it from the campaign. If the agent accepts the call, the call is placed from the agent's phone.

If the agent does not reach the customer, the agent can reclassify the call. When the agent clicks the Reclassify button on the Finesse desktop, a drop-down list appears with the following options:

- Voice
- Answering Machine
- Fax/Modem
- Busy
- Invalid Number

Reclassifying the call tells the system whether to attempt the call again and provides reporting information about failed calls. Agents can reclassify a call multiple times during the call and during wrap-up after the call.

Predictive and Progressive Outbound Support

Finesse Release 10.5(1) supports Predictive and Progressive Outbound for Unified CCX deployments. An agent must be in Ready state to receive a Predictive or Progressive Outbound call. When the call arrives on the Finesse desktop, the agent transitions from Ready state to Reserved Outbound state.

New APIs for Finesse with Unified CCX

The following APIs are new in this release. These APIs can be used only for Finesse deployments with Unified CCX.

- Dialog—Accept, Close, or Reject an Outbound Option Direct Preview Reservation: Allows a user to accept, close, or reject an Outbound Option Direct Preview call.

- Dialog—Reclassify a Direct Preview Call: Allows a user to reclassify a Direct Preview call as VOICE, FAX, ANS_MACHINE, INVALID, DO_NOT_CALL, or BUSY.

Updated Features for Both Deployments

The following sections describe features that apply to Finesse for both Unified CCE and Unified CCX that have been updated for Release 10.5(1).
Cisco Finesse Notification Service Upgrade

The Cisco Finesse Notification Service (Openfire) has been upgraded. This change was originally introduced in Release 10.0(1) SU1.

In a Unified CCX deployment, the service name is Cisco Unified CCX Notification Service.

Openfire has been upgraded from version 3.7.1 to version 3.8.2. Openfire was upgraded for the following reasons:

- To provide more robust eventing and session management
- To increase performance

With the previous version, when a subscription using a full JID (username@domain/resource) existed with no active user session corresponding to that full JID, and an event was published to that node, Openfire fell back to the bare JID (username@domain) and looked for any active session for that user. This behavior is not aligned with the XMPP specification and has been corrected in version 3.8.2.

In version 3.8.2, Openfire sends a notification to a user if the subscription was made with either a bare JID for that user or with the full JID with which the user is currently signed in.

For more information, see section 10.5 "Node in the Same Domain" at http://xmpp.org/rfcs/rfc3920.html.

Team Performance Gadget Enhancements

An additional button has been added to the Team Performance gadget that allows a supervisor to change the state of an agent on the team to Not Ready. A supervisor can select an agent on the team and click the Not Ready button.

The Not Ready button is only active if the action is allowed (that is, the agent is in a state where a transition to Not Ready is supported).

For agents who are in Not Ready state with a reason code, the reason code now appears in the Team Performance gadget on the supervisor desktop.

If an agent changes from Not Ready with one reason code to Not Ready with a different reason code, the Time in State field in the gadget resets to 0.

Reason Code Changes

In this release, Finesse enforces that reason code values are unique within a category (Not Ready or Sign Out).

In previous releases, Finesse allowed you to create multiple reason codes with the same code value.

For Unified CCX deployments, Finesse now enforces that reason code values must be between 1 and 999.

If you try to create a new reason code with the same code value of an existing reason code, Finesse displays an error that states the reason code is already being used.

If you upgrade from a previous release, you may have reason codes in your database that violate these new rules. These reason codes cause unexpected behavior and incorrect reporting. After you complete an upgrade,
check for codes that violate these rules and edit them to give them unique values. For deployments with Unified CCX, edit any codes with values greater than 999 to give them values within the supported range.

When the Finesse server starts up, Finesse checks the reason code values for all reason codes loaded from the database. If a duplicate code or a code outside the supported range is found, Finesse logs an error.

To check if you have duplicate code values, check the server log files (Error-Desktop-webservices.<timestamp>.startup.log or Desktop-webservices.<timestamp>.startup.log) for errors such as the following:

0000000572: 10.1.1.1: Mar 26 2014 10:43:11.514 -0400:
%CCBU_BlockingQueueStateChangeRequester_DB1-3-MULTIPLE_MATCHING_REASON_CODE_VALUE:
%[exception=][message=For NOT_READY ReasonCode Id=7, code=123 is a duplicate value (2 ReasonCode objects have the same code value.))]: Multiple Reason Code objects with the same code value

In Unified CCX deployments, to check for codes with values greater than 999, check the server log files for errors such as the following:

0000000336: 10.1.1.1: Mar 26 2014 10:29:49.454 -0400:
%CCBU_BlockingQueueStateChangeRequester_DB1-3-MAX_REASON_CODE_VALUE_EXCEEDED:
%[exception=][message=For NOT_READY ReasonCode Id=9, code=2345 is greater than the maximum allowed value (999)]: Code value of the Reason Code object is greater than maximum allowed

You can also check code values in the Finesse administration console by clicking on the Reason Code header in the Manage Reason Codes (Not Ready) or Manage Reason Codes (Sign Out) gadgets to sort the codes by code value.

