

Finesse Agent Training



Accessing Finesse

Cisco Finesse Desktop is a web-based software program that is used by call center representatives, also known as **agents**, Supervisor to interact with the Customer. It facilitates day-to-day tasks typical to most call center environments, such as transferring calls and receiving information from callers.

Finesse is accessed via web browser. There is no need to install any software on your desktop.

Enter the following URL in the address bar of your browser

Visit: <https://uccx server ip:8445/desktop>



Signing in Finesse

To Login:

Enter your **Network User Name** (e.g. JaneSmith),
Network Password and **Phone Extension**



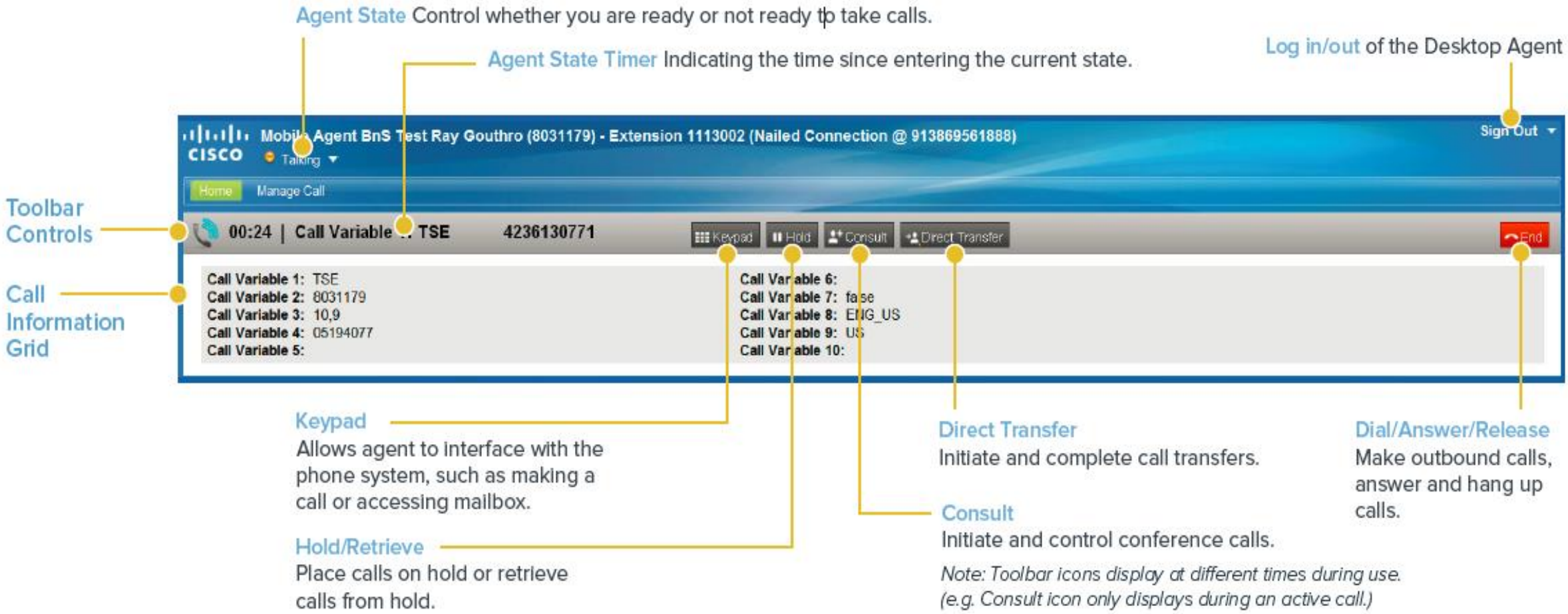
The screenshot shows the Cisco Finesse login page. On the left, the Cisco logo and the text "Cisco Finesse" are displayed. On the right, there are three input fields labeled "ID*", "Password*", and "Extension*", each with a white text box. Below these fields is a "Sign In" button.

Note:-

Make sure you put correct ID because User ID is case sensitive. 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.

Desktop layout and controls

When you sign in to Cisco Finesse, the appearance of the desktop depends on whether your role is that of an agent or a supervisor. Supervisors have additional features that appear on their desktops.



Finesse Agent Desktop

Agent Statistics Report: This report displays performance statistics of the agents for the current day, since midnight.

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

Max: Longest time the agent spent in Talking state.

Total: Total time the agent spent in Talking state.

Agent ID	Calls Offered	Calls Handled	Talk Time			Hold Time			Ready			Not Ready			After Call Work		
			Avg	Max	Total	Avg	Max	Total	Avg	Max	Total	Avg	Max	Total	Avg	Max	Total
1	1	1	00:01:40	00:01:40	00:01:40	00:00:00	00:00:00	00:00:00	07:20:26	12:55:07	14:43:04	00:01:55	00:30:50	00:35:42	00:00:00	00:00:00	00:00:00

Start Time	Agent State	Wrap-up Data	Reason Code	Duration
Aug 23, 2016 4:55 pm	Reserved		0	00:00:05
Aug 23, 2016 4:55 pm	Talking		0	00:01:41
Aug 23, 2016 4:56 pm	Ready		0	01:45:44

Hold Time

Avg: Average time the agent put the calls on hold. Average hold time = Total time the calls were on hold / Calls handled

Max: Longest time the agent put a call 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

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

After Call Work

Avg: Average time the agent spent in Work state. Average work time = Total time in Work state / Calls completed

Finesse Agent Desktop

Change Agent State: You will be logged in with a Not Ready state and must change to a Ready state to start receiving calls.

Select from the **Not Ready Reason Codes**. You will see some additional reason codes used by other groups because they are not filtered by department in Finesse.

