



## **Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express, Release 11.6(1)**

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## Change History

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

Change	See	Date
<b>Initial Release of Document for Release 11.6(1)</b>		August 2017
Updated Chat and Email Control Gadget	Chat and Email Control Gadget	
Manage Chat and Email Contact	<ul style="list-style-type: none"> <li>• Chat Interaction panel</li> <li>• Initiate a Group Chat</li> <li>• Accept a Group Chat</li> <li>• Decline a Group Chat</li> <li>• Apply Wrap-Up Reasons for Chat and Email</li> <li>• Email Reply Panel</li> <li>• Reply to an Email Contact</li> <li>• Forward an Email</li> </ul>	
Call Related Tasks	Initiate a Direct transfer of a Call	
Supervisor Tasks	Monitor a Call	

# 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.

## Conventions

This manual uses the following conventions.

Convention	Description
<b>boldface</b> font	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</p> <ul style="list-style-type: none"> <li>• Choose <b>Edit &gt; Find</b></li> <li>• Click <b>Finish</b>.</li> </ul>
<i>italic</i> font	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> <li>• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.</li> <li>• For emphasis. Example: <i>Do not</i> use the numerical naming convention.</li> <li>• An argument for which you must supply values. Example: IF (<i>condition, true-value, false-value</i>)</li> <li>• A book title. Example: See the <i>Cisco Unified Contact Center Express Installation Guide</i>.</li> </ul>



Convention	Description
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> <li>Text as it appears in code or information that the system displays. Example: <pre>&lt;html&gt;&lt;title&gt; Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</pre> </li> <li>File names. Example: <pre>tserver.properties.</pre> </li> <li>Directory paths. Example: <pre>C:\Program Files\Adobe</pre> </li> </ul>
string	Nonquoted sets of characters (strings) appear in regular font. Do not use quotation marks around a string or the string will include the quotation marks.
[ ]	Optional elements appear in square brackets.
{ x   y   z }	Alternative keywords are grouped in braces and separated by vertical bars.
[ x   y   z ]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
< >	<p>Angle brackets are used to indicate the following:</p> <ul style="list-style-type: none"> <li>For arguments where the context does not allow italic, such as ASCII output.</li> <li>A character string that the user enters but that does not appear on the window such as a password.</li> </ul>
^	The key labeled Control is represented in screen displays by the symbol ^. For example, the screen instruction to hold down the Control key while you press the D key appears as ^D.

## Related Documents

Document or Resource	Link
Cisco Unified Contact Center Express Documentation Guide	<a href="https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html">https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html</a>
Cisco Unified CCX documentation	<a href="https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html</a>

Document or Resource	Link
Cisco Unified Intelligence Center documentation	<a href="https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html</a>
Cisco Finesse documentation	<a href="https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html</a>
Cisco SocialMiner documentation <b>Note</b> From Unified CCX Release 12.5(1), CCP documents are available in the Cisco Unified CCX documentation folder.	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html">https://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html</a>
Cisco Mediasense documentation	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html">https://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html</a>
Cisco Unified CCX Virtualization Information	<a href="https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html">https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html</a>
Cisco Unified CCX Compatibility Information	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html</a>

## 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:

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# CHAPTER 1

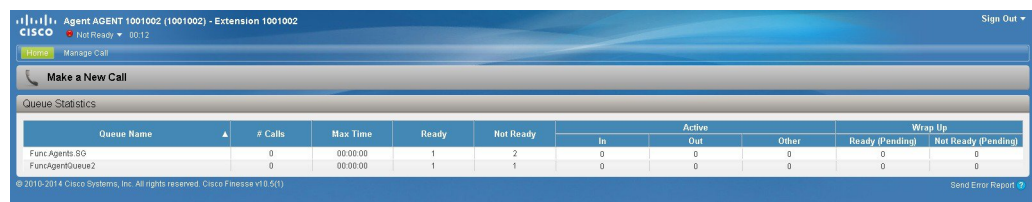
## Cisco Finesse Desktop Interface

- [Finesse Agent Desktop](#), on page 1
- [Finesse Supervisor Desktop](#), on page 2
- [State and Call Timers](#), on page 4
- [Finesse Desktop Behavior](#), on page 5
- [Finesse Desktop Failover](#), on page 6
- [One Finesse Desktop or Finesse IPPA Session Per Agent](#), on page 7
- [Accessibility](#), on page 8

### Finesse Agent Desktop

The following figure shows the Cisco Finesse agent desktop as it appears when you first sign in. Your initial status is Not Ready.

**Figure 1: Cisco 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, Direct Transfer, 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, Direct Transfer, Keypad, and End are available.

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.
- Single-step transfer: Transfer a call without the need to first initiate a consultation call.

- Preview Outbound calls: Preview the customer information for the call before you choose to accept, reject, or close the contact.
- Send DTMF digits: Send DTMF digits to interact with an IVR system.
- Not Ready and Sign Out reasons: Reasons to indicate why you are changing your status to Not Ready or Sign Out (your administrator defines these reasons).
- Wrap-Up Reasons: Wrap-Up Reason for each call (your administrator defines the Wrap-Up Reasons).
- 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).
- System Reason Codes: Due to system generated events, your state may change to either Not Ready or Sign Out with system generated reason codes. In this case, agent state is displayed in yellow.

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




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**Note** As Unified CCE uses ASCII encoding (8-bits), while Finesse uses UTF-8 encoding (32-bits), the First Name field in the call control area is truncated to only 16 characters.

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**Note** To ensure that all features of the Finesse agent desktop work properly, you must disable pop-up blockers. If you use Internet Explorer to access Finesse, you must ensure that your browser is not running in Compatibility View. If Compatibility View is enabled in your browser, the following message appears:

Your browser is now running in Compatibility View, which is not supported and may cause issues with Finesse. To continue, turn off Compatibility View.

To turn off Compatibility View, click the icon to the right of the address bar in your browser, or from your browser menu, select **Tools > Compatibility View**.

---

## Finesse Supervisor Desktop

The following figure shows the Cisco Finesse supervisor desktop.

Figure 2: Finesse Supervisor Desktop

The screenshot displays the Cisco Finesse Supervisor Desktop interface. At the top, it shows the user's role as 'Supervisor AGENT 1001050 (1001050) - Extension 1001006' and the status 'Not Ready' with a timer at '00:25'. Below this is a navigation bar with 'Home' and 'Manage Call' options. The main area is divided into two sections: 'Team Performance' and 'Queue Statistics'.