**Workflow Changes for Outbound**

In previous releases, if you set the When to perform Actions field for a workflow to When a Call is Answered, the workflow only ran for inbound calls. In Release 10.5(1), workflows that are set to run when a call is answered, run for inbound, agent-initiated outbound, and Outbound Option calls. For outbound calls, the workflow runs when the customer answers the call.

Also in this release, Preview calls for Unified CCE and Direct Preview calls for Unified CCX allow more than one workflow to run per call.

**Optional Tabs and Gadgets in the Desktop Layout**

The Finesse default desktop layout XML has been updated in this release to include optional tabs and gadgets to make configuration easier for an administrator. These optional tabs and gadgets are surrounded by comment characters and include instructions. To add these gadgets to the Finesse desktop layout, the administrator removes the comment characters (and, in some cases, add the FQDN of the server on which the gadget resides).

For Unified CCE, the desktop layout includes Live Data gadgets and tabs. Administrators can remove the comment characters from the gadgets and tabs that they want to appear on the desktop. For each gadget, they must replace instances of `my-cuic-server` with the FQDN of their Cisco Unified Intelligence Center server.

For Unified CCX, the desktop layout includes Web Chat and MediaSense gadgets and tabs. The default layout also includes a new Live Data report for chat statistics. To add Web Chat, administrators remove the comment characters around the gadgets and tabs and replace instances of `my-socialminer-server` with the FQDN of their SocialMiner server. To add the MediaSense gadget and tab (used for recording management), administrators remove the comment characters around the gadget and tab and replace `my-mediasense-server` with the FQDN of their MediaSense server.
New Jabberwerx Library

Cisco Finesse Release 10.5(1) is bundled with a new Jabberwerx library. Finesse now makes explicit subscriptions with the full JID of `<agent_id>@<domain>/desktop`, where the resource is "desktop". When Finesse receives a "presence unavailable" for an agent, it attempts to clean up some of the agent's subscriptions made with the full JID for the resource. Finesse does not clean up explicit subscriptions that were made by custom XMPP sessions without the desktop resource.

Updated Features for Unified Contact Center Enterprise

The following sections describe features specific to Finesse deployments with Unified CCE that have been updated for Release 10.5(1).

Mobile Agent Sign-In

Finesse Release 10.5(1) improves sign-in for mobile agents by preserving the settings for the Mobile Agent check box and mode.

When an agent checks the Sign in as a Mobile Agent check box and chooses a mode (Call by Call or Nailed Connection), Finesse stores a cookie in the agent's browser. This cookie allows the browser to remember these selections. When the agent accesses the sign-in page again, the Sign in as a Mobile Agent check box and mode are already selected. These settings persist across sign-ins, browser restarts, and failover scenarios.

Note

If the agent accesses the alternate Finesse server directly and has not signed in to that server as a mobile agent before, the agent must select these settings again.

Important Notes

Cisco Finesse Installation

In a Unified CCE or Packaged CCE deployment, Cisco Finesse is installed on a virtual machine (VM) and runs on the Cisco Unified Voice Operating System platform, similar to Cisco Unified Communications Manager. This platform does not support navigation into, or manipulation of, the file system.


You can find detailed installation instructions in the Cisco Finesse Installation and Upgrade Guide.
DNS client configuration is mandatory for Cisco Finesse. During the installation, you must select Yes on the DNS Client Configuration screen and specify the DNS client information. If you fail to complete this step, after the installation is complete, agents will not be able to sign in to the desktop. You will need to reinstall Finesse.

In a Unified CCX deployment, Finesse is installed coresident with Unified CCX, as part of the Unified CCX installer. For more information about installing Finesse with Unified CCX, see the Cisco Unified Contact Center Express Installation Guide.

Load Balancers

If an agent attempts to navigate to a Finesse server that is down or not reachable, a load balancer can be configured to determine the status of the Finesse servers. However, once the agent signs in to the Finesse server directly, the use of a load balancer is not required nor supported. For information about Finesse support of a load balancer before sign-in or with the Finesse APIs, see the Cisco Unified Contact Center Enterprise Design Guide at http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html

One Desktop Session Supported Per Agent

Cisco Finesse supports only one desktop session at a time for each agent. If an agent signs in to the Finesse desktop and then tries to sign in to a second desktop session in another browser window or on another computer, on the same Finesse server, Finesse signs the agent out of the first desktop session.

