Cisco Finesse 11.5

Product Overview

Cisco[®] Finesse helps businesses and organizations deliver a Connected Digital Experience, enabling you to deliver contextual, continuous, and capability-rich journeys for your customers, across time and channels.

Your customer service representatives need immediate access to a wealth of information. Help them quickly search for information using numerous applications. Enable them to respond to your customers promptly. With the Cisco Finesse[®] desktop you can. This intuitive, easy-to-use desktop can help your representatives improve their performance and satisfaction, in turn enhancing their ability to provide quality customer service.

The Cisco Finesse desktop is the next-generation agent and supervisor desktop for Cisco[®] Customer Collaboration solutions, providing easy access to the applications and information your customer service representatives need through a customizable web-based interface. It offers your customer care representatives an intuitive, easy-to-use desktop design to help improve their performance and satisfaction, in turn enhancing their ability to provide quality customer service.

For IT professionals, the Cisco Finesse desktop offers smooth integration with the Cisco Contact Center product portfolio. Standards-compliant, it offers low-cost customization of the agent and supervisor desktops.

Business Value

The customer service group in your business or organization can handle thousands of inquiries from customers and prospects every day, and your customer service representatives need to respond quickly and efficiently with the information that customers request. When responding to customers, representatives constantly switch between applications to search for information. This process takes time - time that your customers spend waiting.

The Cisco Finesse solution meets this challenge by creating a personalized desktop work environment using a web-based interface. The Cisco Finesse desktop provides a single, customizable cockpit that enables your customer care representatives to take advantage of multiple assets and information sources to assist customers.

Fast, efficient, accurate service results in happy, satisfied, and loyal customers who will return to do business with you again. And it saves operational costs for your business.

Features and Benefits

The Cisco Finesse agent and supervisor desktop for Cisco Unified Contact Center Enterprise and Unified Contact Center Express integrates traditional contact center functions into a thin-client desktop. A critical characteristic is that every desktop is 100-percent browser-based and implemented through a Web 2.0 interface; no client-side installations are required, thus reducing your total cost of ownership (TCO). The Cisco Finesse desktop also provides a Web 2.0 software development kit (SDK) and gadgets to enable developers to get started quickly with implementing in your environment.

Table 1 lists the features and benefits of Cisco Finesse 11.5.

Table 1. Features and Benefits of Cisco Finesse 11.5

Feature	Benefits
Solution Benefits	
Single sign-on	Simplifies login and password management for agents and supervisors by allowing just one login for the Finesse desktop and associated gadgets.
Toaster Notifications	These notifications are pop-up notifications that appear when the Cisco Finesse web interface is not active or is in a minimized state: • Agent receives a desktop call notification on an incoming call. • Agent receives a notification when a new email is received **[Unified CCX only]** • Agent receives a notification when a new chat is received **[Unified CCX only]**
Chrome Browser Support	Finesse supports the Chrome browser for customer care agents, supervisor and administrator. Finesse aligns with the latest browsers that provides flexibility to agents.
CORS support for Finesse REST API	Cross-Origin Resource Sharing (CORS) is now supported when third-party web applications instantiated from a third-party web server need to make calls to the Finesse Desktop. Finesse REST APIs can be directly invoked with an additional HTTP Request Header "Origin" that specifies the origin domain of the HTTP request.
Task routing API [Unified CCE only]	Enables new types of interactions—such as videos, texts, and events from the Internet of Things—to be routed to the contact center.
Adjustable height of Team Performance Gadget	The Administrator can resize the team performance gadget height based on the number of agents. Admin can specify the height of the team performance gadget in the desktop layout XML file.
Outbound campaign management API	Allows for more precise control over contact center outbound calling campaigns.

Table 2. Features and Benefits of Cisco Finesse 11.5

Feature	Benefits
Product Features	
Web 2.0 SDK	• Allows customers to create next-generation applications or integrations to Cisco Unified Contact Centers • Offers a powerful, broadly applicable Web 2.0-based application programming interface (API) for use with gadget-based applications provided by Cisco with the SDK; custom-built gadget-based applications; third-party desktop applications; wallboard; and workforce management products
Open Web 2.0 APIs	• Simplify the development and integration of value-add applications by Cisco partners • Open the traditionally closed or proprietary world of desktop applications • Minimize the need for detailed desktop development expertise using APIs that hide the complexity of the underlying architecture and functions • Enable Cisco partners to take advantage of pervasive web developer talent to create new and modify existing desktop gadget applications
Enterprise mash-up architecture	• Offers the ability to mash up contact center data and enterprise components using the Cisco Enterprise or Express Collaboration platform • Offers the ability to combine Cisco Finesse agent and supervisor components with the transformational enterprise social software capabilities of the Cisco Collaboration platform to provide high-quality customer care
Multiple call variable layouts per system	• Enable administrators to define multiple call variable layouts and decide which layout to display to the agent • Allow for easier migration from Cisco Agent Desktop to Cisco Finesse desktop because changes to routing scripts are not required
Cisco Finesse IP Phone Agent support	• Cisco Finesse IP Phone agent functionality Allows agents to access Cisco Finesse functions including: agent state, ready and not-ready codes, wrap-up codes, and caller data • Allows agents to continue to take customer calls if they do not have access to the Cisco Finesse desktop in their browser
Live data for Cisco Finesse agents (Cisco Unified Contact Center Enterprise [UCCE] only)	• Gives agents integrated access to team real-time status information • Allows supervisors to make real-time decisions such as transfer targets or team coverage for optimal agent coverage

