



# Cisco Finesse Documentation Guide, Release 12.6(1)

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## Overview

This documentation guide provides details of all the documents for the release of Cisco Finesse 12.6(1) and contains links to the documents.

For the latest version of Cisco Finesse documents, see

<https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/tsd-products-support-series-home.html>.

## Documentation Changes

### New Documents in This Release

There are no new documents in this release.

### New Solution Documents in This Release

This table lists the Solution documents that are new in this release.

Document	Notes
<i>Release Notes for Cisco Contact Center Enterprise Solutions</i>	<p>Describes new and updated features and other changes for the following contact center solutions and their components:</p> <ul style="list-style-type: none"><li>• Cisco Unified Contact Center Enterprise</li><li>• Cisco Packaged Contact Center Enterprise</li></ul> <p>The Release Notes for each of these solutions are now consolidated into this one document.</p> <p>See: <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html</a>.</p>

### Documents Retired in This Release

This table lists the documents that are retired in this release.

Document	Notes
<i>Release Notes for Unified Contact Center Enterprise</i>	Content moved to <i>Release Notes for Cisco Contact Center Enterprise Solutions</i> . See: <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html</a> .
<i>Release Notes for Packaged Contact Center Enterprise Solution</i>	Content moved to <i>Release Notes for Cisco Contact Center Enterprise Solutions</i> . See: <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html</a> .

### Documents Updated in This Release

The following table lists the documents that are updated in this release.

Document	Change
<i>Cisco Finesse Installation and Upgrade Guide</i>	This document includes updates to the following features: <ul style="list-style-type: none"> <li>• Added client OS details and updated supported browsers</li> <li>• Added Edge Chromium details</li> </ul> For more details, see <i>Change History</i> section of this document.

Document	Change
<i>Cisco Finesse Administration Guide</i>	

Document	Change
	<p>This document includes updates to the following features:</p> <ul style="list-style-type: none"> <li>• Added a new topic for Transcript gadgets</li> <li>• Added a new service Orchestration Manager in log collection</li> <li>• Added Multi-Tab Gadget details</li> <li>• Added attributes related to Multi-Tab Gadgets</li> <li>• Added configuration details for Multi-Tab Gadgets</li> <li>• Added CLIs for Multi-Tab Gadgets</li> <li>• Added CLIs to Enable Automatic Device Selection for a Single Active Device</li> <li>• Added Finesse Maintenance Mode</li> <li>• Added CLIs for Finesse Maintenance Mode Services</li> <li>• Added CLIs for Connected User Info</li> <li>• Added Prevent Finesse IP Phone Agent login during Maintenance Mode</li> <li>• Added Syslog messages for Finesse Maintenance Mode</li> <li>• Added JMX Counter Thresholds</li> <li>• Added Configure Custom Logon Messages</li> <li>• Added Agent Device selection details</li> <li>• Added Hostname, IP address and domain name change details</li> <li>• Added Drop Participants from Conference Call Details</li> <li>• Added Desktop properties for drop participants</li> <li>• Added Desktop properties for participants at the team level</li> <li>• Updated Task activity notification details for gadgets</li> <li>• Updated syslog messages with AWDB, CTI details, and Finesse Maintenance mode details</li> <li>• Added Agent PG maintenance mode details</li> <li>• Added log configuration details</li> <li>• All references to whitelist in CLIs are changed to allowed_list</li> <li>• Added Content Security Policy directives</li> <li>• Added new desktop property configuration CLIs</li> <li>• Added new service property configuration CLIs</li> <li>• Added CLIs to update CUIC gadget URL</li> </ul>

Document	Change
	<ul style="list-style-type: none"> <li>• Removed Cisco Finesse Trace Logging</li> <li>• Added Contact Center AI topic</li> <li>• Added CLI for Finesse Maintenance Mode Services</li> <li>• Prevent Finesse IP Phone Agent Login during Maintenance</li> <li>• Added Connected Agents gadget in Cisco Administration Console</li> <li>• Removed Cisco Finesse Notification Service Logging</li> <li>• Enable or Disable Plain XMPP Socket—Port 5223</li> <li>• DTMF Updates</li> <li>• Restricting Access - External XMPP Notification Port 5223</li> <li>• Changed FinesseHost toHostname in one of the entities in the table</li> </ul> <p>For more details, see <i>Change History</i> section of this document.</p>
<p><i>Cisco Finesse Desktop User Guide</i></p>	<p>This document includes updates to the following features:</p> <ul style="list-style-type: none"> <li>• Added CTI device selection details</li> <li>• Added Finesse Maintenance Mode details</li> <li>• Added Edge Chromium details for Chromium browser support</li> <li>• Added the security certificate acceptance procedure for Edge chromium browser</li> <li>• Added Agent Answers Gadget details</li> <li>• Added Multi-Tab gadgets details</li> <li>• Added shortcut keys for Multi-Tab gadgets</li> <li>• Updated drop participants from conference call details</li> <li>• Updated DTMF desktop behaviour</li> <li>• Added the custom message during sign on</li> </ul> <p>For more details, see <i>Change History</i> section of this document.</p>

