

Course Outline

Finesse Operations for Cisco Contact Center Course CCEFİN: 3 days Instructor Led

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About this course

This 3-day course, Finesse Operations for Cisco Contact Center, 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.

Audience profile

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

Prerequisites

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

- Basic familiarity with Contact Centers.

At course completion

After completing this course, students will be able to:

- Cisco Finesse Basics
- Basic Finesse Customization
- Gadgets
- The REST API
- Troubleshooting
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Module 1: Finesse Overview

- Finesse Basics
 - What is Finesse
 - Supported OS and Browsers
 - Versions Supported
 - Components of Finesse
- Finesse Architecture

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

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Module 5: 3rd party Solutions

- Examples of Third-Party Apps

Module 6: 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
- Loading 3rd Party Custom Gadgets
- Using the REST API
- Integrating Task Routing into a Web Interface
- 3rd Party Tour
- Troubleshooting Finesse