**Team Performance Table:**

Agent Name	State	Time in State	Extension
AGENT 1001001	Talking	00:01:00	1001001
AGENT 1001002	Talking	00:00:56	1001002
AGENT 1001003	Logged Out	--	
AGENT 1001004	Logged Out	--	
AGENT 1001005	Logged Out	--	
AGENT 1001006	Logged Out	--	
AGENT 1001007	Logged Out	--	
AGENT 1001008	Logged Out	--	
AGENT 1001009	Logged Out	--	
AGENT 1001010	Logged Out	--	

**Queue Statistics Table:**

Queue Name	# Calls	Max Time	Ready	Not Ready	Active			Wrap Up	
					In	Out	Other	Ready (Pending)	Not Ready (Pending)
Func-AgentsSQ	0	00:00:00	0	1	0	0	0	0	0
FuncAgentQueue2	0	00:00:00	0	0	0	0	0	0	0

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

- Team Performance gadget
- Queue Statistics 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 Finesse receives an agent state change event, the timer for that agent resets to 0. Time in state displays for all agent states except for Logged Out.

The Team Performance gadget also provides the following functionality:

- Silent monitoring: Silently monitor an agent call.
- Force state change: Force an agent into Ready state or sign an agent out.

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.

### Finesse Queue Statistics Gadget

The Queue Statistics gadget displays a list of the queues for which you are responsible. You can click the column headers to sort the information in ascending or descending order.

The Queue Statistics gadget provides the following columns:

- Queue Name: The name of the queue
- # Calls: The number of calls waiting in the queue

- Max Time: The length of time the oldest call has been in the queue
- Ready: The number of agents assigned to the queue who are in Ready state
- Not Ready: The number of agents assigned to the queue who are in Not Ready state
- Active
  - In: The number of agents assigned to the queue who are on inbound calls
  - Out: The number of agents assigned to the queue who are on outbound calls
  - Other: The number of agents assigned to the queue who are on internal consult calls
- Wrap Up
  - Ready (Pending): The number of agents assigned to the queue who will transition to Ready state when wrap-up ends.
  - Not Ready (Pending): The number of agents assigned to the queue who will transition to Not Ready state when wrap-up ends.

The following notes provide additional information about how the Queue Statistics gadget collects and displays statistics:

- Finesse does not compute the queue statistics, but instead receives the queue statistics from Unified CCE.
- Finesse does not display the queue statistics for the default queue (default skill group on Unified CCE).
- The Active Out statistic includes agents talking on outbound calls placed by those agents. It also includes non-routed calls placed to external devices that are not monitored by Unified CM and to devices in a different Unified CM cluster. It does not include agents on Outbound Option calls.
- If an agent places a direct call to another agent's extension, Unified CCE increments the Active Out statistic for the default queue (skill group). However, because Finesse does not display the queue statistics for the default queue, the Active Out statistics do not change for any of the Finesse queues to which the agent is assigned.

## 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).

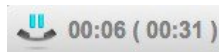
When you change state (for example, from Not Ready to Ready or from Not Ready with a reason code to Not Ready with a new reason code), the timer resets to 00:00.

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 “- :- -”

---

## 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.




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

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**Note** This behavior is for voice contacts (calls) only and not applicable for chat or email contacts.

---

### Toaster Notification

When there is an incoming call and the Finesse desktop window or tab is inactive, Finesse displays a notification with the call 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.




---

**Note** Internet Explorer does not support toaster notification.

---

### Browser Settings for Chrome

The toaster notifications may not pop up in the Chrome browser for Windows 10, but are displayed in the Notification Action Center. To display the notifications on your desktop, and not in the Notification Action Center, disable the Enable Native Notifications feature in the Chrome browser (version 86 and earlier). Notifications, displayed on your desktop, are in the native format.

1. Open Chrome and enter `chrome://flags/#enable-native-notifications`.
2. Press the **Enter** key on your keyboard.
3. Select the **Disabled** option from the labeled box drop-down list.
4. Click **Relaunch Now**.

The notifications are displayed on your desktop in the native format.

### Related Topics

[Browser Settings for Firefox](#), on page 10

## 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.
  - If you are configured in the system to automatically go in to Wrap-Up state after each call and are on a call that ends while the desktop is still unavailable, your selection of Ready may not be preserved. This is to ensure that you have time to complete your wrap-up session after Finesse recovers from the failover. This also applies if you selected a pending state of Ready as the pending state only applies after wrap-up is complete.
  - 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.

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## CHAPTER 2

# Common Tasks

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## 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.

Finesse does not support Compatibility View. Make sure the desktop is not running in Compatibility View.

2. Configure the following privacy and advanced settings:

- a. From the browser menu, select **Tools > Internet Options**.
- b. Click the **Privacy** tab.
- c. Click **Sites**.
- d. In the Address of website box, enter the domain name for the Side A Finesse server.
- e. Click **Allow**.
- f. In the Address of website box, enter the domain name for the Side B Finesse server.
- g. Click **Allow**.
- h. 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:

- a. From the Internet Explorer browser menu, select **Tools > Internet Options**.
- b. Click the **Security** tab.
- c. Click **Custom level**.
- d. Under ActiveX controls and plug-ins, select **Enable** for **Run ActiveX controls and plug-ins** and **Script ActiveX controls marked safe for scripting**.
- e. 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:

`http://FQDN of Finesse Server/desktop/`

where *FQDN of Finesse Server* is the fully qualified domain name of the Finesse 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 **Username** field, enter your agent ID or username.

**Note**

- Finesse agent usernames are restricted to 7-bit printable ASCII characters (any of the 94 characters with the numeric values from 33 to 126). The supported characters are: **A-Z and 0-9**, `., - , ! , ~ , ` , $ , ^ , & , ( , ) , " , ' , { , } , @ , .`. They do not support the following characters, `/ , \ , [ , ] , : , ; , | , = , , + , * , ? , < , >`.

**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:  
`http://FQDN of Finesse Server/desktop/`  
where *FQDN of Finesse Server* is the fully qualified domain name of the Finesse 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, as a mobile agent, 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.
- 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 page appears that states this connection is untrusted. Click **I Understand the Risks**, and then click **Add Exception**.
  - Ensure the **Permanently store this exception** check box is checked.
  - Click **Confirm Security Exception**.  
The Finesse sign-in page appears.
  - 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.
  - Click **OK**.  
A browser tab opens for each certificate that you need to accept.
  - On each tab, click **I Understand the Risks**, and then click **Add Exception**.
  - Ensure the **Permanently store this exception** check box is checked.
  - 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.
- 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.

### Related Topics

[Accept Certificates for Live Data Gadget](#)

## 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).
- 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.

## 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 My History

Use the **My History** tab on the Agent or Supervisor desktop to view your recent call history and state history.