If an agent signs in to Finesse and then opens another browser tab with the same URL, Finesse signs the agent out of the first session and automatically signs the agent in on the second tab. If the agent then opens a third tab with the same URL, the agent is taken to the sign-in page on the third tab. The agent remains signed in on the second tab and can continue to use the desktop. However, if the browser is refreshed, the agent is signed out of the second tab and presented with the sign in page.

It is possible for an agent to sign in to the desktop using the URL for one Finesse server and then sign in to the desktop using the URL for the alternate Finesse server. If the first server goes down and the desktop fails over to the alternate server, Finesse signs the agent out of the session on the alternate server.

Finesse does not support an agent signing in to two desktop sessions at the same time using the URL for each Finesse server.

Conference Limitations

An agent or supervisor who signs in to the Finesse desktop while on an active conference with other devices (which are not associated with another agent or supervisor) may experience unpredictable behavior with the desktop because of incorrect call notifications. These limitations also encompass failover scenarios where failover occurs while an agent or supervisor is participating in a conference call. When failover occurs and the agent is redirected to the alternate Finesse server, that agent may see unpredictable behavior on the desktop. Examples include (but are not limited to):

- The desktop does not reflect all participants in the conference call.
- The desktop does not reflect that the signed-in agent is in an active call.
Wrap-Up and Transfer

An agent cannot enter wrap-up data following a completed transfer because the call is not only cleared, but also completely ended. If an agent wants to enter wrap-up data for a transferred call, that agent must select a wrap-up reason while the call is in progress.

If an agent is configured for wrap-up, that agent may still enter Wrap-Up state after transferring the call. However, the wrap-up timer does not appear on the Finesse desktop after the call is transferred.

Note

Browser URL Button for Workflow Actions and Internet Explorer 11.0

The context menu for the Browser URL button on the Manage Workflow Actions gadget is disabled in Internet Explorer 11.0. An administrator must use keyboard shortcuts for Select All, Cut, Copy, and Paste for this particular field.

Retrieve Button on Finesse Triggers Conference with BiB on EX90

An agent is using the Finesse desktop and EX90. The agent places a call on hold and makes a consultation call to another agent. When the agent clicks the Retrieve button on the Finesse desktop to go back to the original call, the action triggers the Built-In Bridge (BiB) on the EX90. To prevent this, the agent can click the Hold button to place the consultation call on hold and then click Retrieve to go back to the original call.

Cannot Use Finesse and CAD Agents on the Same Unified CCX Server

Unified CCX does not support mixed mode where Finesse and Cisco Agent Desktop (CAD) agents operate on the same Unified CCX server. If Finesse services are enabled, using CAD agents is not supported and may destabilize the system.

Hardware and Software Requirements

Agent Phones
Agent phones can be Cisco IP hard phones or Cisco IP Communicator soft phones.

For a list of supported phones for Finesse in Unified CCE deployments, see the "IP phone support" section of the Compatibility Matrix for Unified CCE.

For a list of supported phones for Finesse in Unified CCX deployments, see the Compatibility Matrix for Unified CCX.
**Cisco Jabber for Windows**

Finesse supports Cisco Jabber for Windows as a contact center voice endpoint in Unified CCE deployments. Finesse supports the following Jabber functionality:

- Voice and Video
- Built-In Bridge (for silent monitoring)
- IM and Presence

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**Note**

Agents cannot use Jabber to transfer or conference calls. Agents must use the Finesse desktop for transfer and conference.

You must change the default configuration for Jabber as follows:

- Change Maximum number of calls from 6 to 2.
- Change Busy trigger from 2 to 1.

**API Software**

You can run API requests and view responses using two utilities, which you can download: Pidgin and Poster. Find details in the *Cisco Finesse Web Services Developer Guide*, which you can find on the Finesse Documentation page on Cisco DevNet.

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**Note**

Poster may not work properly with HTTPS requests. If you want to test HTTPS requests, you can download and use RESTClient.

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**Finesse Client Requirements**

Finesse clients are qualified to run on Internet Explorer or Firefox. The following table lists the supported platforms and browsers.