Document	Change
<i>Cisco Finesse Web Services Developer and JavaScript Guide</i>	<p>The following REST APIs have been added in Cisco Finesse 12.6(1).</p> <ul style="list-style-type: none"> <li>• Dialog—Drop Participant from Conference</li> <li>• Finesse MaintenanceMode</li> <li>• ConnectedUsersInfo</li> </ul> <p>Added the following parameters in the SystemInfo API:</p> <ul style="list-style-type: none"> <li>• ctiTimeInMMode</li> <li>• ctiMMode</li> <li>• ctiServers</li> <li>• ctiServer</li> <li>• host</li> <li>• connectedDuration</li> </ul> <p>For more details, see the <i>What's new in Cisco Finesse</i> section of this document.</p>

### Other Documentation Sources

This table lists other documentation sources that are updated in this release:

Documents	Notes
Release Notes for Cisco Contact Center Enterprise Solutions Release 12.6(1)	<p>Updated to meet the Contact Center Enterprise Solutions, Release 12.6(1) requirements.</p> <p>To view the page, see <a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html</a>.</p>
Compatibility Matrix for Contact Center Enterprise 12.6(1)	<p>Updated to meet the Contact Center Enterprise, Release 12.6(1) requirements.</p> <p>To view the page, see <a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html</a>.</p>

## Plan

### Release Notes for Cisco Contact Center Enterprise Solutions

This document describes the new features, updated features, and other changes in Unified CCE, Packaged CCE, and Cisco Hosted Collaboration Solution for Contact Center, and their components including Finesse.

Read this document if you plan to deploy Finesse in a Unified Contact Center Enterprise Solutions environment.

This document is located at

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html>.

### **Release Notes for Cisco Unified Contact Center Express Solution**

This document describes the system requirements, new features, changed information, and caveats for the Cisco Unified Contact Center Express Solution and related components, including Finesse.

Read this document if you plan to deploy Finesse in a Unified Contact Center Express environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-release-notes-list.html>.

### **Cisco Unified Contact Center Enterprise Design Guide**

This document provides design considerations and guidelines for deploying the Cisco Unified Contact Center Enterprise system and its components and subsystems. This document is prepared for Unified Contact Center Enterprise managers and administrators. Read this document if you plan to deploy Finesse in a Unified Contact Center Enterprise environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html>.

### **Cisco Packaged Contact Center Enterprise Solution**

This document provides design considerations and guidelines for deploying the Cisco Packaged Contact Center Enterprise Solution system and its components and subsystems. This document is prepared for Packaged Contact Center Enterprise Solution managers and administrators. Read this document if you plan to deploy Finesse in a Unified Contact Center Enterprise environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-technical-reference-list.html>.

### **Cisco Unified Contact Center Express Solution Design Guide**

This document provides design considerations and guidelines for deploying the Cisco Unified Contact Center Express system and its components and subsystems. This document is prepared for Unified Contact Center Express managers and administrators. Read this document if you plan to deploy Finesse in a Unified Contact Center Express environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html>.

### **Cisco Hosted Collaboration Solution for Contact Center Solution Design Guide**

This document provides design considerations and guidelines for deploying the Cisco Hosted Collaboration Solution for Contact Center system and its components and subsystems. This document is prepared for Cisco Hosted Collaboration Solution for Contact Center managers and administrators. Read this document if you plan to deploy Finesse in a Cisco Hosted Collaboration Solution for Contact Center environment.

This document is located at <https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-implementation-design-guides-list.html>.

### Virtualization for Cisco Finesse Wiki

This wiki provides information about Finesse-specific VMware requirements, VM-specific software requirements, sizing guidelines, and the Finesse OVA template.

For Finesse virtualization related information, see [https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/virtualization/virtualization-cisco-finesse.html](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-finesse.html).

### Open Source Used in Cisco Finesse

This document lists the licenses and notices for open source software that are used in Cisco Finesse.

The latest guide is located at: [https://www.cisco.com/c/en/us/about/legal/open-source-documentation-responsive.html?ft0\\_general-table0=Finesse#~documentation](https://www.cisco.com/c/en/us/about/legal/open-source-documentation-responsive.html?ft0_general-table0=Finesse#~documentation).