### Recent Call History

On clicking the **My History** tab on the desktop, you can view the following details of your calls since the last time you logged in:

- **Type:** Indicates if the call was an Inbound or Outbound call.
- **Number:** Indicates the phone number of the Inbound or Outbound call.
- **Disposition:** Indicates the action taken for the call.
- **Wrap-Up Reason:** Indicates the call reason category for the call.
- **Queue:** Indicates the queue associated with the call.
- **Start-Time:** Indicates the start time of the call.
- **Duration:** Indicates the duration of the call.
  - For Inbound calls it includes the ring time, talk time and hold time.
  - For Outbound calls it includes dial tone, ring back, talk time, and hold time.
- **Make Call:** Click on the call icon to initiate an outgoing call when in Ready or Not Ready state.

### Recent State History

On clicking the **My History** tab on the desktop, you can view the following details of your call state history since the last time you logged in:

- **Start Time:** Indicates the time when agent state was initiated.
- **State:** Indicates the ACD agent state.
- **Reason:** Indicates the reason for the current agent state.
- **Duration:** Indicates the duration of the agent state.

## View Context Service Data

Cisco Context Service is a cloud-based omnichannel solution for Cisco Unified Contact Center Enterprise. 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

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- [Change Your State](#) , on page 19
- [Make a Call](#), on page 20
- [Answer a Call](#), on page 20
- [Answer a Direct Preview Outbound Call](#), on page 21
- [Reclassify a Direct Preview Outbound Call](#), on page 21
- [Schedule a Callback](#), on page 22
- [Initiate a Consult Call](#), on page 22
- [Send DTMF](#), on page 23
- [Apply Wrap-Up Reason](#), on page 24
- [Initiate a Direct Transfer Call](#), on page 25

## 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 Ready or Not Ready to make an outgoing call.

## Procedure

**Step 1** 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 2** 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 3** Click **Call**.



**Step 4** 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** 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). The Phone Number field contains the phone number that was dialed for this call.

**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 <b>End</b> on the consult call and then click <b>Retrieve</b> on the customer call.
To place the other agent or supervisor on hold and go back to the customer	Click <b>Retrieve</b> on the customer call. Click <b>Retrieve</b> 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 <b>Conference</b> . If you want to leave the conference, click <b>End</b> .
To transfer the customer to the agent or supervisor you are consulting with	Click <b>Transfer</b> .

## 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 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.



**Note** Wrap-Up Reasons are set on per call basis. This means if you apply a wrap-up reason for a call, the same will be reflected on desktops of all other participants(agents) of the call.

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** Once you enter a Wrap-Up state no further call updates will be made in the call control gadget. However, if you enter a wrap-up reason for the call while in wrap-up state, the call control gadget will be updated with the new wrap-up reason only; all other call information will remain as they were prior to entering the wrap-up state.



**Note** 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.

If you are not configured for wrap-up, 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.

### 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**.

---

## Initiate a Direct Transfer Call

**Before you begin**

You must be on an active call to initiate a direct transfer of a call.

**Procedure**

---

**Step 1** Click **Direct Transfer**.

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

**Step 2** Choose the contact you want to transfer the call from the list of contacts or enter the number into the keypad.**Step 3** On the keypad, click **Call**.

The customer call is transferred directly to another contact and the call ends for you.

---





## CHAPTER 4

# Chat and Email Related Tasks

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- [Chat and Email Control Gadget, on page 27](#)
- [Manage Chat and Email Gadget, on page 29](#)

## 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 (For a, new chat request and new message on an inactive chat).




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**Note** With multiple chat session tabs, the selected chat session tab is considered as active. All other chat session tabs are considered as inactive.

---

- Displays contact details of the customer.

When a customer initiates a chat from Facebook Messenger, Unified CCX Web Chat:

- 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.

If this is the first chat, the Manage Chats gadget opens, the 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**.

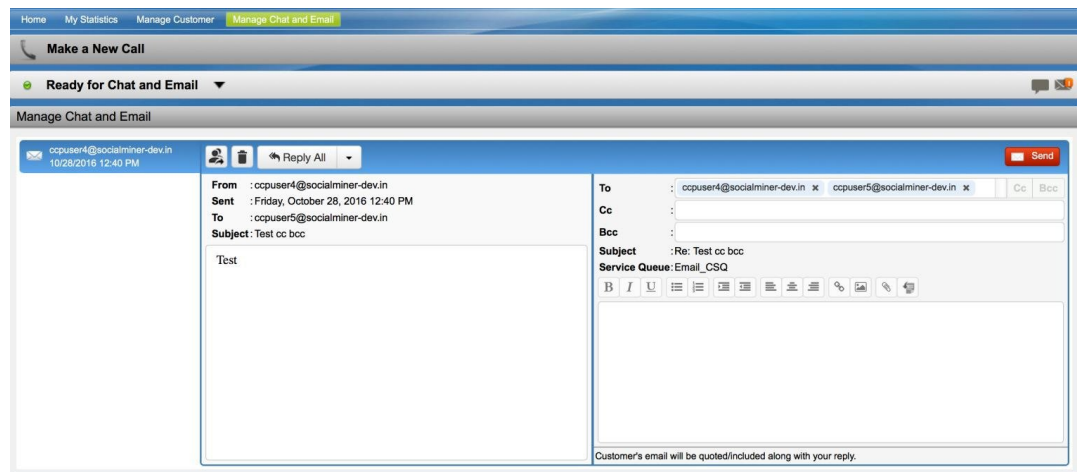
## Accept an Email

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 chat 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 tab 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: Hovering the mouse over the email tab, displays the subject of the email in a tool tip.

