



## Preface

This guide describes how to administer Cisco Finesse.

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## Change History

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

Change	Date
Added new service property configuration CLI for port 5223.	May 5, 2020
<b>Initial Release of the Document for Release 11.6(1)</b>	August 10, 2017
Cisco Finesse localization supports new languages.	
Configure Proxy Server and Browser proxy in Context Service Settings.	
Cisco Finesse application does not support configuration of QoS settings in network traffic.	
Height adjustment is supported for the Team Performance gadget. The desktop layout XML has been updated to include height adjustment for the Team Performance Gadget.	

# About This Guide

The *Cisco Finesse Administration Guide* describes how to administer and maintain Cisco Finesse.

## Audience

This guide is prepared for Unified Contact Center Enterprise system administrators who configure, administer, and monitor Cisco Finesse.

For information about administering Finesse within a Unified Contact Center Express environment, see *Cisco Unified Contact Center Express Administration Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html>.

## Related Documents

Document or resource	Link
<i>Cisco Finesse Documentation Guide</i>	<a href="https://www.cisco.com/en/US/partner/products/ps11324/products_documentation_roadmaps_list.html">https://www.cisco.com/en/US/partner/products/ps11324/products_documentation_roadmaps_list.html</a>
<i>Configure SNMP Trap in Cisco Finesse</i>	<a href="https://www.cisco.com/c/en/us/support/docs/contact-center/finesse/214387-configure-snmp-trap-in-cisco-finesse.html">https://www.cisco.com/c/en/us/support/docs/contact-center/finesse/214387-configure-snmp-trap-in-cisco-finesse.html</a>
Cisco.com site for Finesse documentation	<a href="https://www.cisco.com/en/US/partner/products/ps11324/tsd_products_support_series_home.html">https://www.cisco.com/en/US/partner/products/ps11324/tsd_products_support_series_home.html</a>

## Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

### Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

# Field Notice

Cisco publishes Field Notices to notify customers and partners about significant issues in Cisco products that typically require an upgrade, workaround, or other user action. For more information, see *Product Field Notice Summary* at <https://www.cisco.com/c/en/us/support/web/tsd-products-field-notice-summary.html>.

You can create custom subscriptions for Cisco products, series, or software to receive email alerts or consume RSS feeds when new announcements are released for the following notices:

- Cisco Security Advisories
- Field Notices
- End-of-Sale or Support Announcements
- Software Updates
- Updates to Known Bugs

For more information on creating custom subscriptions, see *My Notifications* at <https://cway.cisco.com/mynotifications>.

# Documentation Feedback

To provide comments about this document, send an email message to the following address:  
[contactcenterproducts\\_docfeedback@cisco.com](mailto:contactcenterproducts_docfeedback@cisco.com)

We appreciate your comments.

# Conventions

This document uses the following conventions:

Convention	Description
<b>boldface font</b>	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names.</p> <p>For example:</p> <ul style="list-style-type: none"><li>• Choose <b>Edit</b> &gt; <b>Find</b>.</li><li>• Click <b>Finish</b>.</li></ul>

Convention	Description
<i>italic font</i>	Italic font is used to indicate the following: <ul style="list-style-type: none"><li>• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.</li><li>• A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>)</li><li>• A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>.</li></ul>
window font	Window font, such as Courier, is used for the following: <ul style="list-style-type: none"><li>• Text as it appears in code or that the window displays. Example: <code>&lt;html&gt;&lt;title&gt;Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</code></li></ul>
< >	Angle brackets are used to indicate the following: <ul style="list-style-type: none"><li>• For arguments where the context does not allow italic, such as ASCII output.</li><li>• A character string that the user enters but that does not appear on the window such as a password.</li></ul>