Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express, Release 11.5(1)

First Published: 2016-08-10

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

CONTENTS

Preface

Change History

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

Change	See	Date
Initial Release of Document for Release 11.5(1)		August 2016
Toaster notification is now supported	Finesse Desktop Behavior	

About This Guide

The *Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express* describes how agents and supervisors can use the Finesse desktop for calls and chat.

Audience

This document is intended for Unified Contact Center Express agents and supervisors who use the Finesse desktop.

Related Documents

Document or Resource	Link
Cisco Unified Contact Center Express Documentation Guide	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html
cisco.com site for Unified CCX documentation	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
cisco.com site for Unified Intelligence Center documentation	http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html
cisco.com site for Cisco Finesse documentation	http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html
cisco.com site for Cisco SocialMiner documentation	http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html
cisco.com site for Cisco Mediasense documentation	http://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html

Documentation and Support

To download documentation, submit a service request, and find additional information, see *What's New in Cisco Product Documentation* at https://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html.

You can also subscribe to the *What's New in Cisco Product Documentation* RSS feed to deliver updates directly to an RSS reader on your desktop. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

Documentation Feedback

To provide your feedback for this document, send an email to:

contactcenterproducts_docfeedback@cisco.com

CHAPTER 1

Cisco Finesse Desktop Interface

Finesse Agent Desktop

After you sign in, you can change your status to Ready to make yourself available for calls. The buttons in the call control area change depending on the situation. For example, when you are on a call, Consult, Hold, Keypad, and End buttons are available. When you have a call on hold and are on a consult call, Conference, Transfer, Retrieve, and End buttons are available. When you are on a conference call, buttons for Hold, Consult, Keypad, and End are available.

Finesse provides a separate state control for chat and email. If you handle chat and email contacts, you must change your status to Ready on the Chat and Email Control gadget.

The Finesse agent desktop provides the following out-of-the-box functionality:

- Basic call control: Answer, hold, retrieve, end and make calls.
- Desktop call notifications: For incoming calls subject to active browser notification service.
- Advanced call control: Make a consult call and transfer or conference the call after the consultation.
- Agent state and call timers: The agent state timer indicates the length of time in Ready or Not Ready state. The call timer indicates total call time, hold time, and wrap-up time.
- Schedule a callback: Schedule a callback for an Outbound Dialer call to call a customer back at a more convenient time.
- Direct Preview Outbound calls: Preview the customer information for the call before you choose to accept, reject, or close the contact.
- Reclassify a Direct Preview Outbound call: If you do not reach the customer, you can reclassify the call as Answering Machine, Fax/Modem, Busy, or Invalid Number.
- Send DTMF digits: Send DTMF digits to interact with an IVR system.

- Not Ready and Sign Out reason codes: Code to indicate why you are changing your status to Not Ready or Sign out (your administrator defines these codes).
- Wrap-Up Reason Codes: Wrap-Up Reason Code for each call (your administrator defines the Wrap-Up Reason codes).
- Phonebooks: List of contacts from which you can select one to call (your administrator defines what contacts appear in your phonebook).
- Workflows: Your administrator can define workflows that are triggered by call events (for example, your administrator may create a workflow that causes a browser pop on your desktop when a call arrives).
- Live Data reports
- Web Chat: Accept, interact, and end chat sessions.
- Email: View and reply to customer email messages.
- Language support: If your administrator installed Finesse language packs, when you sign in to Finesse, you can choose from a list of supported languages for the desktop.

The functionality available to you depends on what your administrator has configured. For example, if your administrator did not define Wrap-Up Reason Codes, you cannot choose a Wrap-Up Reason code.

Note To ensure that all features of the Finesse agent desktop work properly, you must disable pop-up blockers.

Finesse Supervisor Desktop

The Finesse Supervisor Desktop provides call control functionality and the following:

- Team Performance gadget
- Live Data gadget

Note To ensure all features of the Finesse supervisor desktop work properly, you must disable pop-up blockers.

Team Performance Gadget

On the Team Performance gadget, you can select a team from a list of teams assigned to you. You can view the agents on that team, their current state, the time in state, their recent call history and state history and their extension. You can click the column headers to sort the information by Agent Name, State, Time in State, or Extension.

The Time in State field refreshes every 10 seconds. When an agent's state changes, the Finesse server sends out an agent state notification and the timer resets to 0. An agent state change includes changing from Not Ready with a reason code to Not Ready with a new reason code.

The Team Performance gadget also provides the following functionality:

- Silent monitoring: Silently monitor an agent call.

- Force state change: Force an agent into Ready or Not Ready state or sign out an agent.

When you silently monitor an agent, a Barge In button appears in the call control area. You can click this button to barge in to a call between the agent and customer. After you barge in, you can choose to intercept the call by dropping the agent.

State and Call Timers

The Finesse desktop provides agent state and call timers.

The agent state timer appears next to the agent state drop-down list when you are in Not Ready or Ready state and updates every second. The format for this timer is mm:ss. If you are in the state for more than one hour, the format changes to hh:mm:ss (for example, 05:25 or 01:10:25).

When you change state (for example, from Not Ready to Ready or from Not Ready with a reason code to Not Ready with a new reason code), the timer resets to 00:00.

Finesse provides a separate state control for chat and email. This state control does not have a timer.

The Finesse desktop provides call timers in the Call Control gadget (in the format mm:ss). The call timers provide the following information:

- Total Call Time: Indicates the duration of your current call.

- Hold Time: Indicates the amount of time that the call has been on hold. When you place a call on hold, this timer shows the hold time, followed by the total call time in parentheses.

- Wrap-Up Time: Indicates the amount of time that you have been in wrap-up state. If wrap-up is enabled for you, you transition to wrap-up state when you end the call.

If the call exceeds 1 hour, the timer still displays in minutes and seconds. For example, at 1 hour and 15 seconds, the timer displays 60:15.

Note If the Finesse server cannot accurately calculate the state time or the call time (such as under certain failover conditions), the timer displays in the format "- -:- -"

For chat contacts, a timer appears in the Manage Chat and Email gadget that indicates the duration of the chat session. For email contacts, a timestamp appears in the Manage Chat and Email gadget that indicates the time that the system received the email contact.

Finesse Desktop Behavior

If the Finesse desktop is not the active window and one of the following happens, then the Finesse desktop either becomes the active window or flashes in the taskbar.

- You receive an incoming call on the desktop.
- You are signed out due to failover or inactivity.
- Your Supervisor signs you out.

The Finesse desktop behavior varies based on the browser and the number of tabs opened in the browser.

Note If you are using Firefox, configure the browser. See *Browser Settings for Firefox* section in this guide.

Toaster Notification

When there is an incoming call, chat or email and the Finesse desktop window or tab is inactive, Finesse displays a notification with the call, chat or email details. Click the notification to restore the Finesse desktop.

The operating system controls the position of the notification and might display it at any one of the four corners of your computer screen.

Toaster notification fade out time for chat can be configured through **Subsystems** > **Chat and Email** > **Channel Parameters** > **No Answer Timeout** submenu option from the Unified CCX Administration menu bar.

Note Internet Explorer does not support toaster notification.

Finesse Desktop Failover

In a contact center deployment, Cisco Finesse is installed on two nodes. If the Finesse server that you are currently signed in goes out of service, a banner appears at the top of the desktop that notifies you that the desktop has lost connection to the server.

The Finesse desktop checks for the following:

- Whether the current Finesse server recovers its state
- Whether the alternate Finesse server is available

If the current Finesse server recovers, the desktop is reconnected. A banner appears that notifies you that you have successfully reconnected. If the current Finesse server does not recover but the alternate server is available, your desktop redirects to the alternate server and automatically signs you in.

When the desktop fails over or reconnects, if the last state you selected prior to the failover was Ready, Finesse attempts to preserve that state. When Finesse recovers, the desktop attempts to send a request to put you back in Ready state.

Note When the desktop tries to connect to the alternate server, you may see the following pop-up message:

Following certificates should be accepted before using Cisco Finesse Desktop.....

If you are unable to accept the security certificates and see a request to accept the certificates again, close the pop-up and continue to sign in.

Note The Finesse desktop can only preserve a selection of Ready state that was made on the same desktop. The following exceptions apply:

- If you are in Wrap-Up state when the desktop recovers, Finesse does not send a request because doing so would automatically end your wrap-up session. After the wrap-up timer expires, your state is determined by Unified Communications Manager and may depend on the type of failover that occurred.
- If you were put in Not Ready state (either by your supervisor or by the system (for example, Ring No Answer), your selection of Ready is not preserved.
- Unsolicited state changes are not taken into account. For example, if a supervisor put you in Ready state (you did not select Ready), your Ready state may not be preserved. If your last selection was Ready and the system attempts to change your state to Not Ready (such as for Ring No Answer), your selection of Ready is preserved.

Failover and Outbound Calls

Under certain failover and failback conditions, the Callback button and information about the outbound call may disappear from the Finesse desktop.

When Finesse fails over or fails back while you are on an outbound call, after you are signed back into the desktop, you cannot perform outbound-specific call operations, such as scheduling a callback or reclassifying a call. You can still perform other call operations, such as transfer the call, conference the call, or place the call on hold. After the call is complete, Finesse places you in Not Ready state. You must change your state to Ready to receive your next call.

When you accept your next call, the outbound-specific call operations are available again.

Note Outbound-specific call operations are also not available if you sign out of Finesse and sign back in during an outbound call.

One Finesse Desktop or Finesse IPPA Session Per Agent

Finesse has the following agent session behavior:

- Finesse does not support agents signing in to both Finesse desktop and Finesse IPPA at the same time. Agents should sign in to only one instance of either the Finesse desktop or Finesse IP Phone Agent (IPPA) at one time.

- Finesse can support a mix of agents in which some agents use Finesse IPPA and other agents use the Finesse desktop (license permitting).
- When agents are signed in to the Finesse desktop or Finesse IPPA, they can also sign in to a third-party application using the Finesse API at the same time. (This setup is considered a custom development. Like other Finesse customizations, the customer or partner is responsible for proper development and testing of this custom setup.)

Accessibility

The Finesse desktop supports features that improve accessibility for low-vision and vision-impaired users. The following table shows how to navigate the Finesse desktop using the accessibility features.

Note Finesse supports these features only with Internet Explorer 11.0 and only on the agent desktop, not the supervisor desktop.

Desktop Element	To Perform the Following Actions	Use the Following Keys
Address Bar	Move between the address bar and the frames (in Internet Explorer only)	F6
Sign-in Page		
Language Selector Drop-Down	Access the drop-down	Tab and Shift-Tab from the ID field
	Open the drop-down	Alt-Down Arrow or Enter
	Scroll the drop-down	Up and Down Arrows
	Select a language	Enter
	Hide the drop-down	Esc
Call Control Gadget		
Call Control Gadget Navigation	Access the call control gadget, phonebook, and keypad	Tab and Shift-Tab
	Open and close the call control gadget	Enter
Phonebook	Navigate the phonebook contact entries	Arrow keys
Keypad	Navigate the keypad number buttons	Tab
	Make a new call	• Press Enter in the number display field OR • Navigate to the Call button and press Enter

Desktop Element	To Perform the Following Actions	Use the Following Keys
Wrap-Up Reason Drop-Down	Access the drop-down	Tab and Shift-Tab
	Open the drop-down	Alt-Down arrow
	Scroll the list of wrap-up reasons	Up and Down Arrows
	Select a wrap-up reason	Enter
	Close the drop-down	Esc
Callback Dialog Box and Reclassify Dialog Box (Outbound Calls)	Access the Callback and Reclassify buttons	Tab and Shift-Tab
	Open the Callback and Reclassify dialog boxes	Enter (on the respective buttons)
	Close dialog boxes	• Press Esc OR • Navigate away from the dialog boxes using Tab or Shift-Tab
Reclassify Dialog Box	Navigate the elements	Tab, Shift-Tab, Up and Down Arrows
	Select an option	Enter
	Close the Reclassify dialog box	Esc
Callback Date and Time Calendar	Navigate to and from the Calendar	Tab and Shift-Tab
	Navigate within the Calendar	Arrows
	Select a Calendar date	Enter
	Move to the first or last days of a month	Home and End
	Close the pop-up	Esc
Callback Date and Time Controls	Navigate the elements	Tab and Shift-Tab
	Increase and decrease the Hour and Minute values	Up and Down Arrows
	Toggle the AM/PM button	Enter
	Close the pop-up	Esc
Desktop		
Send Error Report Tooltip	Access and display a tooltip	Tab and Shift-Tab
	Hide a tooltip	Esc
Manage Chat and Email Control Gadget		

Desktop Element	To Perform the Following Actions	Use the Following Keys
State	Access the state	Tab or Shift-Tab
	Open the state drop-down	Enter
	Scroll the drop-down	Tab or Shift-Tab
	Choose the new state	Enter
Accept the incoming chat	Navigate to the Accept button	Tab or Shift-Tab and press Enter
Third-Party Gadget		
Maximize Icon	Access the maximize icon	Tab and Shift-Tab
	Maximize and restore a third-party gadget	Enter

CHAPTER 2

Common Tasks

Browser Settings for Internet Explorer

If Internet Explorer is used to access the Finesse desktop, certain settings must be configured in the browser to ensure all features of Finesse work properly.

