Release Notes for Cisco Finesse Release 9.1(1)

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Release Notes for Cisco Finesse Release 9.1(1)

These release notes provide the following information. You may need to notify your users about some of the information provided in this document.

- Introduction, page 1
- Hardware and Software Specifications for Cisco Finesse Release 9.1(1), page 1
- Related Documentation, page 3
- Cisco Finesse Installation, page 4
- Cisco Finesse Upgrade, page 4
- Cisco Finesse Log Files, page 4
- New and Changed Features, page 4
- Important Notes, page 12
- Open Caveats, page 14
- Resolved Caveats, page 15
- Using Bug Search Tool, page 15
- Documentation Feedback, page 15

Introduction

These release notes describe requirements, restrictions, and caveats for Cisco Finesse Release 9.1(1). Before you install Cisco Finesse, we recommend that you review this document for information about issues that may affect your system.

Hardware and Software Specifications for Cisco Finesse Release 9.1(1)

Agent Phones: Agent phones can be Cisco IP hard phones or Cisco IP Communicator soft phones.
Cisco Finesse supports 89xx and 99xx series phones with the following caveats:

- The phones must be configured with only a single line (these phones are not supported if multiple lines are configured).
- Maximum Number of Calls must be set to 2.
- Busy Trigger must be set to 1.

Multiline is not supported and must be disabled on all phones.

Finesse also supports Cisco Jabber for Windows 9.2 as a voice endpoint (see Jabber Support, on page 5 for caveats).

API Software: You can run API requests and view responses using two utilities, which you can download: Pidgin and Poster. Find details in the Cisco Finesse Web Services Developer Guide, which you can open from the Finesse Documentation page on the Cisco Developer Network.

**Note**

Poster may not work properly with HTTPS requests. If you want to test HTTPS requests, you can download and use RESTClient.

Browser Software: Cisco Finesse is qualified to run on Internet Explorer or Firefox, on Windows XP (Service Pack 3 or later), Windows 7, or Mac OS X. The following table lists the supported platforms and browsers for the Finesse Agent Desktop and Administration Console.

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Browser and Recommended Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows XP (Service Pack 3 or later)</td>
<td>Internet Explorer 8.0 (version 8.0.6001.18702 or later)</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows 7</td>
<td>Internet Explorer 8.0 (version 8.0.7600.16385 or later)</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Mac OS X</td>
<td></td>
</tr>
</tbody>
</table>

**Note**

Finesse supports Internet Explorer 9.0 in Compatibility View only. If Compatibility View is not set, Finesse forces the browser into Compatibility View.

Cisco Unified Contact Center Enterprise (Unified CCE): Cisco Finesse requires Unified CCE Release 9.0(1) or Release 9.0(2).

Hardware: Click here for information about the system hardware requirements for Unified Communications servers. For virtualization information for Cisco Finesse, go to http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Finesse.
Cisco Finesse Release 9.1(1) supports ESXi 5.0 only.

**Load and Capacity:** Finesse is qualified to support up to 1800 agents and 200 supervisors (for a total of 2000 users) per Finesseserver pair. Finessesupports up to 30 calls per hour, per agent.

HTTPS is not supported for large deployments (more than 1000 users).

Finesse also supports an OVA template for small deployments (500 users over HTTP or 250 users over HTTPS). For more information, see the DocWiki page Virtualization for Cisco Finesse.

Finesse supports up to 250 Outbound Option agents.

### Related Documentation

Cisco Finesse documentation is available from the Finesse page on Cisco.com:


This documentation includes

- These release notes
- The *Cisco Finesse Administration and Serviceability Guide*
- The *Cisco Finesse Installation and Getting Started Guide*
- Open Source licensing information

The Finessesupports up to 250 Outbound Option agents.

Developer information is available from the Finesse page on the Cisco Developer Network (requires sign in with Cisco.com user ID and password):

http://developer.cisco.com/web/finesse/home

The Cisco Developer Network provides API documentation (*Cisco Finesse Web Services Developer Guide*), a blog, and forums.

Troubleshooting tips for Cisco Finesse are available on DocWiki at:

http://docwiki.cisco.com/wiki/Troubleshooting_Cisco_Finesse

For the most up-to-date documentation for all Cisco Unified Contact Center products, go to the Cisco web page for Cisco Unified Contact Center products:


Select **Voice and Unified Communications** > **Customer Collaboration** > **Cisco Unified Contact Center Products.**
Cisco Finesse Installation

Cisco Finesse is installed on a Virtual Machine and runs on the Cisco Unified Voice Operating System platform, similar to Cisco Unified Communications Manager. This platform does not support navigation into, or manipulation of, the file system.