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Browser and Recommended Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 7</td>
<td>Internet Explorer 9.0</td>
</tr>
<tr>
<td></td>
<td>Internet Explorer 11.0</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>IE 11 requires Windows 7 SP1.</td>
</tr>
<tr>
<td></td>
<td>Firefox (version 24 or later)</td>
</tr>
<tr>
<td>Windows 8.1</td>
<td>Internet Explorer 11.0</td>
</tr>
<tr>
<td></td>
<td>Firefox (version 24 or later)</td>
</tr>
<tr>
<td>Mac OS X</td>
<td>Firefox (version 24 or later)</td>
</tr>
</tbody>
</table>
Finesse does not support Internet Explorer Compatibility View. When the desktop is running in Compatibility View, Internet Explorer renders in the standard mode for that version. The minimum supported screen resolution for Finesse clients is 1024 x 768.

Important Requirements, such as processor speed and RAM, for clients that access the Finesse desktop can vary. Desktops that receive events for more than one agent (such as a supervisor desktop running Team Performance and Queue Statistics gadgets or an agent desktop running Live Data reports that contain information about other agents or skill groups) require more processing power than desktops that receive events for a single agent.

Factors that determine how much power is required for the client include, but are not limited to, the following:

- Contact center traffic
- Additional integrated gadgets in the desktop (such as Live Data reports or third-party gadgets)
- Other applications that run on the client and share resources with the Finesse desktop

Cisco Unified Contact Center Enterprise
Cisco Finesse requires Unified CCE Release 9.0(x), 10.0(x), or 10.5(1).

Cisco Packaged Contact Center Enterprise
Cisco Finesse Release 10.5(1) is packaged with Packaged CCE Release 10.5(1).

Cisco Unified Contact Center Express
Cisco Finesse Release 10.5(1) is packaged with Unified CCX Release 10.5(1).

Hardware

Note Cisco Finesse Release 10.5(1) supports ESXi 5.0, 5.1, or 5.5.

Load and Capacity
In a Unified CCE deployment, Finesse is qualified to support up to 1800 agents and 200 supervisors (for a total of 2000 users) per Finesse server pair. Finesse supports up to 1000 Outbound Option agents. For example, you can have 200 supervisors, 800 agents for inbound calls, and 1000 Outbound Option agents.

Finesse supports up to 54,000 calls per hour.
HTTPS is not supported for large deployments (more than 1000 users).

If you use HTTPS in a Unified CCE deployment, you can have up to 900 agents and 100 supervisors (for a total of 1000 users).

In a Unified CCX deployment, Finesse is qualified to support up to 360 agents and 40 supervisors (for a total of 400 users). Unified CCX supports HTTPS only.

## Caveats

### Bug Search Tool

If you have an account with Cisco.com, you can use the Bug Search tool to find caveats of any severity for any release.

Access the Bug Search tool at https://www.cisco.com/cisco/psn/bssprt/bss. Enter the bug identifier in the search box and press return or click Search.

### Open Caveats

There are no open defects in this release.

### Resolved Caveats

This section contains a list of resolved defects of severity 1, 2, or 3 (those that have been fixed since the last release). The defects are listed in order of severity.