1. Disable pop-up blockers.
2. Configure the following privacy and advanced settings:
    1. From the browser menu, select **Tools** > **Internet Options**.
    2. Click the **Privacy** tab.
    3. Click **Sites**.
    4. In the Address of website box, enter the domain name for the Side A Finesse server.
    5. Click **Allow**.
    6. In the Address of website box, enter the domain name for the Side B Finesse server.
    7. Click **Allow**.
    8. Click **OK**.
3. You must enable the following security settings to allow users to sign in:
    - Run ActiveX controls and plug-ins
    - Script ActiveX controls marked as safe for scripting

- Active scripting

To enable these settings:

1. From the Internet Explorer browser menu, select **Tools** > **Internet Options**.
2. Click the **Security** tab.
3. Click **Custom level**.
4. Under ActiveX controls and plug-ins, select **Enable** for **Run ActiveX controls and plug-ins** and **Script ActiveX controls marked safe for scripting**.
5. Under Scripting, select **Enable** for **Active Scripting**.

Note If the customer is using self-signed CA (Certificate Authority) and their agents use the server's FQDN, there should not be any certificate errors or warnings when connecting to Finesse over HTTPS.

Browser Settings for Firefox

Complete the following steps to ensure Finesse behaves as expected when it is not the active window.

Procedure

Step 1 Open Firefox and enter **`about:config`** in the address bar.
A warning page appears that states, `This might void your warranty!`.

Step 2 Click **I'll be careful, I promise!**.

Step 3 In the **Search** field, enter **`dom.disable_window_flip`**.

Step 4 Double-click **dom.disable_window_flip** to set the value to *false*.

Step 5 Restart Firefox.

Sign In to Finesse Desktop

Note Extension Mobility brings a user-specific phone profile (including configured extensions for that user) to the phone being logged in from. After logging in to Cisco Unified Communications Manager with Extension Mobility, agents can log in to Unified CCX using Finesse.

If you log in to any other Extension Mobility device when you are still logged in to one Extension Mobility device and Finesse Desktop, you are automatically logged off from the first Extension Mobility device. However, you have to log out and log in again to Finesse Desktop.

Procedure

Step 1 Enter the following URL in the address bar of your browser:

https://*FQDN:portnumber*/desktop/

where *FQDN* is the fully qualified domain name of your primary server.

Step 2 If your contact center has installed a language pack for Finesse, a language selector appears on the desktop. From the language selector drop-down list, select the language that you want to appear on the desktop.

> **Note** You can also select a language by passing the locale as part of the URL (for example, http://*FQDN of Finesse server*/desktop?locale=fr_FR) or by changing your browser preferred language. The default language is English (en_US).
>
> If your contact center does not have a language pack installed for Finesse, the desktop locale is English only.

Step 3 In the **ID** field, enter your agent ID or username.

> **Note** Agent IDs are case-sensitive and can contain letters, numbers, hyphens (-), underscores (_), and periods (.). Agent IDs are assigned to you by your administrator. Agent IDs cannot begin or end with a period or contain two periods in a row.
>
> Finesse agent usernames are restricted to 7-bit printable ASCII characters (any of the 94 characters with the numeric values from 33 to 126).They do not support double quotes ("").

Step 4 In the **Password** field, enter your password.

Step 5 In the **Extension** field, enter the extension of your phone.

Step 6 Click **Sign In**.

You are signed in to the Finesse desktop. Your role (agent or supervisor), agent name, agent ID, and extension appear in the header. Your status is set to Not Ready.

> **Note** On first login, you are prompted to set your preference for notifications. Choose the option to always receive or allow toaster notifications. Note that toaster notifications will not appear if your browser is set to private mode i.e **New incognito window** in Chrome or **New private window** in Firefox.

Sign In to Finesse Desktop Single Sign-On Mode

Procedure

Step 1 Enter the following URL in the address bar of your browser:

https://*FQDN:portnumber*/desktop/

where *FQDN* is the fully qualified domain name of your primary server.

Step 2 If your contact center has installed a language pack for Finesse, a language selector appears on the desktop. From the language selector drop-down list, select the language that you want to appear on the desktop.

Note You can also select a language by passing the locale as part of the URL (for example, http://*FQDN of Finesse server*/desktop?locale=fr_FR) or by changing your browser preferred language. The default language is English (en_US).

If your contact center does not have a language pack installed for Finesse, the desktop locale is English only.

Step 3 On the login page, enter your **Username**.

Step 4 In the **Password** field, enter your password and click **Sign-In**.

Step 5 The Finesse landing page is displayed, In the **Extension** field, enter the extension of your phone.

Step 6 Click **Submit**.

You are signed in to the Finesse desktop. Your role (agent or supervisor), agent name, agent ID, and extension appear in the header. Your status is set to Not Ready.

Note On first login, you are prompted to set your preference for notifications. Choose the option to always receive or allow toaster notifications. Note that toaster notifications will not appear if your browser is set to private mode i.e **New incognito window** in Chrome or **New private window** in Firefox.

Account Locked After Five Failed Sign In Attempts

If you try to sign in to Finesse with the wrong password five times in a row, Finesse blocks access to your account for 5 minutes. For security reasons, if you try to sign in again during that time, Finesse does not alert you that your account is locked. You must wait 5 minutes and try again. Do not attempt to sign in again when your account is locked, otherwise the lockout timer resets, and you must wait an additional 5 minutes.

This restriction applies regardless of how you sign in, be it on the desktop or using the Finesse IP Phone Agent (IPPA).

Accept Security Certificates

The first time you sign in to the Finesse desktop, you may be prompted to accept security certificates before you can continue. Unless the certificates are deleted, you should only need to accept them once. These certificates allow the Finesse desktop to communicate over a secure connection to the Finesse server.

You must make sure pop-ups are enabled for the Finesse desktop.

Note If you are using a Windows client, signed in as a Windows user, and using Internet Explorer, you must run Internet Explorer as an administrator to install these security certificates. In your **Start** menu, right-click Internet Explorer and select **Run as administrator**.

Contact your administrator if you do not have the required permissions to install the security certificates.

Procedure

Step 1 Enter the URL for the Finesse desktop in your browser.

Step 2 If you use Internet Explorer:

a) A page appears that states there is a problem with the website's security certificate. Click **Continue to this website (not recommended)** to open the Finesse sign-in page.

b) Enter your agent ID or username, password, and extension, and then click **Sign In**.

The following message appears:

Establishing encrypted connection...

A dialog box appears that lists the certificates to accept.

c) Click **OK** on the dialog box.

A new browser tab opens for each certificate you need to accept. A certificate error appears in the address bar.

Note Depending on your browser settings, a window may open for each certificate you need to accept instead of a browser tab.

d) Click **Certificate error** and then click **View Certificates** to open the Certificate dialog box.

e) On the Certificate dialog box, click **Install Certificate** to open the Certificate Import Wizard.

If you are using Internet Explorer 11 with Windows 8.1, the Install Certificate option does not appear until you add Finesse to your trusted sites.

1. From the browser menu, select **Internet Options**.
2. On the **Security** tab, click **Trusted Sites**, and then click **Sites**.
3. In the **Add this website to the zone** field, enter the URL for the Finesse desktop and click **Add**.
4. After you click **Install Certificate**, under **Store Location**, select **Current User** to install the certificate for the current user only, or select **Local Machine** to install the certificate for all Windows users who use this computer.

   If you select **Local Machine**, a dialog box appears that asks if you want to allow Windows host process to make changes to this computer. Select **Yes**.

f) On the Certificate Import Wizard, click **Next**.

g) Select **Place all certificates in the following store**, and then click **Browse**.

h) Select **Trusted Root Certification Authorities**, and then click **OK**.

i) Click **Next**.

j) Click **Finish**.

A Security Warning dialog box appears that asks if you want to install the certificate.

k) Click **Yes**.

A Certificate Import dialog box that states the import was successful appears.

l) Click **OK**.

m) Click **OK** on the Certificate dialog box.

n) Close the browser tab. You are asked to accept another certificate. Repeat the preceding steps until all certificates are accepted.

After you accept all required certificates, the sign-in process completes.

Note To remove the certificate error from the desktop, you must close and reopen your browser.

Step 3 If you use Firefox:

a) A page appears that states this connection is untrusted. Click **I Understand the Risks**, and then click **Add Exception**.
b) Ensure the **Permanently store this exception** check box is checked.
c) Click **Confirm Security Exception**.

The Finesse sign-in page appears.

d) Enter your agent ID or username, password, and extension, and then click **Sign In**.

The following message appears:

Establishing encrypted connection...

A dialog box appears that lists the certificates to accept.

e) Click **OK**.

A browser tab opens for each certificate that you need to accept.

f) On each tab, click **I Understand the Risks**, and then click **Add Exception**.
g) Ensure the **Permanently store this exception** check box is checked.
h) Click **Confirm Security Exception**.

Each tab closes after you accept the certificate.

After you accept all required certificates, the sign-in process completes.

Accept Certificates for Live Data Gadget

The Cisco Unified Intelligence Center Live Data gadget provides reports that you can view in the Finesse desktop. If your desktop contains these reports, the first time you sign in, you may be prompted to accept security certificates.

Procedure

Step 1 Sign in to the Finesse desktop.

The Cisco Unified Intelligence Center Live Data gadget displays a message that states Finesse is checking for connectivity. If Finesse detects that security certificates must be accepted, a message appears that lists the certificates that you must accept to use Cisco Unified Intelligence Center.

Note Each Cisco Unified Intelligence Center report displays this message.

Step 2 Click **OK**.

A new browser tab (or window, depending on your browser settings) opens for each certificate that you need to accept. The message in the gadget changes to state that to continue, accept the certificates in the opened tabs.

Step 3 If you use Internet Explorer:

a) Click **Certificate error** and then click **View Certificates** to open the Certificate dialog box.
b) On the Certificate dialog box, click **Install Certificate** to open the Certificate Import Wizard.

   If you are using Internet Explorer 11 with Windows 8.1, the Install Certificate option does not appear until you add Finesse to your trusted sites.

   1. From the browser menu, select **Internet Options**.
   2. On the **Security** tab, click **Trusted Sites**, and then click **Sites**.
   3. In the **Add this website to the zone** field, enter the URL for the Finesse desktop and click **Add**.
   4. After you click **Install Certificate**, under **Store Location**, select **Current User** to install the certificate for the current user only, or select **Local Machine** to install the certificate for all Windows users who use this computer.

      If you select **Local Machine**, a dialog box appears that asks if you want to allow Windows host process to make changes to this computer. Select **Yes**.

c) On the Certificate Import Wizard, click **Next**.
d) Select **Place all certificates in the following store**, and then click **Browse**.
e) Select **Trusted Root Certification Authorities**, and then click **OK**.
f) Click **Next**.
g) Click **Finish**.

   A Security Warning dialog box appears that asks if you want to install the certificate.

h) Click **Yes**.

   A Certificate Import dialog box that states the import was successful appears.

i) Click **OK**.
j) Click **OK** on the Certificate dialog box.
k) Close the browser tab. You are asked to accept another certificate. Repeat the preceding steps until all certificates are accepted.

   After the browser tabs are closed, the Cisco Unified Intelligence Center Live Data gadget reloads.

Step 4 If you use Firefox:

a) In each tab, click **I Understand the Risks**, and then click **Add Exception**.
b) Ensure the **Permanently store this exception** check box is checked.
c) Click **Confirm Security Exception**.
   After the browser tabs are closed, the Cisco Unified Intelligence Center Live Data gadget reloads.

Accept Certificates for Multi-session Chat and Email

Before you can join a chat room or handle email contacts, you may be required to accept certificates in the Manage Chat and Email gadget on the Finesse desktop. When you sign in to Finesse, check the tab on which the Manage Chat and Email gadget appears to check whether you must accept any certificates and ensure the gadget loads properly.

Procedure

Step 1 Sign in to the Finesse desktop.

The Manage Chat and Email gadget displays a message that states Finesse is checking for connectivity. If Finesse detects that security certificates must be accepted, a message appears that lists the certificates that you must accept to use the gadget.

Step 2 Click **OK**.

A new browser tab (or window, depending on your browser settings) opens for each certificate that you need to accept.

Step 3 The steps to accept the certificates in your browser are the same as the steps you followed to accept the Live Data certificates. Follow the instructions for your browser type that are outlined in *Accept Certificates for Live Data Gadget* section.

Sign Out of the Finesse Desktop

Important Do not close your browser to sign out of the Finesse desktop. Finesse can take up to 120 seconds to detect that your browser closed and an additional 60 seconds to sign you out. Finesse may continue to route contacts to you during this time.

