



Finesse Operations for Cisco Contact Center (CCEFİN)

COURSE OVERVIEW

This 3-day course is a hands on experience that covers Cisco Finesse for both UCCX and UCCE. The installation and configuration of Cisco Finesse will be covered and many hands-on labs will demonstrate how to customize the desktop for agents and supervisors using the built in functions of the Cisco Finesse Administrative interface. Beyond that you will learn and implement how to deploy and use custom 3rd party or in house gadgets to make the Cisco Finesse exactly what you need.

WHO WILL BENEFIT FROM THIS COURSE?

Those wanting to customize the Agent and Supervisor desktop out of the box solution
IT support staff that need to be able to troubleshoot the Finesse Server and interfaces
Administrators that want to use the basic tools to customize Cisco Finesse

PREREQUISITES

Basic familiarity with Contact Centers.

COURSE OBJECTIVES

- Cisco Finesse Basics
- Basic Finesse Customization
- Gadgets
- The REST API
- Troubleshooting

COURSE OUTLINE

Finesse Overview

- Finesse Basics
 - What is Finesse
 - Supported OS and Browsers
 - Versions Supported
 - Components of Finesse
- Finesse Architecture
 - The Finesse Server
 - The Connections to the Finesse Server
 - Finesse Client Connections
- Finesse Failover
 - Failover Mechanisms
 - CTI Failure
 - AWDB Failure
 - Finesse Server Failure
 - Finesse Browser Issues
 - Finesse IP Phone Failure



- Finesse Out of the Box
 - Logging into Finesse as an Agent
 - The Finesse Agent Interface
 - Logging into the Supervisor Interface
 - The Finesse Supervisor Interface

Basic Finesse Customizations

- Administration Interface Tour
- Phone Books
- Screen Pops
- Reason Codes
- Wrap up Codes
- Desktop Layouts
 - Adding CUIC live Data
 - Adding CUIC Gauges and Charts
 - Task Overview
 - CUIC Tasks
 - Finesse Admin Tasks
- Workflows
 - Web Browser Pops
 - API Actions
 - Recording Calls
 - Post Call Survey 3

CUIC

- Dashboards vs Reports
- Customizing a Report to add to Finesse
- Setting Permissions on a Customized Report
- Limitations of Live Data Reports in 12.0
- Permalinks and how they are used to add a report to Finesse

Gadgets

- Gadgets Overview
- Cisco Sample Gadgets
- Uploading Gadgets to the Finesse Server
- Adding Gadgets to the Desktop Layout

Rest API

- The Finesse REST API
- The Finesse REST API Structure
- Using the Finesse API from the CLI
- Adding API Elements to a Web Site

3rd party Solutions

- Examples of Third-Party Apps (2Ring?)



Troubleshooting Finesse

- Troubleshooting Finesse Server
- Collecting Trace Files
- Finesse Errors

Lab Outline

- Introduction to Finesse Agent and Supervisor Interfaces
- Cisco Finesse Admin Basics
- Layout Lab
- Workflows
- Adding a Live Data Report to Cisco Finesse
- Loading 3rd Party Custom Gadgets
- Using the REST API
- Integrating Task Routing into a Web Interface
- 3rd Party Tour
- Troubleshooting Finesse

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