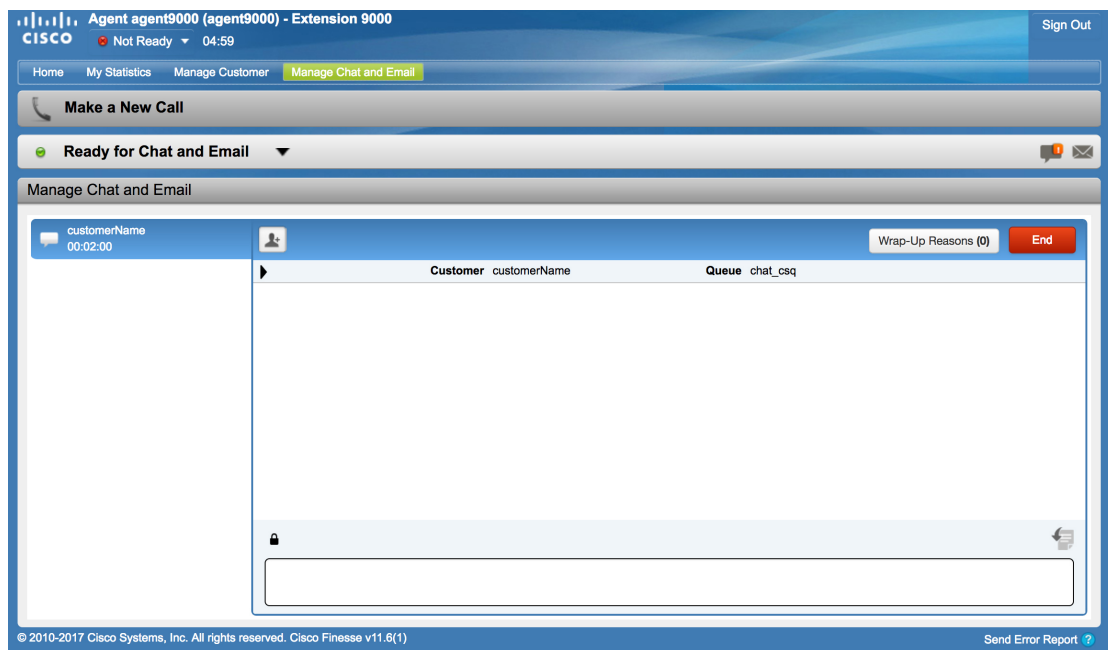
**Note**

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 in the Chat and Email Control gadget.


## Chat Interaction Panel

The following figure shows the Chat Interaction panel of the Manage Chat and Email gadget.

**Figure 3: 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.
- The typing awareness indicator shows when the other participant is typing.
- Group Chat icon: Allow you to initiate a group chat with another agent or supervisor.
- Group Chat invite appears for the agent to accept or decline the invite.
- In Group Chat, an agent can click **Leave** to leave the group chat whenever required.
- 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.



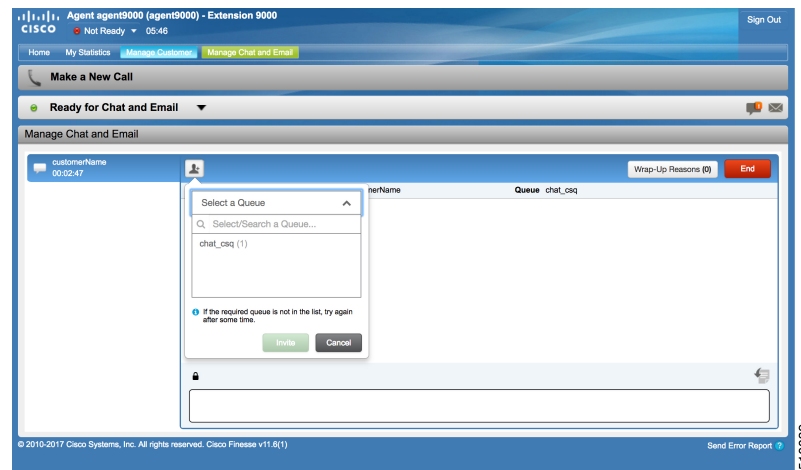
- End chat session: Click **End** to end a chat session.
- Customer details area: Click the drop-down arrow next to the customer details to minimize or maximize this area.

## Initiate a Group Chat

You can initiate a Group Chat when you wish to involve another agent in an ongoing chat session to support the customer. This can be used for seeking further information or support for the ongoing chat. A group chat enables you to:

- Send a chat invite to an available agent of the selected CSQ.
  - The CSQ names are displayed with the number of available agents in that CSQ.
- Enter the summary of the ongoing chat for the invited agent. This helps the invited agent to understand the context of the ongoing chat.

**Figure 4: Initiate Group Chat Invite Interface**



### Procedure

- Step 1** Click **Group Chat** icon to initiate a group chat with another agent or supervisor.
- Step 2** **Select a Queue** from the list to invite any available agent to join the chat session.
- Step 3** You may enter a summary of the chat in the **Enter Notes** text box. This helps the invited agent to know the context of the chat. This is optional.
 

**Note** The summary notes are visible only when the first agent enters the notes when the chat session was initiated.

The notes entered by the invitee is displayed only to the invited agent.
- Step 4** Click **Invite**.
 

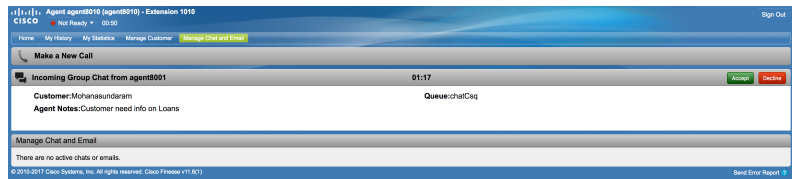
The available agent gets a notification to **Accept** or **Decline** the chat. When an available agent accepts the group chat, the three participants (the two agents and the customer) may exchange information in the chat window.

**Step 5** To leave the chat session, click **Leave**.

When there is only one agent and the customer in the chat session, the chat can be ended by the Customer or the Agent by clicking **End**.

## Accept a Group Chat

You will receive an incoming group chat notification on the Finesse desktop. You may see the notes of the ongoing chat along with the invite. This helps you to understand the issue for which the group chat was initiated by the inviting agent.



### Procedure

**Step 1** Click **Accept** when you see the new group chat notification to join the chat session.

The agent can see chat history upto 100 messages after joining the group chat.

**Step 2** You may now exchange information with the other two participants (inviting agent and the customer).

- Note**
- The **Group Chat** icon is disabled till the time there are two agents in the ongoing chat. Only when one agent chooses to leave the chat session, the **Group Chat** icon will be enabled again. The agent who wishes to leave the chat session may choose to click **Leave**. The agent who is still active in the group chat session can initiate another group chat by following the steps detailed in the **Initiate a Group Chat** section.
  - The maximum number of participants in a Group Chat including the customer is three (3).
  - The notes are not persisted for any subsequent chat sessions with the same customer.

## Decline a Group Chat

You will receive an incoming group chat notification on the Finesse desktop. You may also see a summary of the ongoing chat along with the invite. This will help you to know the issue for which the group chat was initiated by the inviting agent.

### Procedure

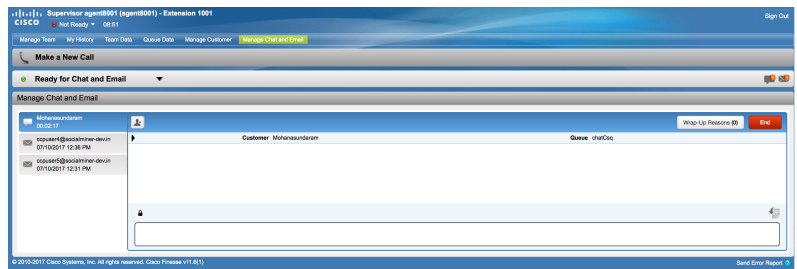
Click **Decline** when you see the new group chat notification to decline the chat invite.