Sign out of the desktop as described in the following procedure.

Procedure

Step 1 Ensure your status is set to Not Ready. Click the status drop-down list and select Not Ready (or Not Ready with the appropriate reason code).

Note If you handle chat and email contacts, you must ensure that your status is set to Not Ready in both the Call Control gadget and the Chat and Email Control gadget.

Step 2 Click **Sign Out**.

A drop-down list appears that contains the Sign Out reason code.

Note If no Sign Out reason codes are configured for your team, Finesse signs you out when you click Sign Out.

Step 3 Select the appropriate Sign Out reason code from this list.

Step 4 On the sign out confirmation screen, you can choose to exit the browser or be redirected to the Finesse Desktop by clicking the **Click here** link. This will take you to any one of the following sign out scenarios:

- The Finesse Landing page. To log in to the Finesse Desktop again, enter your **Username**, **Password** and **Extension**.
- The Finesse Landing page. To log in to the Finesse Desktop again, enter your **Extension**.
- The Log In page. To log in to the Finesse Desktop again, enter your **Password** and **Extension**.

Live Data Reports

Access Live Data

Cisco Finesse agent and supervisor desktops provide Live Data gadget.

Live Data gadget displays information about the current state of the contact center. This gadget receives data from the real-time data source at frequent intervals.

This feature provides the following access:

- Agents can access the Live Data agent reports.
- Supervisors can access the Live Data agent and supervisor reports.

To access reports, the administrator must add and configure them in the Cisco Finesse administration console.

In Cisco Finesse agent desktop, click the **My Statistics** tab to access the reports.

In Cisco Finesse supervisor desktop, click the **Team Data** tab and **Queue Data** tab to access the reports.

Live Data Reports

For more information about the Live Data reports that are supported by Cisco Finesse, see Live Data Reference, on page 53.

View Multiple Live Data Report Views

Cisco Finesse allows you to view multiple Live Data reports or views on a single gadget. You can select the desired view to display from a drop-down list on the gadget toolbar, which lists up to five report views in **Report Name - View Name** format. Your administrator determines which views are available for you to select.

Note When you upgrade from an earlier version of Unified CCX 10.x to Unified CCX 11.0 version you can view the multiple live data reports on a single gadget only.

From the Live Data report toolbar, you can also do the following:

- Pause and resume event updates in the Live Data gadget using the pause and play button. (If the button is paused when there are updates available on the gadget, a notification appears over the button.)
- Hide and restore the toolbar using the arrow in the center of the toolbar.
- Access help for the relevant reporting gadgets by clicking the help button.

View Context Service Data

Cisco Context Service is a cloud-based omnichannel solution for Cisco Unified Contact Center Express. It enables you to capture your customer's interaction history by providing flexible storage of customer-interaction data across any channel.

For more information about Context Service and to check service availability, see https://help.webex.com/community/context-service.

Procedure

Step 1 To view the Context Service gadget, click the **Manage Customer** tab.

Step 2 For information about how to use the Context Service, see the instructions provided in the gadget itself.

CHAPTER 3

Call-Related Tasks

Change Your State

When you sign in to the Finesse desktop, your state is set to Not Ready by default. You can then set your state to Ready or choose from one of the configured Not Ready reason codes.

If you are in Ready state, you can set your state to Not Ready. While you are on a call, you can select a state to be applied when the call is complete.

If wrap-up state is enabled for you, when a call ends, you transition to Wrap-Up state. While in Wrap-Up state, you can complete any after call work. To end Wrap-Up state, you must select your new state (Ready or Not Ready) from the drop-down list or wait for the preconfigured timer to expire.

Procedure

Step 1 Click the drop-down arrow beside your current state.

Step 2 Select the appropriate state from the list.

Your agent state changes to reflect your choice. If you are on a call and select a state, Finesse shows your current state and the pending state to which you will transition when the call ends.

Make a Call

Your status must be set to Not Ready to make an outgoing call.

Note Finesse now supports the use of any ASCII character when you make a call. Finesse no longer converts letters typed into the dial pad into numbers, nor does it remove non-numeric characters (including parentheses and hyphens) from phone numbers.

Procedure

Step 1 Ensure your status is set to Not Ready (or Not Ready with the appropriate reason code).

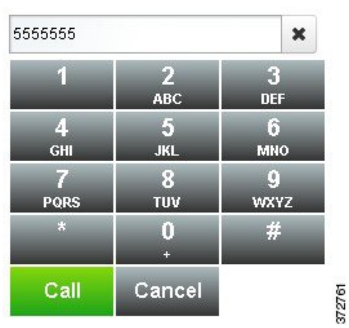
Step 2 Click **Make a New Call**.

The panel expands to reveal the keypad and a list of phone contacts. Your administrator assigns phone contacts to you.

Step 3 Choose the contact from the list or enter the number you want to call into the dial pad.

Note Enter text in the search field to search the list of contacts. Select a contact to populate the dial pad with the phone number.

Step 4 Click **Call**.



Step 5 To end the call, click **End**.

Answer a Call

You must be in Ready state to be available for customer calls. When a call arrives at the desktop, your state automatically changes to Reserved. The call control area expands to show the call variables configured for your system.

Note Depending on how your administrator has configured the system, you might see different call variables layouts for different calls.

Note You can receive a call from another agent while you are in Not Ready state.

Procedure

Step 1 Click **Answer**.

Your state changes to Talking. You are connected to the caller.

Step 2 To end the call, click **End**.

Your state changes to Ready and you are available for the next incoming call.

If you want to be in Not Ready state when the call ends, you can click the drop-down arrow beside your state while you are on the call. You can choose Not Ready or Not Ready with the appropriate reason code. Your state changes to Talking->Not Ready (Pending). When the call ends, your state changes to Not Ready.

Answer a Direct Preview Outbound Call

A Direct Preview Outbound call allows you to view a customer's contact information before you choose to accept or decline the call.

Procedure

Step 1 Ensure your state is set to Ready. You must be in Ready state to receive a call.

When a Direct Preview Outbound call arrives at the desktop, your state changes to Reserved (Outbound). The Call Control gadget expands to show customer information.

Step 2 After you review the information, click **Accept** to accept the call or click **Decline** to decline the call.

If you accept the call, the system places the call to the customer directly from your phone.

If the attempt succeeds, you are connected to the customer. If the attempt fails, Finesse places you in Ready state.

If you decline the call, you must choose whether to reject or close the contact. If you click **Reject**, the contact remains in the campaign to be retried at a later time. If you click **Close**, the contact is closed for the duration of the campaign.

Reclassify a Direct Preview Outbound Call

The Reclassify button allows you to reclassify a Direct Preview Outbound call as Busy, Answering Machine, Fax, Invalid Number, or Voice. By default, a call is classified as Voice. This button is available after you accept the Direct Preview call and for the life of the call and while you are in the wrap-up state. You can reclassify a call multiple times.

Procedure

Step 1 Answer a Direct Preview Outbound call.

Step 2 Listen to the call. If you determine the number called is busy, an answering machine, a fax, or an invalid number, click **Reclassify**.

Step 3 Choose the appropriate option from the resulting drop-down list.
The icon on the Reclassify button changes to the icon for the selected option.

Step 4 To end the call, click **End**.

Schedule a Callback

If you are on an Outbound Dialer call and the customer wants to be called back at a later time, you can schedule a callback.

Procedure

Step 1 While you are on the call, click **Callback**.

The Callback dialog box appears. The Current Time field contains the current time in the customer's time zone (this field is read-only).

Step 2 If the customer prefers to be called back at a different phone number, enter the new phone number in the Phone Number field.

Step 3 In the Date and Time field, enter the date and time to call the customer. You can type the date and time in to the field or click the calendar icon to choose the date and time.

You must enter the time in the customer's location (not the time in your location).

To toggle between AM and PM, click the AM or PM button.

Note The time corresponds to the customer's time zone. Finesse uses the customer's area code to determine the time zone. A customer using a mobile phone may not be in the time zone that matches the area code of the phone. Therefore, you should confirm the time zone with the customer.

Step 4 Click **Schedule**.

A pop-up appears that confirms the callback has been scheduled.

Step 5 If you need to update the information after you schedule a callback, click **Callback** to re-open the Callback dialog box.

Step 6 Update the necessary fields and then click **Update**.

A dialog appears that confirms the callback has been updated.

Step 7 If you need to cancel the callback after you schedule it, click **Callback** to re-open the Callback dialog box.

Step 8 Click **Cancel**

A pop-up appears that confirms the callback has been canceled.

Initiate a Consult Call

You must be on an active call to initiate a consult call.

Procedure

Step 1 Click **Consult**.

The call control area expands to reveal the keypad and a list of contacts.

Step 2 Choose the contact you want to consult from the list of contacts or enter the number into the keypad.

Step 3 On the keypad, click **Call**.

The customer call is placed on hold. You are connected to the contact that you called.

Step 4 After you consult with the contact that you called, you can choose to end the consult call and retrieve the customer call, conference the customer into the consult call, or transfer the customer to the agent or supervisor that you consulted.

Option	Description
To end the consult call and retrieve the customer call	Click **End** on the consult call and then click **Retrieve** on the customer call.
To place the other agent or supervisor on hold and go back to the customer	Click **Retrieve** on the customer call. Click **Retrieve** on the consult call to place the customer on hold and go back to the other agent or supervisor.
To conference the customer into the consult call	Click **Conference**. If you want to leave the conference, click **End**.
To transfer the customer to the agent or supervisor you are consulting with	Click **Transfer**.

Send DTMF

Use the Send DTMF feature to send a string of dual-tone multifrequency (DTMF) digits during a call. For example, you can use this feature to interact with an interactive voice response (IVR) system to enter an account number or a password.

Note You must be on an active call to use this feature.

Procedure

Step 1 Click the **Keypad** button.

The call control area expands to reveal the keypad.

Step 2 Click the appropriate buttons on the keypad to enter the DTMF digits.

You can send the following characters as part of a DTMF string:

- 0-9
- pound sign (#)
- asterisk (*)

Note You must use the keypad to enter the digits. You cannot type the digits using your keyboard.

The corresponding characters appear in the text field above the keypad (this text field is read-only).

Step 3 Click the **Keypad** button again to close the keypad.

Apply Wrap-Up Reason

Wrap-up reasons represent reasons that you can apply to calls. If your administrator has assigned wrap-up reasons to you, the Wrap-Up Reason button appears when you are on a call or when you are in Wrap-Up state after a call (if you are configured for wrap-up).

Wrap-up reasons can be applied on all Inbound calls routed to the Contact Center and on all the Contact Center triggered outbound campaign calls only.

If you do not have any wrap-up reasons assigned to you, you will not have this feature on your desktop. Your administrator creates and assigns wrap-up reasons.

To end Wrap-Up state, you can select your new state (Ready or Not Ready) from the drop-down list or wait for the preconfigured timer to expire.

Note

You cannot enter a wrap-up reason after you transfer a call. If you want to enter a wrap-up reason for a call you transfer, you must select the wrap-up reason while the call is in progress.

If you are configured for wrap-up, you may enter Wrap-Up state after you transfer a call. However, the timer on the desktop does not display the wrap-up time.

Procedure

Step 1 Click **Wrap-Up Reason**.

Step 2 Select the appropriate wrap-up reason from the drop-down list.

Step 3 Click **Apply**.

A green check mark appears next to the Apply button to indicate that Finesse successfully applied the wrap-up reason.

Note You can change the wrap-up reason during the call. If you decide you want to use a different wrap-up reason, click the **Wrap-Up Reason** button again, select a new wrap-up reason, and click **Apply**.

CHAPTER 4

Chat and Email Related Tasks

Chat and Email Control Gadget

The Chat and Email Control gadget provides the following functionality:

- Chat and Email state: The Chat and Email state is different from the Voice state that is displayed below the agent name. The following are the states:
  - Not Ready for Chat and Email:
    - You are set to this state by default when you sign in to the Cisco Finesse desktop.
    - If you refresh the browser, all the active chat sessions are cleared, email sessions are requeued, and you are moved to this state.
    - You can move to this state when you are not ready to handle chat and email.
  - Ready for Chat and Email: You can move to this state when you are ready to handle chat and email.
- Time-to-accept counter: When you receive an incoming chat, the time counter is displayed and you must accept the chat within the specified time. If you do not accept the chat within the specified time, your state changes to Not Ready for chat and email.
- Customer details: When an incoming chat arrives on your desktop, the customer details are displayed.

The buttons in the control area:

- When an incoming chat request arrives, the Accept button, time-to-accept counter, and customer details appear for you to accept the chat.
- When a new chat request is accepted, an orange icon appears on the top right corner of the chat bubble icon.
- When you hover over the chat bubble icon, the number of active chat contacts appears.
- When a new email contact arrives, an orange icon appears in the top right corner of the Envelope icon.
- When you hover over the Envelope icon, the number of email contacts appears.