IMPORTANT: DNS client configuration is mandatory for Cisco Finesse. During the installation, you must select Yes on the DNS Client Configuration screen and specify the DNS client information. If you fail to complete this step, after the installation is complete, agents will not be able to sign in to the desktop. You will need to reinstall Finesse.

Cisco Finesse Upgrade

Cisco Finesse Release 9.1(1) supports upgrade. If you have Cisco Finesse Release 9.0(1) installed, you can upgrade to Cisco Finesse Release 9.1(1).

For Release 9.1(1), the Finesse Call Control gadget was changed from an XML file to a JSP file. Because of this change, you must perform an additional manual step after you complete the upgrade procedure. In the Manage Desktop Layout gadget, look for the following line in the XML:

```xml
<gadget>http://localhost/desktop/gadgets/CallControl.xml<gadget>
```

Change it to the following and then click Save:

```xml
<gadget>http://localhost/desktop/gadgets/CallControl.jsp<gadget>
```

For more information, see the Installation and Getting Started Guide for Cisco Finesse Release 9.1(1).

Cisco Finesse Log Files


New and Changed Features

The following sections describe the features that are new or have changed for Cisco Finesse Release 9.1(1):

- Jabber Support
- Agent Sign-Out on Inactivity
- Firefox Support
- HTTPS Support
Jabber Support

Cisco Finesse supports Jabber for Windows 9.2 as a contact center voice endpoint. Finesse supports the following Jabber functionality:

- Voice media termination
- Built-In Bridge (for silent monitoring)
- IM and Presence

Finesse does not support the following:

- video
- transfer or conference using Jabber (agents must use Finesse for transfer or conference)

You must change the default configuration for Jabber as follows:

- Change Maximum number of calls from 6 to 2.
- Change Busy trigger from 2 to 1.

Agent Sign-Out on Inactivity

In previous releases, Finesse automatically signed an agent out after 30 minutes of inactivity on the desktop. In this release, an agent is automatically signed out if that agent has been in Not Ready state for the duration specified for logout non-activity time configured in Unified CCE Agent Desk Settings.

An administrator is automatically signed out of the Finesse Administration Console after 30 minutes of inactivity.

Firefox Support

This release of Cisco Finesse introduces support for Firefox to access the agent and supervisor desktop, and the Administration Console. Finesse supports version 16 and later.
HTTPS Support

In this release, Cisco Finesse supports both HTTP and secure HTTP (HTTPS) for the agent and supervisor desktop and the Administration Console. Administrators can sign in to the Administration Console using either HTTP or HTTPS. Similarly, agents and supervisors can sign in to the desktop using either HTTP or HTTPS.

Administrators can run the Cisco Finesse HTTPS Redirect CLI command to enforce HTTPS access for both the Administration Console and the Agent Desktop. For more information, see the Cisco Finesse Installation and Getting Started Guide.

HTTPS is not supported for large deployments with more than 1000 users.

Because Finesse uses a self-signed certificate, a security warning appears in the browser the first time an agent or supervisor uses HTTPS to sign in to the desktop. Administrators also receive a security warning the first time they sign in to the Administration Console using HTTPS. To avoid these warnings on subsequent sign-ins, users can trust the self-signed certificate as prompted by their browser or they can upload a certificate signed by a Certificate Authority (CA). For detailed instructions, see the Cisco Finesse Installation and Getting Started Guide.

Outbound Option Preview Mode

Cisco Finesse Release 9.1(1) introduces support for Outbound Option Preview mode. Finesse supports Outbound Option as follows:

- Finesse supports Predictive, Progressive, and Preview mode.

  **Note** Finesse does not support Direct Preview mode.

- Finesse supports SIP Dialer only. SCCP Dialer is not supported.

- The Finesse out-of-the-box desktop does not support scheduling a callback or adding a contact to the Do Not Call list.

When an agent is reserved for an Outbound Option Preview call, the Call Control gadget expands to show any configured Outbound Option Extended Call Context (ECC) variables and call variables. The agent reviews the information and then clicks the Accept or Decline button.

If the agent clicks Accept, the Dialer attempts to place the call and connect the agent to the customer.