**Note** The agent who declined the group chat invite is not offered any successive group chat invites for the same chat session till another agent accepts a group chat invite for the same chat session.

## Apply Wrap-Up Reasons for Chat and Email

Wrap-Up Reasons are the logical explanations that you can apply when you wrap up the chats and emails handled by you. If your administrator has assigned Wrap-Up Reasons for you, the Wrap-Up Reasons appear in the drop-down list that can be selected. If there are no Wrap-Up Reasons configured by the administrator, it appears blank.

Wrap-Up Reasons that your administrator modifies is available only to the new contacts and not for the contacts that you are currently handling.



### Procedure

**Step 1** Click **Wrap-Up Reasons(0)**.

In a chat interaction panel you see the **Wrap-Up Reasons(0)** beside the **End** and in a group chat interaction panel beside the **Leave**. In an email reply panel, this is found beside the **Send**. The number in brackets indicates the count of Wrap-Up Reasons selected. This dynamically changes based on your selection.

**Step 2** Select the appropriate Wrap-Up Reasons from the drop-down list.

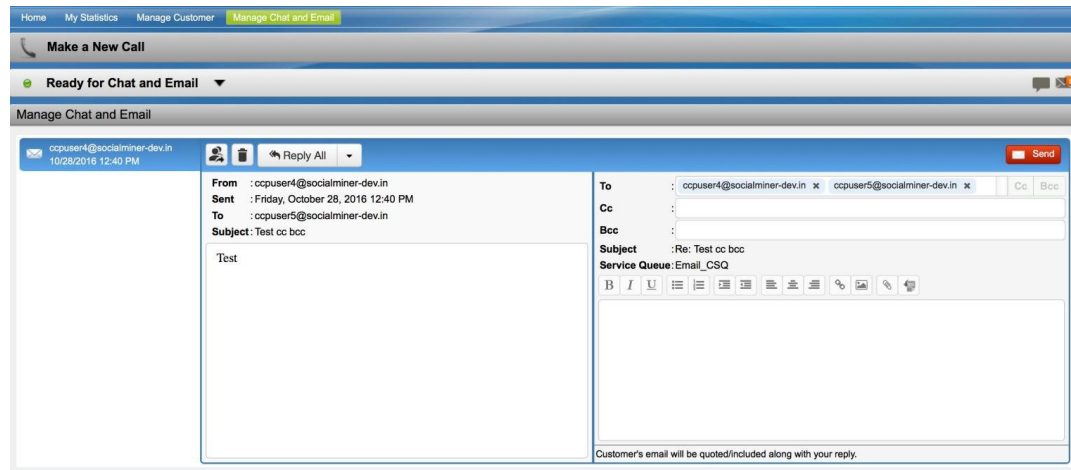
**Step 3** Click **OK** to close the Wrap-Up Reasons selection pane.

You can change your selection at any time. Click **Wrap-Up Reasons(0)**; to open the Wrap-Up Reasons selection pane. You can select a maximum number of five (5) Wrap-Up Reasons.

## Email Reply Panel

The following figure shows the Email Reply panel of the Manage Chat and Email gadget.

Figure 5: 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.



**Note** Do not close or reload the browser when you reply to an email or when the email loads on the desktop.

The Email Reply panel provides the following functionality:

Button	Name	Description
	Requeue	Requeues an email contact to a new CSQ.
	Discard	Discards an email.
	Reply	Sends a reply to the email address of the customer.
	Reply All	Sends a reply to the customer and to all other email addresses that the customer had included in the original email.
	Cc	Allows to include other email addresses to send a copy of the email to them.
	Bcc	Allows to include other email addresses to send a blind copy of the email to them.
	Forward	Forwards an email to other email addresses.
	Bold	Applies bold to the selected text.
	Italic	Applies italics to the selected text.

Button	Name	Description
	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.
	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 or modifies 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	<p>Inserts a predefined response into your reply.</p> <p><b>Note</b> If a Predefined Response is not configured, this button is disabled.</p> <p>If the email is in Plain text format, this button is disabled.</p>
	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** Click **Reply/Reply All** to reply to the email address of the customer or to any other email addresses copied by the customer. You may modify or add email addresses in the **To** field. You may also include **Cc** and **Bcc** to include more email addresses by clicking the respective fields.

The maximum number of recipients allowed per field (**To**, **Cc**, and **Bcc**) is 20.

**Step 3** In the Email Response area, enter your response to the customer.  
You can use a predefined response or type your own response.

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

If **Email Signature** is configured, it gets appended at the end of the email before sending. The Email Signature is not visible to the sender.

**Step 4** When you are finished, click **Send**.

---

## Forward an Email

### Procedure

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

**Step 2** Click **Forward** to forward an email to add any other email addresses that you may want to send the email to. You may modify or add email addresses in the **To** field. You may also include **Cc** and **Bcc** to include more email addresses by clicking the respective fields.

- Note**
- The maximum number of recipients allowed per field (**To**, **Cc**, and **Bcc**) is 20.
  - No further attachments can be attached to the outgoing emails.
  - The **Reply To** field is modified appropriately such that the recipient of the forwarded email can reply to the original sender of the email directly and not send it back to the Contact Center.
  - The **Requeue** is disabled if you have initiated to forward the email. You must cancel **Forward** and click **Reply/Reply All** to requeue the email.

**Step 3** In the Email Response area, enter your response.  
You can use a predefined response or type your own response.

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

If **Email Signature** is configured, it gets appended at the end of the email before sending. The Email Signature is not visible to the sender.

**Step 4** When you are finished, click **Send**.

---

## Download Customer Attachments

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

- The total number of attachments cannot exceed 10.



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

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

### Procedure

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- 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

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- 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.
-

Discard an Email Message



## CHAPTER 5

# Supervisor Tasks

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- [View Team Performance, on page 41](#)
- [View Recent Call History, on page 41](#)
- [View Recent State History, on page 42](#)
- [Change State of Agent, on page 43](#)
- [Monitor a Call, on page 43](#)
- [Barge In on a Call, on page 44](#)
- [Intercept a Call, on page 45](#)
- [Search and Play a Recorded Call, on page 45](#)

## 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 Team Name 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. You can select an agent row to view the recent call history and state history of the agent.

**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 Team Name drop-down list and choose a new team.

---

## View Recent Call History

Use the Team Performance gadget to view the call history of an agent of your assigned team.