Note: If you click "Not Ready" while active on a call, "Pending" will appear. The selected state will not become active until you are finished with the call.



When you are ready to logout, make sure you are in a **Not Ready** state and click the **Sign Out** icon.



Answering and Processing an Incoming Call

1 When a call is presented, the Finesse window will appear and the **Answer** button will present along with the call information on the Call Information Grid.

2 If you are in the **Ready** state click the **Answer** button on the Finesse Desktop application.

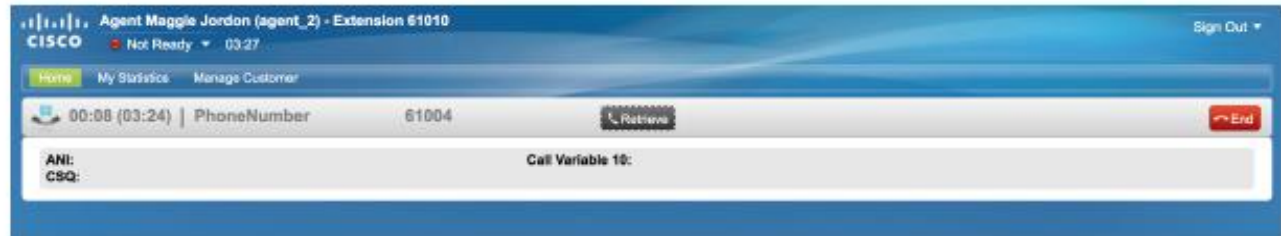
Note: Non queued calls phones on a call-by-call connection will ring directly to your phone; answer the phone just as you would answer any inbound call.



3 To place a call on hold, click the **Hold** button in the tool bar/call control section.

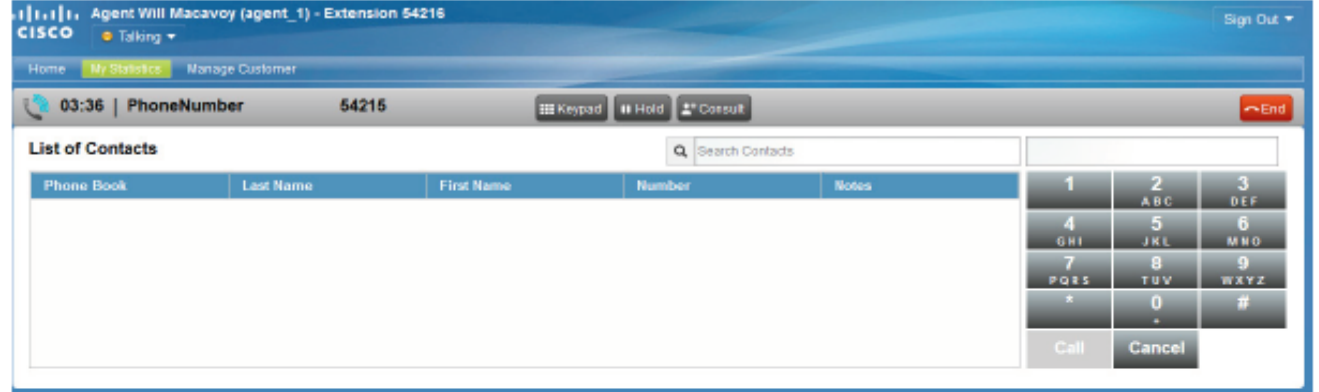


3 To bring the call back from hold, click the **Retrieve** button, also found in the tool bar/call control section.



Conferencing in Another Agent

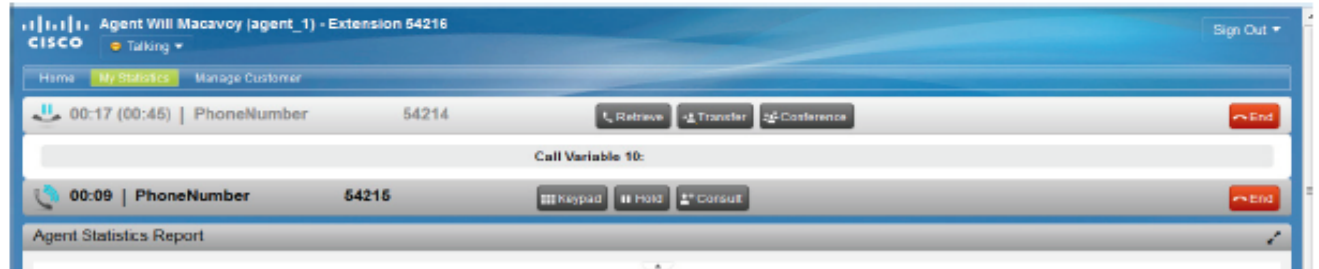
- 1 Click the **Consult** button.
- 2 Keypad appears. Use the keypad on screen to enter agent's number. Once number is entered, click **Call**. The caller is placed on Hold (for the moment).



- 3 Once the Called Agent answers, menu bar will change to include **Transfer**.

Before the call is transferred, you will be able to consult with the agent who you are transferring the call to.

*Note: Click the **Retrieve** button to toggle back and forth between the new agent and the contact. This button is not available after the transfer is completed.*



- 4 Click the **Transfer** button to complete the transfer. The caller will now be connected to the transferred Agent.



Making an Outbound Call

- 1 To make an outbound call, put yourself into a **Not Ready** state and click on **Make a New Call** in the tool bar/call control section.



- 2 Enter the phone number in the keypad on screen. Click the **Call** button on the dialing pad to initiate the outbound call.



- 3 Click the **End** button in the tool bar/call control to hang up and end the call.

