Overview

This document explains the organization of the technical documents for Cisco Finesse Release 11.5(1). Use this document to understand where you can find types of information in the customer documentation suite.


Documentation Changes

The following table lists the documents that have been updated for Release 11.5(1) and includes a high-level overview of the changes.

**Documents Changed in This Release**

<table>
<thead>
<tr>
<th>Document</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Cisco Finesse Installation and Upgrade Guide</em></td>
<td>This document contains updated content related to:</td>
</tr>
<tr>
<td></td>
<td>• Finesse supports Chrome (version 48 or later).</td>
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<tr>
<td></td>
<td>• ESXi versions supported are 5.5 and 6.0.</td>
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<tr>
<td></td>
<td>• Password reset not required for 3rd party after Finesse upgrade.</td>
</tr>
<tr>
<td><em>Cisco Finesse Administration Guide</em></td>
<td>This document contains updated content related to:</td>
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<td></td>
<td>• Cisco Finesse localization supports new languages.</td>
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<td></td>
<td>• Configure Proxy Server and browser proxy in Context Service Settings.</td>
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<td></td>
<td>• Cisco Finesse application does not support configuration of QoS</td>
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<td></td>
<td>settings in network traffic.</td>
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<td></td>
<td>• Height adjustment is supported for the Team Performance gadget.</td>
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<tr>
<td><em>Cisco Finesse Desktop User Guide</em></td>
<td>This document contains updated content related to:</td>
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<td></td>
<td>• Non SSO users can now log in with a different user name.</td>
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<td></td>
<td>• Chrome support has now been added for accepting certificates for Live Data Gadget.</td>
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<td></td>
<td>• Desktop notifications for incoming calls is now added.</td>
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<td>• Single Sign-On and Hybrid modes to sign into the Finesse Desktop is now supported.</td>
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<td></td>
<td>• While making a call, the option to remove special characters from phone numbers is now added.</td>
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<tr>
<td></td>
<td>• The Browser Behavior topic has now been moved to Browser Settings for Firefox.</td>
</tr>
<tr>
<td><em>Cisco Finesse Web Services Developer Guide</em></td>
<td>This document contains updated content related to:</td>
</tr>
<tr>
<td></td>
<td>• Finesse APIs now support Task Routing for Third-Party Multichannel Applications.</td>
</tr>
<tr>
<td></td>
<td>• Cross-Origin Resource Sharing (CORS) is now supported.</td>
</tr>
<tr>
<td></td>
<td>• Finesse now supports Postman and Adium for Mac OS X client utilities.</td>
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<td></td>
<td>• The Queue Statistics option is disabled by default during new installation.</td>
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<td></td>
<td>• For upgrade, during switch version, queue statistics polling will be disabled by default.</td>
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</tbody>
</table>

**Plan**

**Release Notes for Cisco Unified Contact Center Enterprise Solution**


**Release Notes for Cisco Packaged Contact Center Enterprise Solution**

This document describes the system requirements, new features, changed information, and caveats for the Cisco Packaged Contact Center Enterprise Solution and related components, including Finesse. Read this document if you plan to deploy Finesse in a Packaged Contact Center Enterprise environment.
Release notes for Cisco Unified Contact Center Express Solution

This document describes the system requirements, new features, changed information, and caveats for the Cisco Unified Contact Center Express Solution and related components, including Finesse.

Read this document if you plan to deploy Finesse in a Unified Contact Center Express environment.


Cisco Unified Contact Center Enterprise Design Guide

This document provides design considerations and guidelines for deploying the Cisco Unified Contact Center Enterprise system and its components and subsystems. This document is prepared for Unified Contact Center Enterprise managers and administrators. Read this document if you plan to deploy Finesse in a Unified Contact Center Enterprise environment.


Cisco Unified Contact Center Express Design Guide

This document provides design considerations and guidelines for deploying Cisco Unified Contact Center Express. This document is prepared for Unified Contact Center Express managers and administrators. Read this document if you plan to deploy Finesse in a Unified Contact Center Express environment.


Virtualization for Cisco Finesse Wiki

This wiki provides information about Finesse-specific VMware requirements, VM-specific software requirements, sizing guidelines, and the Finesse OVA template.

This wiki is located at http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Finesse.

Install and Upgrade

Cisco Finesse Installation and Upgrade Guide

This document provides instructions for installing and upgrading Cisco Finesse, as well as preinstallation tasks and requirements, and initial configuration tasks. This document is prepared for system engineers and administrators who are responsible for the installation and configuration of Cisco Finesse.

Read this document if you are installing Finesse in a Cisco Unified Contact Center Express environment.


Cisco Unified Contact Center Express Installation and Upgrade Guide

This document provides instructions for installing and upgrading Cisco Unified Contact Center Express.
Cisco Finesse is installed as part of the Unified Contact Center Express installation. Read this document if you are installing Cisco Finesse in a Cisco Unified Contact Center Express environment.


**Administer and Maintain**

**Cisco Finesse Administration Guide**

This document describes how to use the Cisco Finesse administration console to configure server settings, reason codes, phone books, desktop layout, workflows, and team resources for Cisco Finesse. It also provides CLI commands supported for Cisco Finesse. This document is prepared for Unified Contact Center Enterprise and Packaged Contact Center Enterprise system administrators who configure, administer, and monitor Cisco Finesse.


**Cisco Unified CCX Administration Guide**

This document provides instructions for using the administration web interface to provision the subsystems of Unified Contact Center Express (including Cisco Finesse) and to configure Unified Contact Center Express applications. This document is prepared for Unified Contact Center Express system administrators.


**User**

**Cisco Finesse Desktop User Guide for Unified Contact Center Enterprise**

This document is prepared for Unified Contact Center Enterprise and Packaged Contact Center agents and supervisors who use Cisco Finesse. The document provides an overview of the desktop interface and describes how to use the Cisco Finesse agent and supervisor desktops.


**Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express**

This document is prepared for Unified Contact Center Express agents and supervisors who use Cisco Finesse. This document provides an overview of the desktop interface and describes how to use the Cisco Finesse agent and supervisor desktops.

Troubleshoot

Troubleshooting Cisco Finesse
This troubleshooting wiki is the location for all Cisco Finesse troubleshooting tips and can be a useful reference for all users.
The troubleshooting wiki is located at http://docwiki.cisco.com/wiki/Troubleshooting_Cisco_Finesse.

Related Documentation
This section provides links to documentation for related products.

Unified Contact Center Enterprise

Unified Contact Center Express

Packaged Contact Center Enterprise
The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

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