The number of chat and email alerts may appear incorrectly in case of any error.

Change Your State

When you sign in to the Finesse desktop, your state is set to **Not Ready for Chat and Email** by default.

If you are in Ready state, you can set your state to Not Ready.

To accept incoming chat and email contacts, you must set your state to Ready in the Chat and Email Control gadget.

Procedure

Step 1 Click the drop-down arrow beside your current state in the Chat and Email Control gadget.

Step 2 Select the appropriate state from the list.

Accept a Chat

When a customer initiates a chat session from a website, Unified CCX Web Chat:

- Sends incoming chat to an available agent.
- Plays an audio alert.
- Displays contact details of the customer.
- Prompts agent to accept chat before the time counter expires.

You are presented with incoming chats until you reach the maximum active chat sessions that are set by administrator.

Procedure

Step 1 Click **Accept** in the incoming chat bar within the specified time to accept the chat.

The Manage Chat and Email gadget opens, chat session starts, and you are connected to the customer.

Note Repeat Step 1 when you are presented with a new incoming chat.

A new tab opens for the chat session and new chat session becomes the current session.

Step 2 To end the chat session, click **End**.

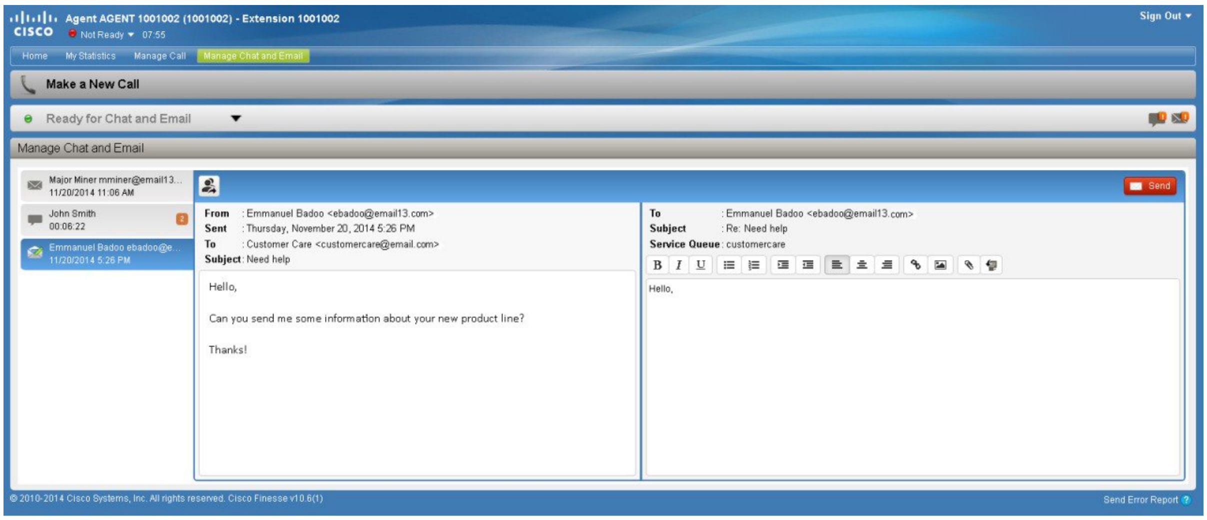
Accept an Email

You must be in Ready state to receive an email contact. When an email contact arrives on your desktop, it is automatically accepted and an orange icon appears on the envelope on the Chat and Email Control gadget.

To view the contact, you must click the **Manage Chat and Email** tab to go to the Manage Chat and Email gadget. If you have more than one contact assigned to you, in the left panel, click the tab for the email contact that you want to view.

Manage Chat and Email Gadget

The following figure shows the Cisco Finesse Manage Chat and Email gadget for agents.



The Manage Chat and Email gadget allows you to manage chat and email contacts. Chat and email contacts that are assigned to you appear in tabs on the left. You can click each individual tab to view and reply to the contact.

Chat contacts are denoted by a speech bubble icon. The following information appears on each chat contact tab:

- Customer name
- Total chat time: Indicates the duration of the chat session.
- New message indicator: If you receive a message on a chat contact that is not your current contact, the session flashes for a few seconds. A number appears on the tab that indicates how many messages the customer sent since you last replied.

Email contacts are denoted by an envelope icon. When you begin typing a reply to the email contact, a pencil icon appears on the envelope icon.

The following information appears on each email contact tab:

- Customer information: Customer email address, customer name (if available).
- Email timestamp: Indicates the time that the system received the email contact.
- Email subject: Hover your mouse over the email tab to display a tool tip that contains the subject of the email.

Note When you accept a chat request, Finesse automatically switches to the Manage Chat and Email tab and the chat becomes the active contact. When you are assigned an email contact, Finesse does not switch tabs and the contact does not become the active contact. An orange icon appears on the envelope icon on the Chat and Email Control gadget.

Chat Interaction Panel

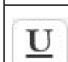
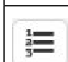
The Chat Interaction panel provides the following functionality:

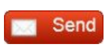
- Typing area: Type your message in the typing area. Right-click to perform basic clipboard operations, and to check spelling.
- Predefined responses: Click  to select a predefined response from the list. When you insert a predefined response, it is placed at the position of your cursor.
- End chat session: Click **End** to end a chat session.
- Customer details area: Click the drop-down arrow next to the customer details to minimize or maximize this area.

Email Reply Panel

The customer email appears on the left. The area where you type the response appears on the right. After you begin your reply, Finesse automatically saves a draft of your message every 3 minutes.

The Email Reply panel provides the following functionality:

Button	Name	Description
	Requeue	Requeue an email contact to a new CSQ.
	Bold	Applies bold to the selected text.
	Italic	Applies italics to the selected text.
	Underline	Underlines the selected text.
	Bulleted List	Inserts a bulleted list.
	Numbered List	Inserts a numbered list.
	Increase Indent	Increases the space between the left margin and the content.

Button	Name	Description
	Decrease Indent	Decreases the space between the left margin and the content.
	Align Left	Aligns the content to the left margin.
	Align Center	Aligns the content to the center.
	Align Right	Aligns the content to the right margin.
	Add/Edit Link	Creates a hyperlink of the selected text to the specified URL.
	Add Image	Adds a specified image to your reply.
	Attach a file	Attaches a specified file to the email reply.
	Predefined Response	Insert a predefined response into your reply. **Note** Text that you type before you add a predefined response is overwritten by the predefined response.
	Send	Sends your reply to the customer.

Reply to an Email Contact

Procedure

Step 1 On the Manage Chat and Email gadget, click the email contact that you want to reply to.

Step 2 In the Email Response area, type your response to the customer.

You can use a predefined response or type your own response. You can format the text, insert lists, add links, or add images to your response.

Note If you select a predefined response, then the existing content of the reply is overwritten by the predefined response text.

Step 3 When you are finished, click **Send**.

Note You must enter a reply before you can click **Send**. If you attempt to send an empty reply, an error appears that states you cannot send an empty email reply.

Download Customer Attachments

If a customer includes attachments in an email, the attachment filenames appear under the subject of the email. Finesse imposes the following limitations on customer email attachments:

- The total number of attachments cannot exceed 10.

  Note Images within the body of the email are counted as attachments.

- The size of a single attachment cannot exceed 2 MB.
- The total size of all attachments cannot exceed 5 MB.

Procedure

Step 1 Click the filename of the attachment you want to open or download.
You are prompted to open or save the file.

Step 2 Choose whether to open the file or save the file to your computer.

Step 3 Repeat Step 1 and Step 2 for each attachment that you want to open or download.

Add a Hyperlink to an Email

Procedure

Step 1 In your email reply, select the text that you want to turn into a hyperlink.

Step 2 Click the **Add/Edit Link** button.
A dialog box opens where you can enter the URL for the link.

Step 3 In the **Please enter a URL to insert** box, enter the URL for the link.

Step 4 Click **OK**.

Add an Image to an Email

Procedure

Step 1 Place your cursor where you want the image to appear.

Step 2 Click the **Add Image** button.
A dialog box opens where you can enter a URL for the image.

Step 3 In the **Please enter a URL for the image** box, enter the URL.

Step 4 Click **OK**.
The image appears inline in the email response.

You can also copy and paste an image into the email response.

Add an Attachment to an Email

You can add up to 10 attachments to an email reply to a customer. The following limitations apply:

- The size of a single attachment must not exceed 2 MB.
- The total size of all attachments must not exceed 5 MB.

Procedure

Step 1 Click the **Attach a file** button.

Step 2 Navigate to the file that you want to send attach to the email.

Step 3 Click **Open**.
The file appears below the reply panel.

Step 4 Repeat Step 1 and Step 2 for each file that you want to attach (up to 10).

If you want to remove an attachment, click the **X** to the right of the attachment filename.

Requeue an Email Contact

You can transfer an email contact either to the same Contact Service Queue (CSQ) or to any other CSQ. After you initiate the transfer from the agent desktop, the contacts are requeued to a CSQ.

Last-agent email routing is a mechanism to route an email message to the agent who handled the last leg of the email conversation. When you requeue an email, the email will be routed to the intended CSQ to be handled by any available agent, and last-agent email routing is not considered.

Note The requeued contact is not requeued to the same agent even if the agent is part of the requeued CSQ and is available to handle more contacts.

When you sign out or refresh your browser, any contacts that you were handling are disassociated from you and requeued to the same CSQ.

Procedure

Step 1 Select the email that you want to requeue.

Step 2 Click the **Requeue** button.
The list of CSQs is displayed with a search option.

Step 3 Type the CSQ name into the **Search** box to bring up the desired CSQ or select the CSQ from the list.
A confirmation dialog appears.

Step 4 Click **Yes** to confirm.

The email is removed from the multiple email sessions panel and requeued to the selected CSQ.

Discard an Email Message

Procedure

Step 1 On the **Manage Chat and Email** gadget, select the email message that you want to discard.

Step 2 Click the **Discard** button on the Email Reply panel.

You are prompted to discard the selected email message.

Step 3 Click **Yes** to confirm.

The email message is discarded.

When you discard an unsent reply that has attachments, the draft of the reply from the agent and the attachments are deleted. The original email message sent by the email contact remains in the Exchange mailbox.

CHAPTER 5

Supervisor Tasks

View Team Performance

Use the Team Performance gadget to view the agents on each of your assigned teams.

Procedure

Step 1 In the Team Performance gadget, you can view the details of the team that is selected by default in the drop down.

A list of agents for the selected team, their current state, time in state, and extension appears. You can click the headers of the columns to sort by Agent Name, State, Time in State, or Extension.

Note The Time in State field refreshes every 10 seconds. When Finesse receives the next agent state change event for an agent, the timer resets to 0.

Step 2 To view another team, click the drop-down list and choose a new team.

Change State of Agent

You can use the Team Performance gadget to change the state of an agent to Ready, Not Ready or Sign Out.

Procedure

Step 1 In the Team Performance gadget, select the agent whose state you want to change.

Step 2 To force the agent into Ready state, click **Ready**. To force the agent into Not Ready state, click **Not Ready**. To sign the agent out, click **Sign Out**.

In the Actions tab, the Ready or Not Ready and Sign Out options are active only if the action is allowed. For example, if you select an agent who is in Ready state, you will see only the Not Ready and Sign Out options. If you select an agent who is in Not Ready state, you will see only the Ready and Sign Out options.

If you sign out an agent who is reserved for a call (in Reserved or Reserved (Outbound) state), on an active call (in Talking state), or has a call on hold (in Hold state), that agent is immediately logged out of the desktop but the call is retained.

Monitor a Call

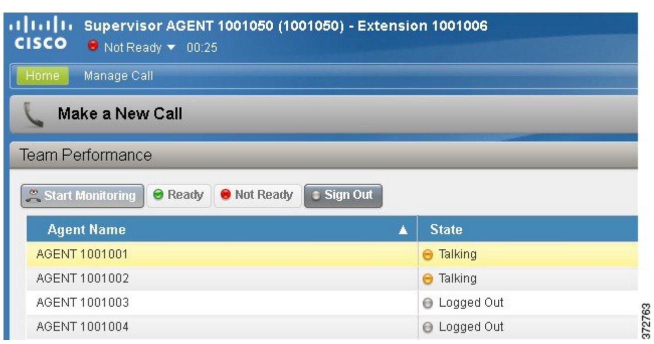
You must be in Not Ready state to monitor an agent. You can only monitor one agent at a time. To monitor another agent, you must end the silent monitoring call, and then select a new agent who is in Talking state.

Procedure

Step 1 From the Team Performance drop-down list, choose the team to which the agents you want to monitor belong.

Step 2 Select the agent that you want to monitor. The agent you select must be in Talking state.

The **Start Monitoring** button is enabled.



Step 3 Click **Start Monitoring**.