## Procedure

---

### Step 1

Select the team from the drop-down list whose agent's call history data you want to view.

### Step 2

Select the agent from the list displayed on the Team Performance gadget. By default, the list will contain all logged in agents for the selected team. If you wish to view both logged in and logged out agents, click the **Include logged out agents** checkbox.

The following call details of the selected agent's **Recent Call History** is displayed:

- **Start Time:** Indicates the start time of the call.
- **Duration:** Indicates the duration of the call.
- **Type:** Indicates if the call was an Inbound or Outbound call.
- **Number:** Indicates the phone number of the Inbound or Outbound call.
- **Disposition:** Indicates the action taken on the call.
- **Queue:** Indicates the name of the queue assigned to the agent.
- **Wrap-Up Reason:** Indicates the Wrap-Up Reason selected by the agent.

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

---

## View Recent State History

Use the Team Performance gadget to view the state history of an agent of your assigned team.

## Procedure

---

### Step 1

Select the team from the drop-down list whose agent's state history you want to view.

### Step 2

Select the agent from the list displayed on the Team Performance gadget. By default, the list will contain all logged in agents for the selected team. If you wish to view both logged in and logged out agents, check the option **Include logged out agents**.

The following details of the selected agent's **Recent State History** is displayed:

- **Start Time:** Indicates the start time of the call.
- **State:** Indicates the agent state. In the Team Performance gadget, when an agent state changes to Wrap-Up, the corresponding state in the Recent State History gadget will display as `WORK_READY`.
- **Reason:** Indicates the wrap reason of the call.
- **Duration:** Indicates the duration of the call.

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

## Change State of Agent

You can use the Team Performance gadget to force an agent into Ready state or to sign out an agent.

### Procedure

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



**Step 2** If you want to sign the agent out, click **Sign Out**. If you want to force the agent into Ready state, click **Ready**.

#### Example:

The Sign Out and Ready buttons are active only if the action is allowed. For example, if you select an agent who is in Ready state, only the Sign Out button is active. If you select an agent who is in Not Ready state, both buttons are active.

If you sign out an agent who is on a call (in Talking state), that agent is signed out when the call ends.

**Step 3** 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

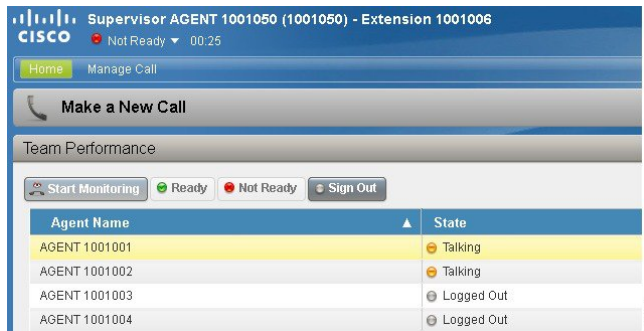
You must be in Not Ready state to monitor an agent. You can only monitor one agent at a time. To monitor another agent, you must end the silent monitoring call and then select a new agent.

## Procedure

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

**Step 2** Select the agent that you want to monitor.

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.

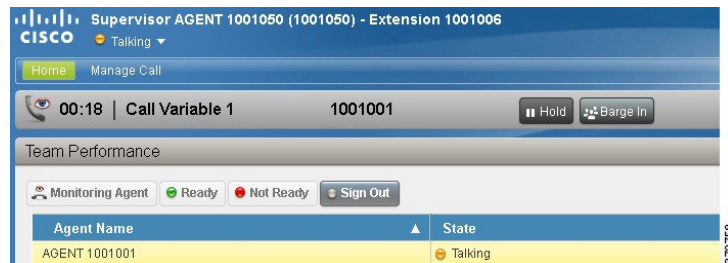
## Procedure

**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**.



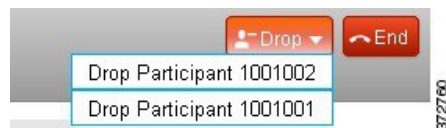
The call becomes a conference call between you, the agent, and the caller.

## 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](http://www.cisco.com/en/US/products/ps11389/products_user_guide_list.html).





## CHAPTER 6

# Finesse IP Phone Agent Tasks

- [Finesse IP Phone Agent, on page 47](#)
- [Sign In to Finesse on the IP Phone, on page 48](#)
- [Change State on the IP Phone, on page 49](#)
- [Apply Wrap Up Reason on the IP Phone, on page 50](#)
- [Sign Out of Finesse on the IP Phone, on page 50](#)
- [Recover Finesse IP Phone Agent Service After Failure, on page 51](#)
- [Set Finesse Service and Credentials Using the Self Care Portal, on page 51](#)
- [Finesse IPPA Behavior, on page 52](#)

## 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	<ul style="list-style-type: none"><li>• Press <b>Services</b> &gt; <b>Cisco Finesse</b>.</li><li>• Enter your ID, password, and extension.</li><li>• Press <b>SignIn</b>.</li></ul>

Task	Steps
Change State	Press <b>Ready</b> or <b>NotReady</b> .
Apply Wrap Up Reasons	Press <b>WrapUp</b> and select from the list.
Enable Optional Wrap Up	If Wrap Up is optional, press <b>WrapUp</b> during the call to move to Wrap Up state after the call ends.
Sign Out	From the Not Ready state, press <b>SignOut</b> .

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, password, and extension, and press the **SignIn** button.



- Note**
- You must enter your agent ID in the ID field. Unlike the Finesse desktop, Finesse IPPA does not support username for sign in.

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. Finesse IPPA One Button log in can also be configured by the Administrator with only some of the parameters like ID and Extension. In this case, you must enter only your password to sign in.

When signing out from the Finesse IPPA application, the Sign In page is displayed. Click on the **Exit** button to ensure that Single-Sign On works correctly the next time you log in to the Cisco Finesse application.

## 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.
- To change your selected reason code, press the **NotReady** button again and select 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 administrator has not configured Wrap Up reasons for you, then the WrapUp button is not displayed for you.

Your administrator can set Wrap Up as a required or optional step. If Wrap Up is required, you move to the Wrap Up state automatically after the call ends to complete any after call work. If Wrap Up is optional, press WrapUp during the call to move to the Wrap Up state after the call ends.

### Procedure

- 
- Step 1** If Wrap Up is required, press **WrapUp** during or after the call and select a Wrap Up reason from the list.
- Step 2** If Wrap Up is optional, press **WrapUp** during the call, and do one of the following:
- Select **Wrap Up After Call**, and select a Wrap Up reason after the call ends.
  - Select **Apply Wrap Up Reason**, and select a Wrap Up reason during the call.
- Step 3** 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:
- Press **Exit** to exit the current Finesse service.
  - Press the **Services** button.
  - Select an alternate **Cisco Finesse** service from the menu.
  - 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 without first navigating to the home phone screen, sometimes the IP Phone changes the display to the Finesse screen. 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.