If the agent clicks Decline, a drop-down menu appears, which allows the agent to either reject or close the contact. If either of these options is selected, the Dialer does not attempt to call the customer. If the agent clicks Reject, the contact remains in the campaign to be tried at a later time. If the agent clicks Close, the contact is closed for the duration of the campaign and is not retried.

Queue Statistics

The following changes have been made to the Queue Statistics gadget for this release:

- The Talking columns have been changed to Active.
• The Inbound column has been changed to In.
• The Outbound column has been changed to Out.
• The Internal column has been changed to Other.

Wrap-Up and Conference

In this release, Finesse no longer displays agents who are in wrap-up as participants in conference calls after they leave the conference.

Administration Console Changes in this Release

New Tabs
The layout of the Administration Console has changed with the addition of new tabs.

The tab names and descriptions of what you can do on each tab are as follows:

• **Settings:** Configure CTI server, Administration & Data server, and cluster settings.
• **Call Variables Layout:** Manage the call variables and ECC variables you want to appear in the agent desktop call control gadget.
• **Desktop Layout:** Make changes to default layout for agent and supervisor desktops.
• **Phone Books:** Add, edit, or delete phone books or phone book contacts.
• **Reasons:** Add, edit, or delete Not Ready reason codes, Sign Out reason codes, and Wrap-Up reasons.
• **Team Resources:** Assign desktop layouts, phone books, reason codes, and wrap-up reasons to specific teams.

Validation of Enterprise Contact Center Administration & Data Server Settings

When an administrator submits the settings on the Enterprise Contact Center Administration & Data Server Settings gadget for any of the following fields, Finesse attempts to connect to the Administration & Data Server database:

• Primary Host/IP Address
• Secondary Host/IP Address
• Database Port
• AW Database Name

When an administrator submits the settings for any of the following fields, Finesse attempts to authenticate against the Administration & Data Server database:

• Username
• Password
If connection or authentication fails, an error appears. The error dialog box asks the administrator if the administrator still wants to save the settings. The administrator can click Yes to save the settings or No to correct the information and try again.

**Reason Code and Wrap-Up Reason Configuration**

Administrators can choose to assign Not Ready reason codes, Sign Out reason codes, and Wrap-Up reasons to all agents or to certain teams. A Global check box has been added to the reason code gadgets. If the Global check box is checked, a reason code applies to all agents. The Global check box is checked by default.

**Administration Features in this Release**

The following new features are available for the Finesse Administration Console in this release.

**Phone Book Management**

The Manage Phone Books gadget allows administrators to create and manage global and team phone books and phone book contacts. Global phone books are available to all agents. Team phone books are available to agents who belong to a specific team.

Finesse supports the following number of phone books:

- 10 global phone books
- 50 team phone books

An individual phone book can contain a maximum of 1500 contacts. The Finesse system supports a total of 1500 contacts across all phone books.

**Team-Based Configuration**

Administrators can use the Team Resources gadget to configure resources for specific teams. The Team Resources gadget is used to assign the following to specific teams:

- Desktop layout
- Phone books
- Not Ready reason codes
- Sign Out reason codes
- Wrap-Up reasons

**Agent Desktop Features in this Release**

Cisco Finesse Release 9.1(1) includes the following new features for the Agent Desktop.

**Single-Step Transfer**

The single-step transfer feature allows an agent to transfer a call without first performing a consult. While on a call, an agent can click the Direct Transfer button on the Agent Desktop, which opens a dial pad. The agent enters the destination address and clicks Transfer to transfer the call.
Phone Book

A phone book has been added to the Finesse Agent Desktop for this release. When an agent opens the keypad on the desktop, a list of contacts appears beside the keypad. These contacts include contacts from global phone books (for all agents) and phone books assigned to the team to which the agent belongs.

Browser Window for Desktop

In this release, if the browser window with the Finesse desktop is minimized or behind another browser window, the browser window is restored or brought forward if any of the following occurs:

- A new call arrives on the desktop.
- The agent is signed out due to failover or inactivity.
- A supervisor signs the agent out.

The behavior of Finesse may differ depending on the browser used. The following table details the behavior of the Finesse desktop for the supported browsers.