The **Start Monitoring** button changes to **Monitoring Agent**. The silent monitor call appears in the call control area of the desktop. The Hold, Barge In, and End buttons are enabled. You can click **Hold** to place the call on hold and then click **Retrieve** to retrieve it. You can click **Barge In** to barge into the call.

Step 4 To end the silent monitor call, click **End**.

Barge In on a Call

The Barge In feature allows you to join a call between an agent and a caller.

Note You can only barge in on a call that you are silently monitoring.

Procedure

Step 1 From the Team Performance list, select an agent who is in Talking state to monitor.

Step 2 Click **Start Monitoring**.

The **Start Monitoring** button changes to **Monitoring Agent**. The silent monitor call appears in the call control area of your desktop. The **Barge In** button appears.

Step 3 Click **Barge In**.

The call becomes a conference call between you, the agent, and the caller.

Intercept a Call

After you barge in to a call between an agent and a caller, you can intercept the call by dropping the agent from the call. You can also use this feature to drop a participant from any conference call in which you are a participant.

Procedure

Step 1 Click the **Drop** drop-down list.

Step 2 Click the agent who you want to drop from the list of participants.

Note You can only drop an agent from the call. You cannot drop a CTI Route Point, IVR Port, or a caller.

The selected agent is dropped from the call.

Search and Play a Recorded Call

Cisco MediaSense provides Search and Play gadget, a web interface, which allows the end user to search and filter active and completed call recordings. Use this gadget to search for specific recording files, play them, or download them to your desktop.

Recorded files in Cisco MediaSense have tags that are useful as a search and filter criteria in the Search and Play gadget.

These tags are based on the following parameters:

- Agent ID: Logged-in Unified CCX agents who participate in the recording.
- Team: Names of all those Unified CCX teams whose agents participate in the recording.
- CSQ: Name of the CSQ in which the call being recorded is queued and processed.

Unified CCX creates and applies searchable tags to recordings. Use these tags to easily identify recordings. Every tag applied by Unified CCX is prefixed with "*CCX:<tag_value>*". The supervisor or the agent can search and filter recordings using these parameters or combination of them.

For more information about searching and playing a recorded call, see section *Search and Play* in *Cisco MediaSense User Guide* at http://www.cisco.com/en/US/products/ps11389/products_user_guide_list.html.

CHAPTER 6

Finesse IP Phone Agent Tasks

Finesse IP Phone Agent

With Finesse IP Phone Agent (IPPA), you can access Finesse features on your Cisco IP Phone as an alternative to accessing Finesse through your browser. Finesse IPPA supports fewer features than the Finesse desktop in the browser, but it does allow you to receive and manage Finesse calls if you lose or do not have access to a computer.

Supervisor Tasks

Finesse IPPA does not support supervisor tasks such as monitor, barge, and intercept, but supervisors can sign in and perform all agent tasks on their IP Phones.

To perform supervisor tasks for Finesse IPPA agents, supervisors must sign in to the Finesse desktop and follow the same steps that they use for the Finesse desktop agents (currently restricted to viewing team performance and changing an agent's state).

Agent Tasks

The following table provides a quick reference for common agent tasks.

Task	Steps
Sign In	• Press **Services** > **Cisco Finesse**. • Enter your ID, password, and extension. • Press **SignIn**.

Task	Steps
Change State	Press **Ready** or **NotReady**.
Apply Wrap Up Reasons	Press **WrapUp** and select from the list.
Sign Out	From the Not Ready state, press **SignOut**.

For more information about agent tasks, see the following sections.

Sign In to Finesse on the IP Phone

Before you begin

Your administrator must set up your Finesse IPPA access.

Procedure

Step 1 On your IP Phone, press the **Services** button.

Note The example figures shown in this procedure may differ from your phone's layout and display.

Step 2 Select **Cisco Finesse**.

Step 3 Enter your agent ID (or username), password, and extension, and press the **SignIn** button.

The home screen appears.

Note Your administrator can set up your phone with One Button Sign In, which allows you to sign in without specifying your ID, password, or extension. In this case, when you select Finesse from the Services menu, Finesse IPPA automatically enters your sign-in information, and you move directly to the home screen. Alternatively, Finesse IPPA can automatically enter only some of your information, for example your ID and extension. In this case, you must enter only your password before you press the **SignIn** button.

Change State on the IP Phone

When you sign in to Finesse on the IP Phone, your initial state is set to Not Ready. To receive calls, set your state to Ready.

While you are on a call, you can set the state that will apply when the call is complete. In this case, Finesse shows your current state and the pending state that Finesse will apply when the call ends.

Procedure

Step 1 To set your state to Ready, press the **Ready** button.

Step 2 To set your state to Not Ready, press the **NotReady** button.

Step 3 If Not Ready reason codes appear, scroll to the desired reason, and press the **Select** button.

After the call ends, you can change your selected reason code by pressing the **NotReady** button again and selecting a different reason.

Apply Wrap Up Reason on the IP Phone

A Wrap Up reason indicates why a customer called the contact center. For example, you can have one Wrap Up reason for sales calls and another for support calls.

Your administrator can assign Wrap Up reasons to you. In this case, the WrapUp button appears when you are on a call or while you are in Wrap Up state after the call ends.

Note When you are on a call (talking state), the WrapUp button is displayed alongside the Ready and Not Ready buttons. You can select the WrapUp reason before ending the call.

If you do not select the Wrap Up reason before ending the call, and if Wrap Up reason is configured for you by the administrator, then WrapUp button is displayed after you end the call. You can now select the Wrap Up reason.

If administartor has not configured Wrap Up reasons for you, then the WrapUp button is not displayed for you.

Procedure

Step 1 Press **WrapUp** during or after the call and select a Wrap Up reason from the list.

Step 2 To end the Wrap Up state after the call ends, select your new state (Ready or NotReady) or wait for the preconfigured timer to expire.

While you are on a call, you can specify the next state to apply after Wrap Up by selecting that state first. For example, while on a call, select **NotReady** and then select **WrapUp**. When the call ends, you enter the Wrap Up state with a pending state of Not Ready. When the Wrap Up timer expires, you enter the Not Ready state.

You cannot enter a Wrap Up reason after you transfer a call. To enter a Wrap Up reason for a call you transfer, select the Wrap Up reason while the call is in progress.

Sign Out of Finesse on the IP Phone

Before you begin

You must be in the Not Ready state to sign out.

Procedure

Step 1 Press the **SignOut** button.

Step 2 If Sign Out reason codes appear, scroll to the desired Sign Out reason, and press the **Select** button.

Recover Finesse IP Phone Agent Service After Failure

If the Finesse server you are currently signed in to goes out of service, the IP Phone displays an error indicating the Finesse service is unavailable. Unlike the Finesse desktop, the Finesse IP Phone Agent does not automatically failover to the alternate Finesse server. To resume normal operations, exit from the current Finesse IP Phone service and manually sign in to an alternate Finesse IP Phone service.

Procedure

Step 1 Press **Retry** to retry the current Finesse service.

Step 2 If the issue is not resolved, sign in to an alternate Finesse service:

a) Press **Exit** to exit the current Finesse service.
b) Press the **Services** button.
c) Select an alternate **Cisco Finesse** service from the menu.
d) Enter your agent ID, password, and extension, and press the **SignIn** button.

Note
- If none of the available Finesse services allow you to connect, contact your administrator.
- If your IP Phone displays pending state information when you lose connection with the Finesse service, that state information is lost when you sign in again.

Set Finesse Service and Credentials Using the Self Care Portal

Your administrator may ask you to subscribe your phone to the Finesse service using the Unified CM Self Care Portal. And if your administrator sets up One Button Sign In, they may also ask you to enter your ID, extension, or password in the Unified CM Self Care Portal. (Finesse IPPA can then enter these credentials for you automatically each time you sign in.)

Procedure

Step 1 Use your ID and password to sign in to the Self Care Portal from the following URL:

http://*UCM address*/ucmuser

where *UCM address* is the address of Cisco Unified CM provided by your administrator.

Step 2 On the Self Care Portal, navigate to **Phones** > **Phone Settings** > **Services**.

Step 3 Select the phone that you want to subscribe to the Finesse service.

Step 4 If your administrator has already subscribed this phone to the Finesse service, click the **Edit Service** icon for the Finesse service, and go to Step 7. Otherwise, go to Step 5.

Step 5 Click **Add New Service** for the phone and select the Finesse service from the drop-down list.

Step 6 In the Display Name field, enter `Cisco Finesse` (or another display name that is appropriate for your phone).

Step 7 If your administrator requests that you enter your credentials, enter the required values for your agent id, password, and extension.

Step 8 Click **Save**.

What to do next

If your administrator has also set up a secondary Finesse service as a backup, perform these steps again on the secondary service.

Finesse IPPA Behavior

The following additional notes describe how Finesse IPPA behaves when you perform certain agent tasks.

Call Data Display

- When you make or receive a call, Finesse IPPA displays call data on the phone based on the administrator-defined layout. Unlike the Finesse desktop, Finesse IPPA displays all call data in one column. The display order relative to the Finesse desktop is: header, left column, right column. You can scroll to view the data as required.
- When you are on multiple calls (such as a consult call), Finesse IPPA displays call data for the active call. If all calls are on hold, Finesse IPPA displays call data for the last active call.
- Some IP Phone models display the Finesse IPPA screen and not the home screen during an ACD incoming call. You cannot accept the call as the **Answer** and **Decline** soft keys are not enabled in the Finesse IPPA screen. To answer the call:
  - Press the hard key on the top right of the IP Phone.
  - Use the phone handset.
  - Press the speaker button.

Phone Behavior When You Make a Call

- If you make a call from the Ready state, Finesse IPPA changes your state to Not Ready and displays the Finesse screen. Similarly, if you make a call without first navigating to the home phone screen, sometimes the IP Phone changes the display to the Finesse screen. In either case, to view the dialed numbers, navigate back to the home phone screen.
- If you call a busy number, the IP Phone first displays a `Busy` message, and then Finesse displays a `Talking` message until you end the call. You can safely ignore the `Talking` message.

Reserved and Hold State Not Displayed

- Unlike the Finesse desktop, Finesse IPPA does not display Reserved or Hold states. Instead, Finesse IPPA continues to display the previous state that applied (for example, Ready or Talking) before you moved to reserved or on hold. The one exception to this behavior occurs when you receive a direct call from another agent while in the Not Ready state. In this case, Finesse IPPA continues to display the Not Ready state.

No Wrap Up on Transferred Calls

- If you transfer a call, you cannot set any Wrap Up data for the call even if Finesse IPPA shows you in the Wrap Up state. To enter a Wrap Up reason for a transferred call, select the Wrap Up reason while the call is in progress.

Note As the Simplified New Call UI is currently not supported in Finesse IPPA, enabling this feature will not allow the agent to make outbound calls in READY state.

Note Finesse IPPA is not supported on VPN.

CHAPTER 7

Troubleshooting

Chat is down due to temporary outages

If a component fails, the Chat and Email Control gadget displays the following error message:

```
Chat is down due to temporary outages.
```

What to do?

- If the chat window is not dimmed, you can continue with the active chat sessions. If the chat window is dimmed, or you are ready to end a chat session, click **End** to close the chat session.
- If the error is displayed when you are performing an action on the Chat and Email Control gadget, retry after some time to check whether the system has recovered.

You are not configured for Chat and Email

When you log in to the Finesse desktop, the Chat and Email Control gadget displays the following error message:

```
You are not configured for Chat and Email.
```

What to do?

Contact your administrator.

An Error Occurred While Joining the Chat Room

You accept a chat contact and the following error appears:

```
An error occurred while joining the chat room.
```

What to do?

The connection to a system component is down. Contact your administrator.

Chat Disconnected

If a connection failure occurs during your initial attempt to join the chat session or after you join the chat session, the following error appears:

```
Chat disconnected.
```

What to do?

- Click **End** to close the chat session. The chat contact is marked as discarded.
- If the condition persists, contact your administrator.

Cannot Load Predefined Responses

You are in a chat session. No error appears on the desktop but the Predefined Response icon is dimmed.

What to do?

Contact your administrator.

Manage Chat and Email Gadget is Blank

The Manage Chat and Email gadget contains no content (is completely blank). No error message appears.

What to do?

A system service is down. Contact your administrator.

Auto Accept of Email Failed

If auto accept of email fails, the following error message appears on the Manage Chat and Email gadget and you are automatically moved to "Not Ready" state:

```
Unable to accept Emails. Please contact your administrator for assistance.
```

What to do?

If the condition persists, contact your administrator.

Unable To Load or Reply to Customer Email

You click the tab for an email contact in the Manage Chat and Email gadget or you click Send to reply to an email contact and one of the following messages appears:

- `Unable to retrieve customer's email. Contact your system administrator.`
- `Unable to reply to customer's email. Click Send to retry. If the problem persists, contact your system administrator.`

What to do?