**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.

**Additional Finesse IPPA Behavior**

- 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.
- Finesse IPPA is not supported on VPN.
- When Finesse IPPA phone is powered off or reset, you will be logged out of the physical device.







## CHAPTER 7

# Troubleshooting

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- [Chat is down due to temporary outages, on page 55](#)
- [You are not configured for Chat and Email, on page 55](#)
- [An Error Occurred While Joining the Chat Room, on page 56](#)
- [Chat Disconnected, on page 56](#)
- [Cannot Load Predefined Responses, on page 56](#)
- [Manage Chat and Email Gadget is Blank, on page 56](#)
- [Auto Accept of Email Failed, on page 57](#)
- [Unable To Load or Reply to Customer Email, on page 57](#)
- [Connectivity Issues, on page 57](#)
- [Customer Email Not Found, on page 58](#)
- [Email Being Worked On by Another Agent, on page 58](#)
- [Editing Email Reply Is Slow, on page 58](#)
- [Unable to Display Attachments, on page 58](#)
- [Images in Customer Email Do Not Appear, on page 59](#)

## Chat is down due to temporary outages

If a component fails, the Chat 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 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

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- [Agent Reports, on page 61](#)
- [Supervisor Reports, on page 73](#)

## 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

## Recent State History Report

The Recent State History Report presents the agent state and duration in that state and the reason (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. <b>Note</b> This field is not listed in Gadget View.
Start Time	Time the agent state is initiated.
State	State of the agent—Login, Logout, Not Ready, Ready, Reserved, Talking, or Work.
Reason	The reason selected by the agent moving to Logout state or Not Ready state. This displays the reason code if the reason label is unavailable. A blank is due to any one of the following: <ul style="list-style-type: none"> <li>• No logout reason code is configured.</li> <li>• Agent was unable to enter a reason.</li> <li>• Reason codes for all other states except Not Ready and Logout.</li> </ul> To view a list of reason codes and their descriptions, see the “Predefined” reason codes section below.
Duration	Time duration that the agent was in that state. <b>Note</b> Finesse Desktop client machines should be time synchronized with a reliable NTP server for the correct updates to the Duration fields within Live Data reports.



### 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.
255	Logout	—	The system issues this reason code when the agent is forcibly logged out when there is a connection failure between the Cisco Finesse Desktop and the Cisco Finesse Server.
32741	Logout	ICD_EXTENSION_CONFLICT	If an agent has already logged in and another agent tries to login with the same extension number, then the previously logged in agent will be logged out by the system.
32742	Not Ready	AGT_SEC_LINE_OFFHOOK	Agent's state is changed from Ready state to Not Ready state when the monitored Non ICD lines are used for Incoming or Outgoing calls.
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.

Reason Code	State	Event	Event Description
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	<p>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.</p> <p>When the consulting agent presses the <b>Cancel</b> 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.</p>
32750	Not Ready	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 <b>Cancel Reservation</b> button on the desktop.
32753	Not Ready	LINE_RESTRICTED	<p>Agent's phone line is flagged as a restricted device by the administrator of Unified Communications Manager.</p> <p><b>Attention</b> If an agent's line is added to the restricted list, it affects the function of RmCm subsystem.</p> <p>If <b>Allow Control of Device from CTI</b> is not checked in the <b>Default Device Profile Configuration</b> 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 <i>Cisco Unified Communications Manager Administration Guide</i>, located at: <a href="https://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html">https://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html</a>.</p>

Reason Code	State	Event	Event Description
32754	Not Ready	DEVICE_RESTRICTED	<p>Agent's device is flagged as a restricted device by the administrator of Unified Communications Manager.</p> <p><b>Attention</b> If an agent's device is added to the Restricted list, it affects the function of RmCm subsystem.</p> <p>If <b>Allow Control of Device from CTI</b> is not checked in the <b>Default Device Profile Configuration</b> 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 <i>Cisco Unified Communications Manager Administration Guide</i>, located at: <a href="https://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html">https://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html</a>.</p>
32755	Not Ready	CALL_ENDED	<p>Agent moves to Not Ready state after handling a Unified CCX call. This event occurs in the following cases:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• The <b>Automatic Available</b> option is disabled for the agent. After handling a call, agent moves to Not Ready state.</li> </ul>
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.
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.

Reason Code	State	Event	Event Description
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, that reason is displayed. If the agent does not select any reason, the system issues this reason code.
32766	Logout	CLOSE_CAD	Agent closes the desktop without logging out.
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.

## Recent Call History Report

The Recent call History Report presents the recent call history details like the start time, duration of the call, type of call, phone number, contact disposition, queue and Wrap-Up reasons for the current day, since midnight.

The following call based scenarios are not reported:

- Consult calls between any two agents.
- Outbound campaign calls and any such type of calls that were transferred or conferenced.

### Charts

None

### Fields

The report includes a table that displays the following information:

Field	Description
Agent ID	Login ID of the agent.

Field	Description
Type	Type of the call. For example, Inbound or Outbound.
Number	Phone number of the call.  To view a list of reason codes and their descriptions, see the “Predefined” reason codes section below.
Disposition	Contact disposition type of the call.
Wrap-Up Reason	Wrap-Up Reasons entered by the agent.
Queue	Queue details that the call was routed to.
Start Time	Start time of the call.
Duration	Time duration of the call.  <b>Note</b> Finesse Desktop client machines should be time synchronized with a reliable NTP server for the correct updates to the Duration fields within Live Data reports.

### 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

## 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
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
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

## Agent Team Summary Report

The Agent Team Summary Report presents the agent state and the reason (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	<p>The reason selected by the agent when moving to Logout state or Not Ready state. This displays the reason code if the reason is unavailable. A blank is due to one of the following:</p> <ul style="list-style-type: none"> <li>• No logout reason code is configured.</li> <li>• Agent was unable to select a reason.</li> <li>• Reason codes for all other states except Not Ready and Logout.</li> </ul> <p>To view a list of reason codes and their descriptions, see the “Predefined” reason codes section below.</p>

### 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.
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32741	Logout	ICD_EXTENSION_CONFLICT	If an agent has already logged in and another agent tries to login with the same extension number, then the previously logged in agent will be logged out by the system.
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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.



