

## COURSE OVERVIEW:

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This 3-day course is a hands-on experience that covers Cisco Finesse for both UCCX and UCCE Contact Centers. 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.

## PREREQUISITES

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The knowledge and skills that a learner should have before attending this course are as follows:

- Basic familiarity with Contact Centers.

## COURSE OBJECTIVES

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Upon completing this course, the learner will have an understanding of the following:

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

## WHO SHOULD ATTEND

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The primary audience for this course is as follows:

- 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



## COURSE OUTLINE:

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### Module 1: 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

### Module 2: 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



# Finesse Operations for Cisco Contact Center (CCEFİN) 1.0

- Task Overview
- CUIC Tasks
- Finesse Admin Tasks
- Workflows
  - Web Browser Pops
  - API Actions
    - Recording Calls
    - Post Call Survey 3

## Module 3: Gadgets

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

## Module 4: Rest API

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

## Module 5: 3rd Party Solutions

- Examples of Third Party Apps

## Module 6: Troubleshooting Finesse

- Troubleshooting Finesse Server
- Collecting Trace Files
- Finesse Errors

# Finesse Operations for Cisco Contact Center (CCEFIN) 1.0

## LAB OUTLINE

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