Preface

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Change History

This table lists the changes that are made to this guide. Most recent changes appear at the top.

Change	See	Date
Added procedure for setting up CA certificate for Edge Chromium browsers	Set Up CA Certificate for Chrome and Edge Chromium Browsers	December 2020
Added details for Edge Chromium	Sign In to Cisco Finesse Administration Console	
Added drop participants from conference call details.	Drop Participants from Conference	August 2020
Added desktop properties for drop participants.	Customize Desktop Properties	
Added desktop properties for drop participants at the team level.	Customize Desktop Properties at Team Level	
Added CLI to restrict access to the external XMPP notification port 5223.	Service Properties	

Change	See	Date
All references to whitelist in the CLIs are changed to allowed_list.	Gadget Source Allowed List and Supported Content Security Policy Directives	
Added Content Security Policy directives.	Supported Content Security Policy Directives	July 2020
Added CLI to drop participants from conference call.	Service Properties	
Added hostname, IP address and domain name change details.	Manage IP Address and Hostname	April 2020
Added new DTMF desktop behaviour CLI.	Desktop Properties	
Added new service property configuration CLI for port 5223.	Service Properties	
Initial Release of Document for Release 12.5(1)		January 2020
Added desktop chat search.	Desktop Chat Server Settings	
Added Cloud Connect server settings.	Cloud Connect Server Settings	
Added keyboard shortcuts.	Keyboard Shortcuts	
Added edit call variables.	Call Variables	
Added new editors and updated the details of default desktop layout.	Default Layout XML	
Added drag-and-drop and resize details.	Drag-and-Drop and Resize Gadget or Component	
Added desktop property customization.	Customize Desktop Properties	
Changed the phone book limits.	Phone Books and Contacts	
Added new reason code—50006.	Predefined System Reason Codes	
Added text and XML editors for team resources.	Assign Custom Desktop Layout to Team	

Change	See	Date
Added desktop properties customization at the team level.	Customize Desktop Properties at Team Level	
Updated HTTPS support details.	HTTPS Support All the references to http://*FQDN of Finesse Server*/ are changed to https://*FQDN of Finesse Server*/	
Added security enhancement details.	Security Enhancements	
Added Finesse IP Phone agent certificate management.	Finesse IP Phone Agent Certificate Management	
Added Cisco Webex Experience Management details.	Cisco Webex Experience Management	
Added 3rdpartygadget directory, webproxy service logs, and call variables logging.	Log Collection	
Added guidelines for desktop failover.	Guidelines for Optimal Desktop Failover	
Added failover planning.	Failover Planning	
Changed queue statistics support for users.	Configuring Queue Statistics	
Added new desktop property configuration CLIs.	Desktop Properties	
Added new webproxy service CLIs.	WebProxy Service	
Added new service property configuration CLIs.	Service Properties	
Added new CLIs for log collection schedules.	Log Collection Schedule	
Added CLI to update CUIC gadget URL.	Upgrade	
Added show property for admin security banner message.	View Property	
Added update property for admin security banner message.	Update Property	
Added export and import Cisco IdS certificates.	Certificates for Cisco Identity Service	

Change	See	Date
Removed Context Service Settings.		
SocialMiner product name change.	All the references to SocialMiner are changed to the Customer Collaboration Platform.	

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 and Operations 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
Cisco Finesse Documentation Guide	https://www.cisco.com/en/US/partner/products/ps11324/products_documentation_roadmaps_list.html
Configure SNMP Trap in Cisco Finesse	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

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Conventions

This document uses the following conventions:

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, 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.