Reason Code	State	Event	Event Description
32749	Not Ready	CANCEL_FEATURE	<p>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.</p> <p>When the consulting agent presses the <b>Cancel</b> 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.</p>
32750	Not Ready	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 <b>Cancel Reservation</b> button on the desktop.
32753	Not Ready	LINE_RESTRICTED	<p>Agent's phone line is flagged as a restricted device by the administrator of Unified Communications Manager.</p> <p><b>Attention</b> If an agent's line is added to the restricted list, it affects the function of RmCm subsystem.</p> <p>If <b>Allow Control of Device from CTI</b> is not checked in the <b>Default Device Profile Configuration</b> 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 <i>Cisco Unified Communications Manager Administration Guide</i>, located at: <a href="https://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html">https://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html</a>.</p>

Reason Code	State	Event	Event Description
32754	Not Ready	DEVICE_RESTRICTED	<p>Agent's device is flagged as a restricted device by the administrator of Unified Communications Manager.</p> <p><b>Attention</b> If an agent's device is added to the Restricted list, it affects the function of RmCm subsystem.</p> <p>If <b>Allow Control of Device from CTI</b> is not checked in the <b>Default Device Profile Configuration</b> 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 <i>Cisco Unified Communications Manager Administration Guide</i>, located at: <a href="https://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html">https://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html</a>.</p>
32755	Not Ready	CALL_ENDED	<p>Agent moves to Not Ready state after handling a Unified CCX call. This event occurs in the following cases:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• The <b>Automatic Available</b> option is disabled for the agent. After handling a call, agent moves to Not Ready state.</li> </ul>
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.
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.

Reason Code	State	Event	Event Description
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, that reason is displayed. If the agent does not select any reason, the system issues this reason code.
32766	Logout	CLOSE_CAD	Agent closes the desktop without logging out.
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
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

## 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:

<https://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.

Field	Description
Duration	Time that the agent spent in the current state.  <b>Note</b> Finesse Desktop client machines should be time synchronized with a reliable NTP server for the correct updates to the Duration fields within Live Data reports.
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.  This also includes the number of group chats that were abandoned when these were routed to a CSQ. They are abandoned when the group chat is not accepted by the second agent. This can be due to, either the chat submitter or the first agent ended the chat before the second agent accepted or was disconnected.
Contacts RNA	Number of contacts that the agent did not answer since midnight. Ring-no-answer (RNA).
Contacts Declined	Number of group chat contacts that are declined by the agent since midnight.

**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
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

## 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.

Field	Description
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 Name	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:

<https://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.
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. <b>Note</b> Finesse Desktop client machines should be time synchronized with a reliable NTP server for the correct updates to the Duration fields within Live Data reports.
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. <b>Note</b> The number of emails that are presented include new and queued emails.
Emails Handled	Number of email messages that are handled by the agent since midnight.
Emails Discarded	Number of email messages discarded by the agent or by the system during service disruption. The system discarded emails would be reinjected into the system when the service is restored.
Emails Queued	Number of email messages that the agent queued 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.

Field	Description
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
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

## 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:

<https://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 requested 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 discarded by the agent or by the system during service disruption. The system discarded emails would be reinjected into the system when the service is restored.
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.
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 Name	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.
Duration	Time that the agent spent in the current state.  <b>Note</b> Finesse Desktop client machines should be time synchronized with a reliable NTP server for the correct updates to the Duration fields within Live Data reports.

### 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.




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

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### 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.
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.

Field	Description
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
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
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

## 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.  <b>Note</b> Finesse Desktop client machines should be time synchronized with a reliable NTP server for the correct updates to the Duration fields within Live Data reports.

Field	Description
Reason	<p>The reason selected by the agent when moving to Logout state or Not Ready state. This displays the reason code if the reason is unavailable. A blank is due to any one of the following:</p> <ul style="list-style-type: none"> <li>• No logout reason code is configured.</li> <li>• Agent was unable to enter a reason.</li> <li>• Reason codes for all other states except Not Ready and Logout.</li> </ul> <p>To view a list of reason codes and their descriptions, see the “Predefined” reason codes section below.</p>

### 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.
255	Logout	—	The system issues this reason code when the agent is forcibly logged out when there is a connection failure between the Cisco Finesse Desktop and the Cisco Finesse Server.
32741	Logout	ICD_EXTENSION_CONFLICT	If an agent has already logged in and another agent tries to login with the same extension number, then the previously logged in agent will be logged out by the system.



Reason Code	State	Event	Event Description
32742	Not Ready	AGT_SEC_LINE_OFFHOOK	Agent's state is changed from Ready state to Not Ready state when the monitored Non ICD lines are used for Incoming or Outgoing calls.
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	<p>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.</p> <p>When the consulting agent presses the <b>Cancel</b> 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.</p>
32750	Not Ready	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 <b>Cancel Reservation</b> button on the desktop.

Reason Code	State	Event	Event Description
32753	Not Ready	LINE_RESTRICTED	<p>Agent's phone line is flagged as a restricted device by the administrator of Unified Communications Manager.</p> <p><b>Attention</b> If an agent's line is added to the restricted list, it affects the function of RmCm subsystem.</p> <p>If <b>Allow Control of Device from CTI</b> is not checked in the <b>Default Device Profile Configuration</b> 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 <i>Cisco Unified Communications Manager Administration Guide</i>, located at: <a href="https://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html">https://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html</a>.</p>
32754	Not Ready	DEVICE_RESTRICTED	<p>Agent's device is flagged as a restricted device by the administrator of Unified Communications Manager.</p> <p><b>Attention</b> If an agent's device is added to the Restricted list, it affects the function of RmCm subsystem.</p> <p>If <b>Allow Control of Device from CTI</b> is not checked in the <b>Default Device Profile Configuration</b> 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 <i>Cisco Unified Communications Manager Administration Guide</i>, located at: <a href="https://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html">https://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html</a>.</p>

Reason Code	State	Event	Event Description
32755	Not Ready	CALL_ENDED	Agent moves to Not Ready state after handling a Unified CCX call. This event occurs in the following cases: <ul style="list-style-type: none"> <li>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.</li> <li>The <b>Automatic Available</b> option is disabled for the agent. After handling a call, agent moves to Not Ready state.</li> </ul>
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.
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, that reason is displayed. If the agent does not select any reason, the system issues this reason code.
32766	Logout	CLOSE_CAD	Agent closes the desktop without logging out.
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.

Reason Code	State	Event	Event Description
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.
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.

Field	Description
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 do not get handled by the agents and thus are abandoned for a CSQ.
Handled Calls	Number of calls that are answered by the agents in the CSQ. The calls that are marked handled by the UCCX script are not counted in the handled calls.
Total Calls	Number of calls that are presented to the CSQ.

Field	Description
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
CSQ Name	Displays information for the CSQs that belong to the specified queues.

### Grouping Criteria

None