If the error appears when you click the tab for an email contact:

1. Click the **Close Tab** link that appears beside the error message to remove the contact from the desktop.
2. Contact your system administrator.

If the error appears when you click Send to reply to an email contact:

1. Click **Send** to attempt to send the reply again.
2. If the operation fails again, click the **Close Tab** link that appears beside the error message to remove the contact from the desktop.
3. Contact your system administrator.

Connectivity Issues

When a system component is down or a network problem exists, one of the following errors appears on the Manage Chat and Email gadget:

- `Unable to retrieve customer's email due to a server connectivity issue. Contact your system administrator.`
- `Unable to reply to customer's email due to a server connectivity issue. Contact your system administrator.`

What to do?

Contact your system administrator.

Customer Email Not Found

You click the tab for an email contact in the Manage Chat and Email gadget or you click Send to reply to an email contact and one of the following messages appears:

- `Customer's email was not found. Contact your system administrator.`
- `Unable to retrieve customer's email. It may have been deleted. Contact your system administrator.`
- `Unable to reply to customer's email. It may have been deleted. Contact your system administrator.`

What to do?

1. Click the **Close Tab** link that appears beside the error message to remove the contact from the desktop.
2. Contact your system administrator.

Email Being Worked On by Another Agent

You click the tab for an email contact in the Manage Chat and Email gadget and the following error message appears:

`This email is currently being worked on by another agent.`

What to do?

Click the **Close Tab** link that appears beside the error message to remove the contact from the desktop. You can then continue to work on other email contacts.

Editing Email Reply Is Slow

If an email reply is extremely large, editing the reply may become so slow that the desktop is unusable.

What to do?

Use attachments to send some of the information to the customer instead of including everything in the body of the email reply.

Unable to Display Attachments

You click the tab of an email contact to view the customer email and one of the following messages appears:

- `Unable to display attachments: The number of attachments cannot exceed 10.`
- `Unable to display attachments: The total size of all attachments cannot exceed 10 MB.`
- `Unable to display attachments: The size of a single attachment cannot exceed 2 MB.`

What to do?

Although you cannot download the customer attachments, you can still view the text in the email body and reply to the customer. Send the customer a reply to let them know that you did not receive the email attachments. You can also indicate why the attachments could not be downloaded and ask the customer to resend.

Images in Customer Email Do Not Appear

A customer includes an image within the body of an email message. The image does not appear in the email message when you view it in Finesse. This problem can occur because of the differences in how images are handled by different email clients.

No error appears in Finesse when this occurs. However, a customer may ask if you received the picture they sent or something similar.

What to do?

Let the customer know that you did not receive the image. Ask the customer to resend it as an attachment.

APPENDIX A

Live Data Reference

Agent Reports

Agent CSQ Statistics Report

The Agent CSQ Statistics Report presents the current day's call queue statistics, since midnight, of the Contact Service Queues (CSQ) to which the agent is associated.

Charts

None

Fields

The report includes a table that displays the following information:

Field	Description
Agent ID	Login ID of the agent.
CSQ Name	Name of the CSQ.
Calls Waiting	Number of calls in queue for a CSQ.
Longest Call in Queue	Elapsed wait time of the oldest call in the queue.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
Team Name	Displays information for the CSQs that belong to the specified teams.

Note Filter parameters are applicable only for CUIC based reports and not Finesse live data.

Grouping Criteria

None

Agent State Log Report

The Agent State Log Report presents the agent state and duration in that state, wrap-up data, and the reason code (where applicable) for the current day, since midnight.

Charts

None

Fields

The report includes a table that displays the following information:

Field	Description
Agent ID	Login ID of the agent.
Start Time	Time the agent state is initiated.
Agent State	State of the agent—Login, Logout, Not Ready, Ready, Reserved, Talking, or Work.
Wrap-up Data	Wrap-up data entered by the agent in Work state.
Reason Code	Reason code for the agent moving to Logout state or Not Ready state. Zero indicates that no logout reason code is configured or that the agent was unable to enter a reason code. It is also zero for other states. To view a list of reason codes and their descriptions, see the "Predefined" reason codes section below.
Duration	Time that the agent spent in a state.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
Team Name	Displays information for the agents who belong to the specified teams.

Note Filter parameters are applicable only for CUIC based reports and not Finesse live data.

Live Data Reference

Grouping Criteria

None

Predefined Reason Codes

Reason Code	State	Event	Event Description
22	Logout	SUP_AGT_TO_LOGOUT	Supervisor changes an agent’s state to Logout.
33	Ready/ Not Ready	SUP_AGT_TO_READY/ SUP_AGT_TO_NOT READY	Supervisor changes an agent’s state to either Ready or Not Ready.
32745	OUTBOUND	OUTBOUND_WORK_REASONCODE	This reason code is set when an agent goes into the Work state to select a wrap up code after ending an outbound call.
32746	OUTBOUND	AGENT_RESERVED_OUTBOUND_DIRECT_PREVIEW	This reason code is set when an agent goes into a Reserved state for a direct preview outbound call.
32747	OUTBOUND	AGENT_RESERVED_OUTBOUND	This reason code is set when an agent goes into a Reserved state for an agent progressive or predictive outbound call.
32748	Logout	AGENT_DELETED	Agent is logged out from Unified CCX as the agent is deleted from Unified Communications Manager. This event is triggered when Unified CCX synchronizes the agent information with Unified Communications Manager.
32749	Not Ready	CANCEL_FEATURE	Agent's state changes from Talking to Not Ready because the Cancel feature is triggered during an Interactive Call Distribution (ICD) consult call between two agents. When the consulting agent presses the **Cancel** softkey on the phone, the consulted agent is no longer associated with the ICD call, and the consulted agent's state changes to Not Ready. This feature is available only on some of the newer phones.
32750	Logout	AGT_IPCC_EXT_ CHANGED	Agent is logged out from Unified CCX because the agent’s Unified CCX extension changes in Unified Communications Manager.
32751	Ready	AGENT_SKIPS	Agent receives a preview outbound call and skips the call.
32752	Ready	CANCEL_RESERVATION	Agent receives a preview outbound call, decides to cancel the reservation, and presses the **Cancel Reservation** button on the desktop.

Live Data Reference

Reason Code	State	Event	Event Description
32753	Not Ready	LINE_RESTRICTED	Agent's phone line is flagged as a restricted device by the administrator of Unified Communications Manager. **Attention** If an agent's line is added to the restricted list, it affects the function of RmCm subsystem. If **Allow Control of Device from CTI** is not checked in the **Default Device Profile Configuration** window in Unified Communications Manager, the line remains restricted and cannot be controlled. You can modify this setting for devices that register with Unified Communications Manager. See the *Cisco Unified Communications Manager Administration Guide*, located at: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.
32754	Not Ready	DEVICE_RESTRICTED	Agent's device is flagged as a restricted device by the administrator of Unified Communications Manager. **Attention** If an agent's device is added to the Restricted list, it affects the function of RmCm subsystem. If **Allow Control of Device from CTI** is not checked in the **Default Device Profile Configuration** window in Unified Communications Manager, the device remains restricted and cannot be controlled. You can modify this setting for devices that register with Unified Communications Manager. See the *Cisco Unified Communications Manager Administration Guide*, located at: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.
32755	Not Ready	CALL_ENDED	Agent moves to Not Ready state after handling a Unified CCX call. This event occurs in the following cases: • Agent 1 is in Not Ready state and gets a consult call from Agent 2. After handling the call, Agent 1 moves back to Not Ready state. • The **Automatic Available** option is disabled for the agent. After handling a call, agent moves to Not Ready state.
32756	Not Ready	PHONE_UP	Agent's phone becomes active after it was in Phone Down state.
32757	Not Ready	CM_FAILOVER	Unified Communications Manager fails over, and the agent is moved to Not Ready state.
32758	Not Ready	WORK_TIMER_EXP	Agent's state changes from Work to Not Ready. This change occurs if the Work state for that agent's CSQ is associated with an expired wrap-up timer.

Reason Code	State	Event	Event Description
32759	Not Ready	PHONE_DOWN	Agent's phone stops functioning and the agent is placed in the Unavailable state.
32760	Not Ready	AGT_LOGON	Agent logs in and is automatically placed in the Not Ready state.
32761	Not Ready	AGT_RCV_NON_ICD	Agent is logged in to the desktop or IP phone and receives a call that is not queued on the Unified CCX platform.
32762	Not Ready	AGT_OFFHOOK	Agent goes off hook to place a call. If the agent enters a reason code, that reason code is displayed. If the agent does not enter a reason code, the system issues this reason code.
32763	Not Ready	AGT_RNA	Agent fails to answer a Unified CCX call within the specified timeout period.
32764	Logout	CRS_FAILURE	Active server becomes the standby server, and the agent loses connection to the Unified CCX platform.
32765	Logout	CONNECTION_DOWN	IP Phone Agent or desktop stops functioning, or connection is disrupted.
32766	Logout	CLOSE_FINESSE_DESKTOP	Agent manually logs out from the Finesse Desktop using the default Logout (without any custom reason label) option.
32767	Logout	AGT_RELOGIN	Agent is logged in to one device (computer or phone) and tries to log in to a second device.

Agent Statistics Report

The Agent Statistics Report presents performance statistics of the agents for the current day, since midnight.

Charts

None

Fields

The report includes a table that display the following information:

Field	Description
Agent ID	Login ID of the agent.
Calls Offered	Calls sent to the agent, regardless of whether the agent picks up the call.
Calls Handled	Calls connected to the agent.
Talk Time—Avg	Average time the agent spent in Talking state. Average talk time = Total time in Talking state / Calls handled

Field	Description
Talk Time—Max	Longest time the agent spent in Talking state.
Talk Time—Total	Total time the agent spent in Talking state.
Hold Time—Avg	Average time the agent put the calls on hold. Average hold time = Total time the calls were on hold / Calls handled
Hold Time—Max	Longest time the agent put a call on hold.
Hold Time—Total	Total time the agent put the calls on hold.
Ready—Avg	Average time the agent spent in Ready state. Average ready time = Total time the agent spent in Ready state / Number of times the agent moved to Ready state
Ready—Max	Longest time the agent spent in Ready state.
Ready—Total	Total time the agent spent in Ready state.
Not Ready—Avg	Average time the agent spent in Not Ready state. Average not ready time = Total time the agent spent in Not Ready state / Number of times the agent moved to Not Ready state
Not Ready—Max	Longest time the agent spent in Not Ready state.
Not Ready—Total	Total time the agent spent in Not Ready state.
After Call Work—Avg	Average time the agent spent in Work state. Average work time = Total time in Work state / Calls completed
After Call Work—Max	Longest time the agent spent in Work state.
After Call Work—Total	Total time the agent spent in Work state.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
Team Name	Displays information for the agents who belong to the specified teams.

Note Filter parameters are applicable only for CUIC based reports and not Finesse live data.

Grouping Criteria

None

Agent Team Summary Report

The Agent Team Summary Report presents the agent state and the reason code (where applicable). An agent can view details of all the agents in the team.

Charts

None

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	First name and last name of the agent.
State	State of the agent—Logged-In, Logout, Not Ready, Ready, Reserved, Talking, or Work.
Reason Code	Reason code for the agent moving to Logout state or Not Ready state. It is zero for other states. Zero indicates that no logout reason code is configured or that the agent was unable to enter a reason code. It is also zero for other states. To view a list of reason codes and their descriptions, see the “Predefined” reason codes section below.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
Team Name	Displays information for the agents who belong to the specified teams.

Note Filter parameters are applicable only for CUIC based reports and not Finesse live data.

Grouping Criteria

None

Predefined Reason Codes

Reason Code	State	Event	Event Description
22	Logout	SUP_AGT_TO_LOGOUT	Supervisor changes an agent’s state to Logout.

Live Data Reference

Reason Code	State	Event	Event Description
33	Ready/ Not Ready	SUP_AGT_TO_READY/ SUP_AGT_TO_NOT READY	Supervisor changes an agent’s state to either Ready or Not Ready.
32745	OUTBOUND	OUTBOUND_WORK_REASONCODE	This reason code is set when an agent goes into the Work state to select a wrap up code after ending an outbound call.
32746	OUTBOUND	AGENT_RESERVED_OUTBOUND_DIRECTPREVIEW	This reason code is set when an agent goes into a Reserved state for a direct preview outbound call.
32747	OUTBOUND	AGENT_RESERVED_OUTBOUND	This reason code is set when an agent goes into a Reserved state for an agent progressive or predictive outbound call.
32748	Logout	AGENT_DELETED	Agent is logged out from Unified CCX as the agent is deleted from Unified Communications Manager. This event is triggered when Unified CCX synchronizes the agent information with Unified Communications Manager.
32749	Not Ready	CANCEL_FEATURE	Agent's state changes from Talking to Not Ready because the Cancel feature is triggered during an Interactive Call Distribution (ICD) consult call between two agents. When the consulting agent presses the **Cancel** softkey on the phone, the consulted agent is no longer associated with the ICD call, and the consulted agent's state changes to Not Ready. This feature is available only on some of the newer phones.
32750	Logout	AGT_IPCC_EXT_ CHANGED	Agent is logged out from Unified CCX because the agent’s Unified CCX extension changes in Unified Communications Manager.
32751	Ready	AGENT_SKIPS	Agent receives a preview outbound call and skips the call.
32752	Ready	CANCEL_RESERVATION	Agent receives a preview outbound call, decides to cancel the reservation, and presses the **Cancel Reservation** button on the desktop.