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finesse Desktop is minimized.</td>
<td>Internet Explorer and Firefox: Finesse restores back to size and position (on top of other windows).</td>
</tr>
<tr>
<td>Finesse Desktop is behind other non-browser windows.</td>
<td>Internet Explorer: Finesse flashes in the task bar. Firefox: Finesse does nothing.</td>
</tr>
<tr>
<td>Finesse is behind other browser windows.</td>
<td>Internet Explorer: Finesse flashes in the task bar. Firefox: Finesse comes to the front.</td>
</tr>
</tbody>
</table>

This feature works by default if Internet Explorer is used to access the desktop. However, additional configuration is required for this feature to work with Firefox.

Perform the following steps on each client to enable this feature on Firefox:

1. On the Mozilla Firefox Start page, click Settings to open the Options dialog box.
2. Click the Content tab.
4. Check the Raise or lower windows check box.
5. Click OK.
6. Click OK on the Options dialog box.

**Supervisor Features in this Release**

Cisco Finesse Release 9.1(1) provides the following new features for supervisors:
Barge

This feature allows a supervisor to barge in on an agent call that the supervisor is silently monitoring.

The supervisor clicks the Barge In button on the desktop. After a successful barge request, the call becomes a conference call between the supervisor, agent, and customer.

The following conditions may prevent a supervisor from barging in to a conference call:

- Unified CM may limit the number of phone devices that can join a conference call. This parameter is configurable on Unified CM. If a supervisor attempts to barge in to a call where the resource limit has been reached, the barge request fails.

- Unified CCE allows a barge request only through the conference controller (the agent who initiated the conference call). If the agent is not the conference controller, the barge request fails.

Intercept

This feature allows a supervisor to intercept a call between an agent and a customer by dropping the agent from the conference. The supervisor clicks the Drop button on the desktop and chooses the agent device to drop from the call.

This feature can be used to drop agents from any conference call in which the supervisor is a participant (not just barge calls), unless the call is via a CVP route point. However, this feature can only be used to remove an agent device from the conference (an agent or another supervisor). The supervisor cannot drop a customer from the call.

New APIs in this Release

The following Web 2.0 application programming interfaces (APIs) are new in this release:

Dialog - Initiate a single-step transfer

This API allows an agent to initiate a single-step transfer.

Dialog - Make a barge call

This API allows a supervisor to barge in to an agent call that the supervisor is silently monitoring.

Dialog - End a barge call

This API allows a supervisor to leave a barge call that was initiated by that supervisor.
Dialog - Drop a participant from conference call
This API allows a supervisor to make a request to drop a participant from a conference in which that supervisor is one of the call parties.

Note
This API can only be used to drop a mediaAddress that corresponds to a signed-in agent. This API cannot be used to drop a CTI route point, IVR port, a device to which no agent is signed in, or a caller device.

Dialog - Accept, close, or reject an Outbound Option Preview reservation
This API allows an agent to accept, close, or reject a reservation in an Outbound Option Preview campaign.

Phone Book - Get phone book
This API allows an administrator to retrieve a specific phone book.

Phone Book - Get list of phone books
This API allows an administrator to get a list of all global and team phone books.

Phone Book - Add new phone book
This API allows an administrator to create a new phone book.

Phone Book - Edit phone book
This API allows an administrator to update an existing phone book.

Phone Book - Delete phone book
This API allows an administrator to delete a phone book.

Phone Book - Import list of contacts (CSV file)
This API allows an administrator to replace all contacts in a specific phone book by importing contacts from a comma separated values (CSV) file.

Phone Book - Import list of contacts (XML)
This API allows an administrator to replace all contacts in a specific phone book by importing a collection of contacts from an XML file.

Phone Book - Export list of contacts
This API allows an administrator to export the list of contacts that belongs to a specific phone book.

Contact - Get contact
This API allows an administrator to retrieve a specific contact.

Contact - Get contact list
This API allows an administrator to retrieve a list of contacts for a specific phone book.
Contact - Get contact list for an agent
This API allows a user to retrieve a list of contacts that are available to a specific agent.

Contact - Add contact
This API allows an administrator to add a new contact to a phone book.

Contact - Edit contact
This API allows an administrator to modify a specific phone book contact.

Contact - Delete contact
This API allows an administrator to delete an existing phone book contact.

Team - Get list of teams
This API allows an administrator to retrieve a list of teams.

Team - Get list of reason codes for a team
This API allows an administrator to retrieve a list of reason codes (Not Ready or Sign Out) assigned to a specific team.

Team - Update list of reason codes for a team
This API allows an administrator to assign or unassign a list of reason codes to a team.

Team - Get list of Wrap-Up reasons for a team
This API allows an administrator to retrieve a list of Wrap-Up reasons assigned to a specific team.