## Install and Upgrade

### Cisco Finesse Installation and Upgrade Guide

This document provides instructions for installing and upgrading Cisco Finesse, as well as preinstallation tasks and requirements, and initial configuration tasks. This document is prepared for system engineers and administrators who are responsible for the installation and configuration of Cisco Finesse.

Read this document to install Finesse, upgrade Finesse, and perform initial configuration.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-installation-guides-list.html>.

### Cisco Unified Contact Center Enterprise Installation and Upgrade Guide

This document provides instructions for installing and upgrading Cisco Unified Contact Center Enterprise.

Cisco Finesse is installed as part of the Unified Contact Center Enterprise installation. Read this document if you are installing Cisco Finesse in a Cisco Unified Contact Center Enterprise environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>.

### Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide

This document provides instructions for installing and upgrading Cisco Packaged Contact Center Enterprise.

Cisco Finesse is installed as part of the Cisco Packaged Contact Center Enterprise installation. Read this document if you are installing Cisco Finesse in a Cisco Packaged Contact Center Enterprise environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-guides-list.html>.

### Cisco Unified Contact Center Express Installation and Upgrade Guide

This document provides instructions for installing and upgrading Cisco Unified Contact Center Express.

Cisco Finesse is installed as part of the Unified Contact Center Express installation. Read this document if you are installing Cisco Finesse in a Cisco Unified Contact Center Express environment.



This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-installation-guides-list.html>.

### **Cisco Hosted Collaboration Solution for Contact Center Installation and Upgrade Guide**

This document provides instructions for installing and upgrading Cisco Hosted Collaboration Solution for Contact Center.

Cisco Finesse is installed as part of the Cisco Hosted Collaboration Solution for Contact Center installation. Read this document if you are installing Cisco Finesse in a Cisco Hosted Collaboration Solution for Contact Center environment.

This document is located at <https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-installation-guides-list.html>.

## **Administer and Maintain**

### **Cisco Finesse Administration Guide**

This document describes how to use the Cisco Finesse administration console to configure server settings, reason codes, phone books, desktop layout, workflows, and team resources for Cisco Finesse. It also provides CLI commands supported for Cisco Finesse. This document is prepared for Unified Contact Center Enterprise and Packaged Contact Center Enterprise system administrators who configure, administer, and monitor Cisco Finesse.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-maintenance-guides-list.html>.

### **Cisco Packaged Contact Center Enterprise Administration Guide**

This document provides instructions for using the administration web interface to provision the subsystems of Packaged Contact Center Enterprise (including Cisco Finesse) and to configure Packaged Contact Center Enterprise applications. This document is prepared for Packaged Contact Center Enterprise system administrators.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>.

### **Cisco Unified Contact Center Express Administration Guide**

This document provides instructions for using the administration web interface to provision the subsystems of Unified Contact Center Express (including Cisco Finesse) and to configure Unified Contact Center Express applications. This document is prepared for Unified Contact Center Express system administrators.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html>.

# User

## Cisco Finesse Agent and Supervisor Desktop User Guide

This document is prepared for Unified Contact Center Enterprise and Packaged Contact Center Enterprise for Contact Center agents and supervisors who use Cisco Finesse. The document provides an overview of the desktop interface and describes how to use the Cisco Finesse agent and supervisor desktops.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-user-guide-list.html>.

## Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express

This document is prepared for Unified Contact Center Express agents and supervisors who use Cisco Finesse. This document provides an overview of the desktop interface and describes how to use the Cisco Finesse agent and supervisor desktops.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html>.

# Cisco Security Advisories

Addressing security issues in Cisco products is the responsibility of the Cisco Product Security Incident Response Team (PSIRT). The Cisco PSIRT is a dedicated, global team that manages the receipt, investigation, and public reporting of security vulnerability information that relates to Cisco products and networks.

For information on existing security issues, see Cisco Security Advisories, Responses, and Alerts at <https://tools.cisco.com/security/center/publicationListing.x>.

# Related Documentation

This section provides links to documentation for related products.

## Unified Contact Center Enterprise

For the latest Unified Contact Center Enterprise documentation, go to <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html>.

## Unified Contact Center Express

For the latest Unified Contact Center Express documentation, go to <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/tsd-products-support-series-home.html>.

## Packaged Contact Center Enterprise

For the latest Packaged Contact Center Enterprise documentation, go to <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html>.

### Hosted Collaboration Solution

For the latest Hosted Collaboration Solution documentation, go to <https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/tsd-products-support-series-home.html>.