# 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 the security certificate acceptance procedure for Edge chromium browser | Accept Security Certificates | December 2020 |
| Added Edge Chromium details | Browser Settings for Agent and Supervisor Desktop | |
| Updated drop participants from conference call details. | Intercept a Call | August 2020 |
| Intercept a Call topic is moved from Supervisor Tasks chapter to Common Tasks chapter. | Intercept a Call | |
| Updated DTMF desktop behaviour. | Send DTMF | May 2020 |
| **Initial Release of Document for Release 12.5(1)** | | |
| Added keyboard shortcut details. | Access Keyboard Shortcuts | January 2020 |
| Added security banner details and retry sign in message. | Sign In to Cisco Finesse Desktop | |

| Change | See | Date |
|---|---|---|
| Added security banner details. | Sign In to Cisco Finesse Desktop Single Sign-On Mode | |
| Added edit call variables. | Edit Call Variables | |
| Added drag-and-drop, resize and reset details for a gadget or component. | Drag-and-Drop a Gadget or Component | |
| Added team performance search option. | View Team Performance | |
| HTTPS support. | All the references to http://*FQDN of Finesse Server*/ are changed to https://*FQDN of Finesse Server*/ | |

# 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 |
|---|---|
| *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 |

# 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 | Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names.<br>For example:<br>• Choose **Edit** > **Find**.<br>• Click **Finish**. |
| *italic* font | Italic font is used to indicate the following:<br>• To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills.<br>• A syntax value that the user must replace. Example: IF (*condition, true-value, false-value*)<br>• 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:<br>• Text as it appears in code or that the window displays. Example:<br>`<html><title>Cisco Systems, Inc. </title></html>` |
| `< >` | Angle brackets are used to indicate the following:<br>• For arguments where the context does not allow italic, such as ASCII output.<br>• A character string that the user enters but that does not appear on the window such as a password. |