Team - Update list of Wrap-Up reasons for a team
This API allows an administrator to assign or unassign a list of Wrap-Up reasons to a team.

Team - Get list of phone books for a team
This API allows an administrator to retrieve a list of phone books assigned to a specific team.

Team - Update list of phone books for a team
This API allows an administrator to assign or unassign a list of phone books to a team.

Team - Get layout configuration assigned to a team
This API allows an administrator to retrieve the layout configuration assigned to a specific team.

Team - Update layout configuration assigned to a team
This API allows an administrator to assign or unassign a layout configuration to a team.

Important Notes
This section contains the following topics:
One Desktop Session Supported Per Agent

Cisco Finesse supports only one desktop session at a time for each agent.

Conference Limitations

An agent or supervisor who signs in to the Agent Desktop after being on an active conference with other devices (which are not associated with another agent or supervisor) may experience unpredictable behavior with the desktop because of incorrect call notifications from Unified CCE. These limitations also encompass failover scenarios where failover occurs while an agent or supervisor is participating in a conference call. When failover occurs and the agent is redirected to the alternate Finesse server, that agent may see unpredictable behavior on the desktop. Examples include (but are not limited to):

- The desktop does not reflect all participants in the conference call.
- The desktop does not reflect that the signed-in agent is in an active call.
- Finesse receives inconsistent call notifications from Unified CCE.

Wrap-Up and Transfer

An agent cannot enter wrap-up data following a completed transfer because the call is not only cleared, but also completely ended. If an agent wants to enter wrap-up data for a transferred call, that agent must select a wrap-up reason while the call is in progress.

Participant Lists with CVP Queuing

Calls that are queued through a Cisco Unified Customer Voice Portal (CVP) route point do not display participant lists correctly. The route point may appear in the list as a participant or some participants may be missing. Call control does work correctly for these calls.

For more information about known scenarios, see the following troubleshooting tip:

Desktop: Incomplete participant list after conference or transfer via route point when CVP is used for queuing
Phone Configuration

Cisco Finesse requires that phones are configured with a busy trigger of 1 (no call waiting). Agents cannot receive a second call while they are on a call. Finesse supports a maximum of two call appearances, which means that an agent can place a consult call while that agent is on a call.

Configure the phone settings on the Cisco Unified CM Administration page (Device > Phone) as follows:

- Set Maximum Number of Calls to no more than 2.
- Set Busy Trigger to 1.

Silent Monitor Limitations

You cannot silent monitor a silent monitor call. For example, if a supervisor is using the silent monitor feature to monitor an agent, another supervisor cannot use the silent monitor feature to monitor the first supervisor. Finesse does not support this scenario.

You cannot receive a call while you are silently monitoring an agent. Because Finesse requires that phones are configured with a busy trigger of 1, a supervisor on a silent monitor call cannot receive another call until the silent monitor call is complete.

Localization

Cisco Finesse Release 9.1(1) is English-language only. The interface is not localized.

Compatibility View

Compatibility View in Internet Explorer 8.0 is not supported for the Finesse Agent Desktop or the Finesse Administration Console.

Perform the following steps to ensure your browser is not running in Compatibility View:

1. In your browser, choose Page > Compatibility View Settings.
2. On the Compatibility View Settings, ensure the Display intranet sites in Compatibility View checkbox is unchecked.

Note

Compatibility View in Internet Explorer 9.0 is supported for the Finesse Agent Desktop and the Finesse Administration Console.

Open Caveats

Open caveats in this release of Cisco Finesse include these internally-found items that have been identified.
Resolved Caveats

In general, you can find the latest resolved caveat information through Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.

Tip

You need an account with Cisco.com (Cisco Connection Online) to use the Bug Search Tool to find open and resolved caveats of any severity for any release.

To access the Bug Search Tool, log onto

https://www.cisco.com/cisco/psn/bssprt/bss

There are no resolved caveats in this release.

Using Bug Search Tool

To access the Bug Search Tool, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Procedure

To use the Bug Search Tool, follow these steps:

1. To access the Bug Search Tool, go to https://www.cisco.com/cisco/psn/bssprt/bss.
2. Log in with your Cisco.com user ID and password.
3. To look for information about a specific problem, enter the bug ID number in the search box and press return or click Search.
4. Alternatively, under Search By Product, select Voice and Unified Communications from the Product Category list, enter Cisco Finesse in the Select Product box, and then click Search.

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