Cisco Finesse

New Features

View Recent Call History

Supervisors can now view the recent call history of an agent on an assigned team from the Team Performance gadget. Select the team of the agent, click on the agent from the list. You can view call details like start time of the call, duration, type etc.

You cannot select any other agent or choose another team while the recent call history of the selected agent is being loaded. However, you may change an agent's state or monitor an agent's call during this time-frame.

View Recent State History

Supervisors can now view the recent state history of an agent on an assigned team from the Team Performance gadget. Select the team of the agent, click on the agent from the list. You can view agent state details like start time of the call, agent state, reason, and duration of the call.

You cannot select any other agent or choose another team while the recent state history of the selected agent is being loaded. However, you may change an agent's state or monitor an agent's call during this time-frame.

Make Call from Ready State

Agents and Supervisors can make calls from Ready State.

Gadget Multi-host Specification

Finesse desktop layout.xml provides an additional attribute to specify alternate hosts from which gadgets can be loaded. This is to ensure that the Finesse desktop is fully functional even if the primary servers on which the gadgets are hosted are unavailable.

View My History

As an Agent or Supervisor, you can view your call history by clicking on the 'My History' tab. You can view call details like start time of the call, duration, type etc.

Initiate a Call back from the My History Report

As an agent or supervisor, you can initiate a call back by clicking the Make Call icon for a selected row in the Agent Call History report from the My History tab.

Separate System and Custom Reason Codes in Cisco Finesse Administrator

The Finesse Administrator can differentiate between system reason codes and custom reason codes in the Not Ready and Sign Out Reason code gadgets. The Type column can be sorted to display both reason codes (System or Custom) in the Finesse Admin Console. System reason code "labels" can be edited and saved but the global attribute and "code" cannot be edited. Admin cannot create or update a new Reason Code that conflicts with a predefined Reason Code already present in the system.

Pre-defined Attributes of the System Reason Codes

In the Not Ready system reason codes and Sign Out system reason codes, only the reason code label can be edited and saved. The Global attribute and system code cannot be modified. In case the system reason code label is modified and you wish to revert back to the default label, see *Pre-Defined System reason Codes* listed in the *Cisco Finesse Administration Guide*. The first letter of the system reason code is capitalized.

Queue Details in Call Variables and Workflow

Administrators can configure queue details with the following variables in the call variable layout and workflow. The agents can view queue details in the call variable layout and view a browser pop up:

- queueNumber
- queueName

Filtering of Logged Out Agents

By default, in the Team performance gadget, supervisors will not be able to view logged out agents. To view both logged in and logged out agents, click the **Include logged out agents** checkbox.

Install or Upgrade with Call History and State History Gadgets

To use Recent Call History and Recent State History gadgets, Unified CCE, Cisco Finesse, CUIC, and Live Data need to upgrade to 11.6 (1) version. In the case of fresh install, all components need to be installed and configured for 11.6(1) version.

Queue Statistics enabled by Default

The Queue Statistics gadget is enabled by default as part of Cisco Finesse new installation for Unified CCE. When performing a system upgrade from Cisco Finesse 11.5(1), the desktop custom layout needs to be modified by the administrator for the Queue Statistics gadget to be displayed on the Agent and Supervisor desktop.

Secondary Call ID in Dialog API

Secondary call ID is added in the additional element of the primary dialog API for consult, transfer and conference calls scenarios.

Updated Features

Enable Trace Logs

Use the admin privilege level CLI command to enable and disable trace logging for Finesse IPPA. Use any one of the following commands to toggle trace logs for Cisco Finesse.

- utils finesse trace enable
- utils finesse trace disable
- utils finesse trace status

Audit Logs Track Admin User Operations

Generate audit logs to track all admin operations (including Finesse admin UI and REST client operations). The log includes the following parameters:

- Timestamp
- User id of the administrator
- Method of operation (PUT, POST, DELETE)
- URL
- Payload

Configuration of viewID in Dynamic Live Data Gadgets

Dynamic Live Data gadgets (identified by the "type=dynamic" URL parameter) in the supervisor desktop layout can have only a single viewID URL param configured. This enables you to view call history and state history on the desktop correctly.

Reason Code Conflicts during Upgrade

When upgrading from a previous Cisco Finesse version to 11.6(1), you can manage reason code conflicts so that reports reflect accurate reason codes after upgrade.

When performing a system upgrade in a Unified CCE deployment, if the predefined system reason codes already exist in the system as custom reason codes, they need to be modified with new values to avoid conflict post upgrade.

Configurable Toaster Notifications

Toaster notifications are enabled by default after a fresh installation of Cisco Finesse. Use CLI commands to disable, enable and check the status of the toaster notifications. You can set the duration (timeout in seconds) of the toaster notification.

Context Service Serviceability

Context Service Serviceability Improvements

Cisco Finesse, if registered, logs the following information in Fusion Management Connector

- Context Service SDK version used in Finesse

- Context Service registration status

- Ping Latency of the CS services

The Finesse Authorization logs are available in the `/opt/cisco/ccbu/logs/fusion-mgmt-connector` and `/opt/cisco/desktop/logs/finesseauth` directories respectively.

Additionally, Cisco Finesse polls the CS JMX counters and, if registered, it logs the resulting information, at intervals, in the Finesse Authorization log available in the `/opt/cisco/desktop/logs/finesse-auth` directory.

Context Service SDK Re-initialization

Cisco Finesse support a new REST API, called CS re-init API, to re-initialize the Context Service SDK without re-starting Tomcat.

Cisco Finesse Backward Compatibility

Cisco Finesse 11.6(1) supports TLSv 1.2. For Cisco Finesse 11.6(1) to be backward compatible with earlier Unified CCE versions, TLSv 1.0 and 1.1 protocols must be enabled. Run the following CLI command:

set tls client min-version

This command allows you to set the minimum TLS version to 1.0 or 1.1 in the client that can be used for outbound SSL connections. Restart the system for the changes to take effect.

Note When you update the TLS minimum version from TLSv1.2 to TLSv1.1 or TLSv1.0, restart Cisco Finesse.

In a multi-node Cisco Finesse deployment, run this CLI command on all the nodes of the cluster starting from the publisher. Restart all the nodes after executing the CLI command.

Important Notes

None.

Deprecated Features

None

Removed and Unsupported Features

None

Third-Party Software Impacts

None