Reason Code	State	Event	Event Description
32753	Not Ready	LINE_RESTRICTED	Agent's phone line is flagged as a restricted device by the administrator of Unified Communications Manager. **Attention** If an agent's line is added to the restricted list, it affects the function of RmCm subsystem. If **Allow Control of Device from CTI** is not checked in the **Default Device Profile Configuration** window in Unified Communications Manager, the line remains restricted and cannot be controlled. You can modify this setting for devices that register with Unified Communications Manager. See the *Cisco Unified Communications Manager Administration Guide*, located at: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.
32754	Not Ready	DEVICE_RESTRICTED	Agent's device is flagged as a restricted device by the administrator of Unified Communications Manager. **Attention** If an agent's device is added to the Restricted list, it affects the function of RmCm subsystem. If **Allow Control of Device from CTI** is not checked in the **Default Device Profile Configuration** window in Unified Communications Manager, the device remains restricted and cannot be controlled. You can modify this setting for devices that register with Unified Communications Manager. See the *Cisco Unified Communications Manager Administration Guide*, located at: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.
32755	Not Ready	CALL_ENDED	Agent moves to Not Ready state after handling a Unified CCX call. This event occurs in the following cases: • Agent 1 is in Not Ready state and gets a consult call from Agent 2. After handling the call, Agent 1 moves back to Not Ready state. • The **Automatic Available** option is disabled for the agent. After handling a call, agent moves to Not Ready state.
32756	Not Ready	PHONE_UP	Agent's phone becomes active after it was in Phone Down state.
32757	Not Ready	CM_FAILOVER	Unified Communications Manager fails over, and the agent is moved to Not Ready state.
32758	Not Ready	WORK_TIMER_EXP	Agent's state changes from Work to Not Ready. This change occurs if the Work state for that agent's CSQ is associated with an expired wrap-up timer.

Reason Code	State	Event	Event Description
32759	Not Ready	PHONE_DOWN	Agent's phone stops functioning and the agent is placed in the Unavailable state.
32760	Not Ready	AGT_LOGON	Agent logs in and is automatically placed in the Not Ready state.
32761	Not Ready	AGT_RCV_NON_ICD	Agent is logged in to the desktop or IP phone and receives a call that is not queued on the Unified CCX platform.
32762	Not Ready	AGT_OFFHOOK	Agent goes off hook to place a call. If the agent enters a reason code, that reason code is displayed. If the agent does not enter a reason code, the system issues this reason code.
32763	Not Ready	AGT_RNA	Agent fails to answer a Unified CCX call within the specified timeout period.
32764	Logout	CRS_FAILURE	Active server becomes the standby server, and the agent loses connection to the Unified CCX platform.
32765	Logout	CONNECTION_DOWN	IP Phone Agent or desktop stops functioning, or connection is disrupted.
32766	Logout	CLOSE_FINESSE_DESKTOP	Agent manually logs out from the Finesse Desktop using the default Logout (without any custom reason label) option.
32767	Logout	AGT_RELOGIN	Agent is logged in to one device (computer or phone) and tries to log in to a second device.

Supervisor Reports

Agent Outbound Team Summary Report

The Agent Outbound Team Summary Report provides performance statistics of the agents in the team for direct preview, progressive, and predictive outbound campaigns. The following two views are available for this report:

- **Short and Long Term Average**—Provides the performance statistics of the agents who handle outbound calls for the current day based on short term and long term values.
- **Since Midnight**—Provides the performance statistics of the agents in the team who handle outbound calls for the current day, beginning at midnight.

Note

- Your administrator can set the short term value to 5, 10, or 15 minutes.
- Long term value is set to 30 minutes.

Charts

None

Fields

The following view-wise tables are included in the report.

Table 1: Short and Long Term Average

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Average Talk Time—Short Term	Average time the agent spent in Talking state for outbound calls in the last 5, 10, or 15 minutes.
Average Talk Time—Long Term	Average time the agent spent in Talking state for outbound calls in the last 30 minutes.
Average Hold Time—Short Term	Average time the agent put the outbound calls on hold in the last 5, 10, or 15 minutes.
Average Hold Time—Long Term	Average time the agent put the outbound calls on hold in the last 30 minutes.

Table 2: Since Midnight

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Talk Time—Avg	Average time the agent spent in Talking state for outbound calls. Average talk time = Total time in Talking state / calls handled
Talk Time—Max	Longest time the agent spent in Talking state for outbound calls.
Talk Time—Total	Total time the agent spent in Talking state for outbound calls.
Hold Time—Avg	Average time the agent put the outbound calls on hold. Average hold time = Total time calls were put on hold / calls handled
Hold Time—Max	Longest time the agent put an outbound call on hold.
Hold Time—Total	Total time the agent put the outbound calls on hold.
After Call Work Time—Avg	Average time the agent spent in Work state for outbound calls. Average work time = Total time in Work state / calls completed
After Call Work Time—Max	Longest time the agent spent in Work state for outbound calls.

Field	Description
After Call Work Time—Total	Total time the agent spent in Work state for outbound calls.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Team Name	Displays information for the agents who belong to the specified teams.

Note Filter parameters are applicable only for CUIC based reports and not Finesse live data.

Grouping Criteria

None

Chat Agent Statistics Report

The Chat Agent Statistics Report provides agent statistics.

Charts

None

Fields

The report includes a table that displays the following information:

- Visible fields—These fields are displayed in the report.
- Hidden fields—These fields are not displayed in the report. You can customize the report to display these fields. For more information, see the *Cisco Unified Contact Center Express Report User Guide*, located at:

  http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html.

Table 3: Visible Fields in Chat Agent Statistics Report

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Current State	State of the agent—Logged-In, Logout, Not Ready, Ready, Partial Busy, Busy, Reserved.
Duration	Time that the agent spent in the current state.

Field	Description
Current Active Contacts	Number of contacts that the agent is handling.
Contacts Presented	Number of contacts that are offered to the agent since midnight.
Contacts Handled	Number of contacts that are handled by the agent since midnight. A contact is marked handled if a contact is connected to an agent.
Contacts Abandoned	Number of contacts that are routed to the CSQ since midnight but are not answered by an agent, because the customer ends the chat or the customer is disconnected.
Contacts RNA	Number of contacts that the agent did not answer since midnight. Ring-no-answer (RNA).

Table 4: Hidden Fields in Chat Agent Statistics Report

Field	Description
Login Duration	Elapsed time between the login time and the logout time since midnight.
CSQs Serving	List of CSQs that the agent is serving.
Agent Utilization—Not Ready	Percentage of time that the agent spent in Not Ready state since midnight. It is calculated every minute and is one of the components that add up to the agent's total login duration.
Agent Utilization—Ready	Percentage of time that the agent spent in Ready state since midnight. It is calculated every minute and is one of the components that add up to the agent's total login duration.
Agent Utilization—Partial Busy	Percentage of time that the agent spent in Partial Busy state since midnight. It is calculated every minute and is one of the components that add up to the agent's total login duration.
Agent Utilization—Busy	Percentage of time that the agent spent in Busy state since midnight. It is calculated every minute and is one of the components that add up to the agent's total login duration.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Team Name	Displays information for the agents who belong to the specified teams.

Note Filter parameters are applicable only for CUIC based reports and not Finesse live data.

Grouping Criteria

None

Chat CSQ Summary Report

The Chat CSQ Summary Report provides agent statistics and contact statistics for a Contact Service Queue (CSQ).

Charts

None

Fields

The report includes a table that displays the following information:

- Visible fields—These fields are displayed in the report.
- Hidden fields—These fields are not displayed in the report. You can customize the report to display these fields. For more information, see the *Cisco Unified Contact Center Express Report User Guide*, located at:

  http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html.

Table 5: Visible Fields in Chat CSQ Summary Report

Field	Description
CSQ Name	Name of the CSQ.
Contacts Waiting	Number of contacts in queue for a CSQ.
Agents—Logged-In	Number of agents in Logged-In state.
Agents—Not Ready	Number of agents in Not Ready state.
Agents—Ready	Number of agents in Ready state.
Agents—Partial Busy	Number of agents in Partial Busy state. An agent is set to Partial Busy state when the agent has not reached the maximum number of chat sessions that is set by the administrator.
Agents—Busy	Number of agents in Busy state. An agent is set to Busy state when the agent reaches the maximum number of chat sessions that is set by the administrator.
Agents—Reserved	Number of agents in Reserved state.

Table 6: Hidden Fields in Chat CSQ Summary Report

Field	Description
Contacts Total	Number of contacts routed to the CSQ since midnight.
Contacts Handled	Number of contacts that are handled by the CSQ since midnight. A contact is marked handled if a contact is connected to an agent while queued for this CSQ.
Contacts Abandoned	Number of contacts that are routed to the CSQ since midnight but are not answered by an agent, because the customer ends the chat or the customer is disconnected.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Queue Data	Displays information for the CSQs that belong to the specified queues.

Grouping Criteria

None

Email Agent Statistics Report

The Email Agent Statistics Report provides the email statistics of the agents.

Charts

None

Fields

The report includes a table that displays the following information:

- Visible fields—These fields are displayed in the report.
- Hidden fields—These fields are not displayed in the report. You can customize the report to display these fields. For more information, see the *Cisco Unified Contact Center Express Report User Guide*, located at:

  http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html.

Table 7: Visible Fields in Email Agent Statistics Report

Field	Description
Agent Name	First name and last name of the agent.

Field	Description
Agent ID	Login ID of the agent.
Current State	State of the agent—Not Ready, Ready, Partial Busy, Busy, Reserved.
Duration	Time that the agent spent in the current state.
Active Emails	Number of email messages that the agent is handling.
Emails Presented	Number of email messages that are presented to the agent since midnight.
Emails Handled	Number of email messages that are handled by the agent since midnight.
Emails Discarded	Number of email messages that the agent discarded since midnight.

Table 8: Hidden Fields in Email Agent Statistics Report

Field	Description
Login Duration	Elapsed time between the login time and the logout time since midnight.
CSQs Serving	List of CSQs that the agent is serving.
Agent Utilization—Not Ready	Percentage of time that the agent spent in Not Ready state since midnight. It is calculated every minute and is one of the components that add up to the agent's total login duration.
Agent Utilization—Ready	Percentage of time that the agent spent in Ready state since midnight. It is calculated every minute and is one of the components that add up to the agent's total login duration.
Agent Utilization—Partial Busy	Percentage of time that the agent spent in Partial Busy state since midnight. It is calculated every minute and is one of the components that add up to the agent's total login duration.
Agent Utilization—Busy	Percentage of time that the agent spent in Busy state since midnight. It is calculated every minute and is one of the components that add up to the agent's total login duration.
Agent Utilization—Reserved	Percentage of time that the agent spent in Reserved state since midnight. It is calculated every minute and is one of the components that add up to the agent's total login duration.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Team Name	Displays information for the agents who belong to the specified teams.

Note Filter parameters are applicable only for CUIC based reports and not Finesse live data.

Grouping Criteria

None

Email CSQ Summary Report

The Email CSQ Summary Report presents the email activity summary of agents in a Contact Service Queue (CSQ).

Charts

None

Fields

The report includes a table that displays the following information:

- Visible fields—These fields are displayed in the report.
- Hidden fields—These fields are not displayed in the report. You can customize the report to display these fields. For more information, see the *Cisco Unified Contact Center Express Report User Guide*, located at:

  http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html.

Table 9: Visible Fields in Email CSQ Summary Report

Field	Description
CSQ Name	Name of the Email CSQ.
Emails in Queue	Number of email messages in queue. (This includes the emails requeued by the agent.)
Emails in Process	Number of email messages that the agent picked from the queue to respond.
Emails Discarded	Number of email messages that the agent discarded.
Agents Logged-In	Number of agents in Logged-In state.
Agents Not Ready	Number of agents in Not Ready state.
Agents Ready	Number of agents in Ready state.
Agents Partial Busy	Number of agents in Partial Busy state. An agent is set to Partial Busy state when the agent has not picked the maximum number of email messages that is set by the administrator.

Field	Description
Agents Busy	Number of agents in Busy state. An agent is set to Busy state when the agent picks the maximum number of email messages that is set by the administrator.

Table 10: Hidden Fields in Email CSQ Summary Report

Field	Description
Emails Total	Number of email messages routed to the CSQ since midnight.
Emails Handled	Number of email messages that are handled by the CSQ since midnight. An email is marked handled if it is responded by an agent while queued for this CSQ.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Queue Data	Displays information for the CSQs that belong to the specified queues.