Feature	Benefits
Desktop Features	
Call-control gadget	• Allows both agents and supervisors complete call control including answer, hold, retrieve, conference, transfer, and end call; in addition, the phone book feature allows agents and supervisors to click to call from a directory • Provides supervisors added control with barge and intercept • Provides agents with screen pops containing customer information and provides wrap-up capabilities
Optional wrap-up codes (Cisco Unified Contact Center Enterprise [Unified CCE])	• Allows agents to choose to go into wrap-up after a call • Puts agents who select wrap-up into a pending wrap-up state until wrap-up is completed
Real-time queue statistics for agents (Cisco Unified Contact Center Express [Unified CCX])	• Provides a gadget for agents to see real-time queue statistics for their team
Multisession web chat support (Unified CCX)	• Allows agents to work on multiple chat sessions at the same time for increased agent resource usage
Multiline support	• Allows agents to use multiple lines on their phone • Provides for reporting on secondary lines
Team performance gadget	• Shows supervisors the agent state, time in state, and extension of all agents that are on the supervisor's team • Includes controls for supervisors to silent monitor the agent or change the state of the agent
Supervisor team performance gadget	• Enables supervisors to view "not-ready" reason codes in supervisor team performance gadget: break, at lunch, or wrap-up from another call
Queue gadget	• Shows supervisors the number of calls in queue, time of longest call in queue, and a list of the number of agents in each state across all queues; the queue gadget also supports Cisco Unified Contact Center Enterprise 9.0 precision queues
HTTP and Representational State Transfer (REST) API workflows	• Allows easy configuration of complex screen pop actions based on the attributes of a call, allowing agents to provide improved service and reduce call times
Mobile agent support	• Allows agents to log into their Cisco Finesse desktops remotely and receive calls regardless of the type of phone they are using
Outbound dialing support and scheduled call back	• Supports outbound dialing including progressive, predictive, and direct preview modes, allowing agents to handle both inbound and outbound dialing tasks • Provides a gadget to allow agents to take part in outbound calling campaigns when real-time contact queues (inbound calls and web chats) are low • Allows agents to schedule call backs during outbound calling campaigns when the customer is reached at an inconvenient time • Allows agents to schedule call backs for the same agent or go to any available agent
Username login	• Allows agents and supervisors to log in with their usernames instead of agent IDs, enabling them to log in quickly and accurately
E.164 support	• Supports E.164 published by the ITU-T for international dialing

Platform Support, Compatibility, and Specifications

Consult the Cisco Finesse release notes for hardware and operating system requirements, for compatibility with other Cisco and third-party products, and for additional product specifications: https://developer.cisco.com/site/finesse/.

Licensing

The Cisco Finesse solution is licensed by seat. For more information regarding licensing, please contact your Cisco representative or Cisco authorized partner.

Warranty Information

Find warranty information about the Cisco Finesse desktop on Cisco.com at the Product Warranties page.

Ordering Information

To place an order for the Cisco Finesse desktop, visit the Cisco Ordering Home Page. To download software, visit the Cisco Software Center.

Cisco Services

Cisco Services adapt to market changes while increasing productivity, improving competitive advantage, and delivering a rich-media experience across any workspace.

The combined strengths of Cisco and our partners provide a portfolio of services that can help you prepare your infrastructure for future changes aligning to long-term business goals. Together we create innovative, network-centric architecture solutions resulting in a scalable and responsive foundation that can help you realize the full value of your IT and communication investment.

For more information about Cisco Unified Contact Center Services, please visit: http://www.cisco.com/go/ucservices.

Cisco Authorized Partners

Cisco Advanced Technology Partners and Cisco Unified Communications Advanced Partners are authorized to sell and install the Cisco Finesse desktop. To find an authorized reseller, contact your local Cisco representative or visit the Cisco Partner Locator at: http://tools.cisco.com/WWChannels/LOCATR/openBasicSearch.do.

Cisco Developer Network

The Cisco Developer Network program offers a formalized means for developers to develop value-added applications, solutions, and gadgets for use with the Cisco Finesse desktop. Information about Cisco Developer Network partners is available at: http://developer.cisco.com/web/finesse/overview.

Cisco Capital

Financing to Help You Achieve Your Objectives

Cisco Capital can help you acquire the technology you need to achieve your objectives and stay competitive. We can help you reduce CapEx. Accelerate your growth. Optimize your investment dollars and ROI. Cisco Capital financing gives you flexibility in acquiring hardware, software, services, and complementary third-party equipment. And there's just one predictable payment. Cisco Capital is available in more than 100 countries. Learn more.

For More Information

For more information about the Cisco Finesse desktop, please visit: http://www.cisco.com/go/finesse.

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