



Preface

- [Change History](#), on page i
- [About This Guide](#), on page iii
- [Audience](#), on page iii
- [Related Documents](#), on page iii
- [Communications, Services, and Additional Information](#), on page iv
- [Field Notice](#), on page iv
- [Documentation Feedback](#), on page iv
- [Conventions](#), on page v

Change History

The following table lists the changes made to this guide for Cisco Finesse 12.0(1) release version:

| Change | Date |
|--|------|
| Added the security certificate acceptance procedure for Edge chromium browser. | 2020 |
| Added Edge Chromium details. | |

| Change | Date |
|--|------|
| Initial Release of Document for Release 12.0(1) | 2019 |
| The logo and the product name appearing in the Finesse desktop can be customized. | |
| The agent desktop has a complete new look and feel as part of the user experience refresh. | |
| The login flow has a new User Experience (SSO, Non-SSO, and Hybrid users). | |
| Security Certificates appear in a browser popup and can be individually accepted. | |
| Agent desktop support includes Internet Explorer 11 native, Microsoft Edge, Chrome, and Firefox. | |
| <p>The left navigation bar has customizable icons.</p> <p>The navigation bar can be pinned and unpinned by users to increase or decrease the Finesse desktop area.</p> | |
| The State Control for Voice and Digital Channels is in the header. | |
| <p>User Options icon has the following options:</p> <ul style="list-style-type: none"> • Agent Name • Agent ID • Extension • Send Error • Sign Out with Reason Codes listed | |
| Desktop popover that informs of any incoming voice or campaign initiated outbound calls. | |
| Make calls from the dialpad icon in the header either from the phonebook list or by manually entering the number to dial out. | |
| Use Desktop Chat to chat internally with other agents, supervisors, and other Subject Matter Experts in the organization. | |
| Workflow support extended to digital channels. | |
| Search and set Wrap-Up reason. | |
| Reverse wrap-up state timer display. | |
| Accessibility for Digital Channel State Control, Queue Statistics, Desktop Chat, and Team Message. | |

| Change | Date |
|---|------|
| Dialpad supports text, numbers, and special characters (Only *, #, &, and +). | |
| From the Actions tab in the Team Performance gadget, the Supervisor can: <ul style="list-style-type: none"> • View the active call details of an agent • Monitor an agent • Change the agent state to Ready or Not Ready • Sign Out the agent | |
| The Time in State field in the Team Performance gadget shows the total duration since the agent has logged out. | |
| Supervisors can use Team Message to broadcast messages to one or multiple teams. Agents can view these messages as a banner on their desktop in real-time. | |

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.

This guide describes how to use the Finesse agent and supervisor desktop.

Audience

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

Related Documents

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

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

We appreciate your comments.

Conventions

This document uses the following conventions:

| Convention | Description |
|----------------------|---|
| boldface font | <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">• Choose Edit > Find.• Click Finish. |
| <i>italic font</i> | <p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none">• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.• A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>)• A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>. |
| window font | <p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none">• Text as it appears in code or that the window displays. Example: <code><html><title>Cisco Systems, Inc. </title></html></code> |
| < > | <p>Angle brackets are used to indicate the following:</p> <ul style="list-style-type: none">• 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. |