Grouping Criteria

None

Team State Report

The Team State Report presents each agent state and the time spent in a state. The supervisor can see agents of all the assigned teams.

Charts

None

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Login Duration (since midnight)	Time the agent logged in since midnight.
Current State	State of the agent—Logged-In, Logout, Not Ready, Ready, Reserved, Talking, or Work.

Field	Description
Duration	Time that the agent spent in the current state.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
Team Name	Displays information for the agents who belong to the specified teams.

Note Filter parameters are applicable only for CUIC based reports and not Finesse live data.

Grouping Criteria

None

Team Summary Report

The Team Summary Report presents performance statistics of all the agents in the team. The following two views are available for this report:

- **Short and Long Term Average**—Presents the performance statistics of the team members for the current day based on short term and long term values.
- **Since Midnight**—Presents the performance statistics for the current day, since midnight.

Note
- Your administrator can set the short term value to 5, 10 or 15 minutes.
- Long term value is set to 30 minutes.

Charts

None

Fields

The following are the view-wise tables that are part of the report:

Table 11: Short and Long Term Average

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.

Field	Description
Login Duration (since midnight)	Total login duration of the agent, since midnight.
Average Talk Time—Short Term	Average time the agent spent in Talking state in the last 5, 10 or 15 minutes.
Average Talk Time—Long Term	Average time the agent spent in Talking state in the last 30 minutes.
Average Hold Time—Short Term	Average time the agent put the calls on hold in the last 5, 10 or 15 minutes.
Average Hold Time—Long Term	Average time the agent put the calls on hold in the last 30 minutes.

Table 12: Since Midnight

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Login Duration	Total login duration of the agent.
Calls Offered	Number of calls that are sent to the agent, regardless of whether the agent answered the call.
Calls Handled	Number of calls that are answered by the agent.
Average Ring Time	Average ring time of calls before the calls were answered. Average ring time = Total ring time / Calls handled
Talk Time—Avg	Average time the agent spent in Talking state. Average talk time = Total time in Talking state / Calls handled
Talk Time—Max	Longest time the agent spent in Talking state.
Talk Time—Total	Total time the agent spent in Talking state.
Hold Time—Avg	Average time the agent put the calls on hold. Average hold time = Total time calls were put on hold / Calls handled
Hold Time—Max	Longest time the agent put a call on hold.
Hold Time—Total	Total time the agent put the calls on hold.
Ready Time—Avg	Average time the agent spent in Ready state. Average ready time = Total time the agent spent in Ready state / Number of times the agent moved to Ready state

Field	Description
Ready Time—Max	Longest time the agent spent in Ready state.
Ready Time—Total	Total time the agent spent in Ready state.
Not Ready Time—Avg	Average time the agent spent in Not Ready state. Average not ready time = Total time the agent spent in Not Ready state / Number of times the agent moved to Not Ready state
Not Ready Time—Max	Longest time the agent spent in Not Ready state.
Not Ready Time—Total	Total time the agent spent in Not Ready state.
After Call Work Time—Avg	Average time the agent spent in Work state. Average work time = Total time in Work state / Calls completed
After Call Work Time—Max	Longest time the agent spent in Work state.
After Call Work Time—Total	Total time the agent spent in Work state.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
Team Name	Displays information for the agents who belong to the specified teams.

Note Filter parameters are applicable only for CUIC based reports and not Finesse live data.

Grouping Criteria

None

Voice CSQ Agent Detail Report

The Voice CSQ Agent Detail Report presents the agent current state, duration in the state and the reason code where applicable.

Note If an agent is configured in two or more CSQs, the Supervisor is able to view on which CSQ the agent is in Talking state.

Charts

None

Fields

The report includes a table that displays the following information:

Field	Description
CSQ	Name of the Contact Service Queue (CSQ).
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Current State	State of the agent—Logged-In, Logout, Not Ready, Ready, Reserved, Talking (from CSQ: <CSQ Name>), or Work.
Duration	Time that the agent spent in the current state.
Reason Code	Reason code for the agent moving to Logout state or Not Ready state. Zero indicates that no logout reason code is configured or that the agent was unable to enter a reason code. It is also zero for other states. To view a list of reason codes and their descriptions, see the "Predefined" reason codes section below.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
Agent ID	Displays information for the agents who belong to the specified teams.

Note Filter parameters are applicable only for CUIC based reports and not Finesse live data.

Grouping Criteria

None

Predefined Reason Codes

Reason Code	State	Event	Event Description
22	Logout	SUP_AGT_TO_LOGOUT	Supervisor changes an agent's state to Logout.
33	Ready/ Not Ready	SUP_AGT_TO_READY/ SUP_AGT_TO_NOT READY	Supervisor changes an agent's state to either Ready or Not Ready.
32745	OUTBOUND	OUTBOUND_WORK_REASONCODE	This reason code is set when an agent goes into the Work state to select a wrap up code after ending an outbound call.

Reason Code	State	Event	Event Description
32746	OUTBOUND	AGENT_RESERVED_OUTBOUND_DIRECT_PREVIEW	This reason code is set when an agent goes into a Reserved state for a direct preview outbound call.
32747	OUTBOUND	AGENT_RESERVED_OUTBOUND	This reason code is set when an agent goes into a Reserved state for an agent progressive or predictive outbound call.
32748	Logout	AGENT_DELETED	Agent is logged out from Unified CCX as the agent is deleted from Unified Communications Manager. This event is triggered when Unified CCX synchronizes the agent information with Unified Communications Manager.
32749	Not Ready	CANCEL_FEATURE	Agent's state changes from Talking to Not Ready because the Cancel feature is triggered during an Interactive Call Distribution (ICD) consult call between two agents. When the consulting agent presses the **Cancel** softkey on the phone, the consulted agent is no longer associated with the ICD call, and the consulted agent's state changes to Not Ready. This feature is available only on some of the newer phones.
32750	Logout	AGT_IPCC_EXT_ CHANGED	Agent is logged out from Unified CCX because the agent's Unified CCX extension changes in Unified Communications Manager.
32751	Ready	AGENT_SKIPS	Agent receives a preview outbound call and skips the call.
32752	Ready	CANCEL_RESERVATION	Agent receives a preview outbound call, decides to cancel the reservation, and presses the **Cancel Reservation** button on the desktop.
32753	Not Ready	LINE_RESTRICTED	Agent's phone line is flagged as a restricted device by the administrator of Unified Communications Manager. **Attention** If an agent's line is added to the restricted list, it affects the function of RmCm subsystem. If **Allow Control of Device from CTI** is not checked in the **Default Device Profile Configuration** window in Unified Communications Manager, the line remains restricted and cannot be controlled. You can modify this setting for devices that register with Unified Communications Manager. See the *Cisco Unified Communications Manager Administration Guide*, located at: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.

<table>
<tr><th>Reason Code</th><th>State</th><th>Event</th><th>Event Description</th></tr>
<tr><td>32754</td><td>Not Ready</td><td>DEVICE_RESTRICTED</td><td>Agent's device is flagged as a restricted device by the administrator of Unified Communications Manager.

Attention If an agent's device is added to the Restricted list, it affects the function of RmCm subsystem.

If Allow Control of Device from CTI is not checked in the Default Device Profile Configuration window in Unified Communications Manager, the device remains restricted and cannot be controlled. You can modify this setting for devices that register with Unified Communications Manager. See the Cisco Unified Communications Manager Administration Guide, located at: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.</td></tr>
<tr><td>32755</td><td>Not Ready</td><td>CALL_ENDED</td><td>Agent moves to Not Ready state after handling a Unified CCX call. This event occurs in the following cases:
• Agent 1 is in Not Ready state and gets a consult call from Agent 2. After handling the call, Agent 1 moves back to Not Ready state.
• The Automatic Available option is disabled for the agent. After handling a call, agent moves to Not Ready state.</td></tr>
<tr><td>32756</td><td>Not Ready</td><td>PHONE_UP</td><td>Agent's phone becomes active after it was in Phone Down state.</td></tr>
<tr><td>32757</td><td>Not Ready</td><td>CM_FAILOVER</td><td>Unified Communications Manager fails over, and the agent is moved to Not Ready state.</td></tr>
<tr><td>32758</td><td>Not Ready</td><td>WORK_TIMER_EXP</td><td>Agent's state changes from Work to Not Ready. This change occurs if the Work state for that agent's CSQ is associated with an expired wrap-up timer.</td></tr>
<tr><td>32759</td><td>Not Ready</td><td>PHONE_DOWN</td><td>Agent's phone stops functioning and the agent is placed in the Unavailable state.</td></tr>
<tr><td>32760</td><td>Not Ready</td><td>AGT_LOGON</td><td>Agent logs in and is automatically placed in the Not Ready state.</td></tr>
<tr><td>32761</td><td>Not Ready</td><td>AGT_RCV_NON_ICD</td><td>Agent is logged in to the desktop or IP phone and receives a call that is not queued on the Unified CCX platform.</td></tr>
<tr><td>32762</td><td>Not Ready</td><td>AGT_OFFHOOK</td><td>Agent goes off hook to place a call. If the agent enters a reason code, that reason code is displayed. If the agent does not enter a reason code, the system issues this reason code.</td></tr>
<tr><td>32763</td><td>Not Ready</td><td>AGT_RNA</td><td>Agent fails to answer a Unified CCX call within the specified timeout period.</td></tr>
</table>

Reason Code	State	Event	Event Description
32764	Logout	CRS_FAILURE	Active server becomes the standby server, and the agent loses connection to the Unified CCX platform.
32765	Logout	CONNECTION_DOWN	IP Phone Agent or desktop stops functioning, or connection is disrupted.
32766	Logout	CLOSE_FINESSE_DESKTOP	Agent manually logs out from the Finesse Desktop using the default Logout (without any custom reason label) option.
32767	Logout	AGT_RELOGIN	Agent is logged in to one device (computer or phone) and tries to log in to a second device.

Voice CSQ Summary Report

The Voice CSQ Summary Report presents agent statistics and call statistics for a Contact Service Queue (CSQ). The following three views are available for this report:

- **Snapshot**—Presents the performance statistics of the agents that are associated with the specified CSQs.
- **Short and Long Term Average**—Presents the call statistics of the CSQ for the current day based on short term and long term values.
- **Since Midnight**—Presents the call statistics of the CSQ, since midnight.

Note

- Your administrator can set the short term value to 5, 10 or 15 minutes.
- Long term value is set to 30 minutes.

Charts

None

Fields

The following are the view-wise tables that are part of the report:

Table 13: Snapshot

Field	Description
CSQ Name	Name of the CSQ.
Waiting Calls	Number of calls in queue for a CSQ.
Longest Call in Queue	Elapsed wait time of the oldest call in the queue.
Agents Logged In	Number of agents in Logged-In state.

Field	Description
Agents Talking	Number of agents in Talking state.
Agents Ready	Number of agents in Ready state.
Agents Not Ready	Number of agents in Not Ready state.
Agents in After Call Work	Number of agents in Work state.
Agents Reserved	Number of agents in Reserved state.

Table 14: Short and Long Term Average

Field	Description
CSQ Name	Name of the CSQ.
Calls Abandoned—Short Term	Number of abandoned calls in the last 5, 10 or 15 minutes.
Calls Abandoned—Long Term	Number of abandoned calls in the last 30 minutes.
Calls Dequeued—Short Term	Number of dequeued calls in the last 5, 10 or 15 minutes.
Calls Dequeued—Long Term	Number of dequeued calls in the last 30 minutes.
Average Contact Handling Time—Short Term	Average handle time of the calls that are routed to the CSQ in the last 5, 10 or 15 minutes.
Average Contact Handling Time—Long Term	Average handle time of the calls that are routed to the CSQ in the last 30 minutes.
Average Waiting Duration—Short Term	Average wait time of the calls that are routed to the CSQ in the last 5, 10 or 15 minutes.
Average Waiting Duration—Long Term	Average wait time of the calls that are routed to the CSQ in the last 30 minutes.
Service Level—Short Term	Service level is measured in the last 5, 10 or 15 minutes. The most recent service level is displayed in case there are no calls in the measurement window.
Service Level—Long Term	Service level in the last 30 minutes.

Table 15: Since Midnight

Field	Description
CSQ Name	Name of the CSQ.
Waiting Calls	Number of calls in queue for a CSQ.
Abandoned Calls	Number of calls that are abandoned for a CSQ.
Handled Calls	Number of calls that are answered by the agents in the CSQ.

Field	Description
Total Calls	Number of calls that are presented to the CSQ.
Longest Call in Queue	Longest wait time of any call before it is answered.
Longest Handle Time	Longest talk time of any call that the agent handled.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
Queue Data	Displays information for the CSQs that belong to the specified queues.

Grouping Criteria

None