

CCEFIN: Finesse Operations for Cisco Contact Center

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