<table>
<thead>
<tr>
<th>Identifier</th>
<th>Severity</th>
<th>Component</th>
<th>Headline</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCun29842</td>
<td>2</td>
<td>agent-desktop</td>
<td>CCE: agents cannot log in to Finesse after the failover on UCCE/AWDB</td>
</tr>
<tr>
<td>CSCun34004</td>
<td>2</td>
<td>agent-desktop</td>
<td>CCE: Finesse OOS when CG Active on Side A, PG Side B and FO PG</td>
</tr>
<tr>
<td>CSCuo27571</td>
<td>2</td>
<td>agent-desktop</td>
<td>Finesse vulnerable to XML external entity injection using DOCTYPE tag</td>
</tr>
<tr>
<td>CSCum43972</td>
<td>3</td>
<td>documentation</td>
<td>CCE/CCX: Finesse Admin section on 3rdpartygadgets layout has localhost</td>
</tr>
<tr>
<td>CSCum60884</td>
<td>3</td>
<td>supervisor-desktop</td>
<td>CCE/CCX: Team Performance does not use &quot;drift&quot; properly</td>
</tr>
<tr>
<td>CSCun18874</td>
<td>3</td>
<td>documentation</td>
<td>Finesse Dev Guide API Errors needs pointers to ErrorData values</td>
</tr>
<tr>
<td>Identifier</td>
<td>Severity</td>
<td>Component</td>
<td>Headline</td>
</tr>
<tr>
<td>-------------</td>
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<td>------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>CSCun49709</td>
<td>3</td>
<td>admin</td>
<td>CCE: Admin unable to retrieve/update config if one or both AWDBs down</td>
</tr>
<tr>
<td>CSCun63877</td>
<td>3</td>
<td>desktop-webservice</td>
<td>CCE: Concurrent req to authenticate causes unnecessary AWDB switching</td>
</tr>
<tr>
<td>CSCun84934</td>
<td>3</td>
<td>vos-platform</td>
<td>Finesse Distributed denial-of-service vulnerability on NTP server</td>
</tr>
<tr>
<td>CSCuo20048</td>
<td>3</td>
<td>cce-integration</td>
<td>Wrap-up timer expires after smarter failover puts agent in NR</td>
</tr>
<tr>
<td>CSCuo20417</td>
<td>3</td>
<td>documentation</td>
<td>CCE: Queue Stats were not reflected. It was at 0 after failover</td>
</tr>
<tr>
<td>CSCuo22713</td>
<td>3</td>
<td>admin</td>
<td>Finesse admin Workflow action handledby Other displayed incorrectly</td>
</tr>
<tr>
<td>CSCuo34351</td>
<td>3</td>
<td>agent-desktop</td>
<td>Silent Monitor fails when Agent DN is greater than 12 digits</td>
</tr>
<tr>
<td>CSCuo38902</td>
<td>3</td>
<td>desktop-webservice</td>
<td>Finesse using admin credentials to change agent state returns 500 error</td>
</tr>
<tr>
<td>CSCuo47888</td>
<td>3</td>
<td>documentation</td>
<td>Finesse procedure needed to upload chain certificates</td>
</tr>
<tr>
<td>CSCuo57585</td>
<td>3</td>
<td>admin</td>
<td>Admin window disappears on login or refresh</td>
</tr>
<tr>
<td>CSCuo59645</td>
<td>3</td>
<td>desktop-webservice</td>
<td>CCE/CCX: UpdateCallData with invalid callVariable name causes Exception</td>
</tr>
<tr>
<td>CSCuo61083</td>
<td>3</td>
<td>ccx-integration</td>
<td>CCX: EM Agent not able to login after browser crash while doing transfer</td>
</tr>
<tr>
<td>CSCuo61205</td>
<td>3</td>
<td>documentation</td>
<td>Explain force logout timer behavior in documentation</td>
</tr>
<tr>
<td>CSCuo75855</td>
<td>3</td>
<td>ccx-integration</td>
<td>CCE/CCX: Finesse desktop fails to detect failure due to CTI Disconnect</td>
</tr>
<tr>
<td>CSCuo81377</td>
<td>3</td>
<td>agent-desktop</td>
<td>CCE/CCX: Some agents unable to login due to &quot;pending login&quot;</td>
</tr>
<tr>
<td>CSCuo84617</td>
<td>3</td>
<td>documentation</td>
<td>3rdParty Gadget Hosting for Finesse Dev Guide wrong dir and layout xml</td>
</tr>
</tbody>
</table>
Closed Caveats

This section contains a list of defects of severity 1, 2, or 3 that have been closed in this release.

<table>
<thead>
<tr>
<th>Identifier</th>
<th>Severity</th>
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</tr>
</thead>
<tbody>
<tr>
<td>CSCuo20406</td>
<td>3</td>
<td>supervisor-desktop</td>
<td>CCE: Sign Out button enabled after agent hold/retrieve call</td>
</tr>
<tr>
<td>CSCuo95742</td>
<td>3</td>
<td>agent-desktop</td>
<td>Unable to set wrapup reason code when using API tests</td>
</tr>
</tbody>
</table>

Related Documentation

Cisco Finesse documentation is available from the Finesse page on Cisco.com:


This documentation includes

- These release notes
- Cisco Finesse Documentation Guide
- Cisco Finesse Administration Guide
- Cisco Finesse Installation and Upgrade Guide
- Cisco Finesse Desktop User Guide for Unified Contact Center Enterprise
- Open Source licensing information

For information about Finesse deployments with Unified Contact Center Express (Unified CCX), see the Unified CCX documentation on Cisco.com:


Developer information is available from the Finesse page on the Cisco Developer Network (requires sign in with Cisco.com user ID and password):

https://developer.cisco.com/site/finesse/

Cisco DevNet provides API documentation (Cisco Finesse Web Services Developer Guide), a blog, and forums.

Troubleshooting tips for Cisco Finesse are available on DocWiki at:

http://docwiki.cisco.com/wiki/Troubleshooting_Cisco_Finesse

For the most up-to-date documentation for all Cisco Unified Contact Center products, go to the Cisco web page for Cisco Unified Contact Center products:


Select Customer Collaboration > Contact Center Solutions.