Preface

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Change History

The following table lists changes made to this guide for Cisco Finesse 11.6(1) release version:
About This Guide

Cisco Finesse has undergone a user experience refresh in release 12.0(1). This guide documents the new look and feel of the Agent and Supervisor desktop layouts along with release specific features.

The Cisco Finesse Desktop User Guide for Unified Contact Center Enterprise describes how to use the Finesse agent and supervisor desktop.

Audience

This guide is intended for Unified Contact Center Enterprise, Packaged Contact Center Enterprise, and Hosted Collaboration Solution for Contact Center agents and supervisors who use the Finesse desktop.

Related Documents

<table>
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<th>Document or resource</th>
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### 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 Alerts and Field Notices

Cisco can modify its products or determine key processes to be important. These changes are announced through use of the Cisco Field Alerts and Cisco Field Notices. You can register to receive Field Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest.

Sign in www.cisco.com and then access the tool at https://www.cisco.com/cisco/support/notifications.html.

### Documentation Feedback

To provide comments about this document, send an email message to the following address: contactcenterproducts_docfeedback@cisco.com.

We appreciate your comments.

### Conventions

This document uses the following conventions:
<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
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| **boldface** font | Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:  
  - Choose **Edit > Find**.  
  - Click **Finish**. |
| *italic* font | Italic font is used to indicate the following:  
  - To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills.  
  - A syntax value that the user must replace. Example: IF (*condition*, *true-value*, *false-value*)  
  - A book title. Example: See the *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide*. |
| **window font** | Window font, such as Courier, is used for the following:  
  - Text as it appears in code or that the window displays. Example:  
    `<html><title>Cisco Systems, Inc.</title></html>` |
| `< >` | Angle brackets are used to indicate the following:  
  - 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. |