



*LET'S
BUILD
TOMORROW
TODAY*

Cisco Finesse: The Next Generation Agent Experience

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BRKCCT-1031

Agenda

- Business Overview
- Existing Finesse Feature Set
- Finesse 11.0 Features
- Deploying Finesse
- Migrating from CAD & CTI-OS
- Customer Testimonial
- Development Partners
- Q&A

Ted Phipps Booth Duty

Wednesday, June 10

11am – 1pm

Contact Center Booth in the Cisco
Collaboration Area

Business Overview

Cisco Finesse

Revolutionizing the Contact Center Agent Experience

- Browser-based agent desktop for easy management & upgrades
- Designed to empower agents via user-centered design product
- Flexible and Expandable – Finesse is a web gadget container
 - All applications that agents need (Cisco or 3rd party) contained within Finesse
 - Administrators define agent and supervisor layouts
- Developer Friendly Web API

Supervisor Ted Phipps (1201001) - Extension 1201001
Talking

John Smith 1001002

Customer: Premium Customer Call Type: Service Question
Callbacks: No Callbacks in 24hrs Acct Number: 56-78-9010

Cisco Unified Intelligence Center Team Data

Supervisor	Team Name	Agents On	Active			Non-Active	
			Active In	Active Out	Media	Hold	After Call work
11001, Agent	AT11000	1	0	0	Cisco_Voice	0	0
	AT11002	1	0	0	Cisco_Voice	0	0
	AT11001	2	0	0	Cisco_Voice	1	0
11177, Agent	AT11003	1	0	0	Cisco_Voice	0	0
	AT11004	1	0	0	Cisco_Voice	0	0
	AT11005	1	0	0	Cisco_Voice	1	0
11178, Agent	AT11006	1	0	0	Cisco_Voice	0	0
	AT11007	1	0	0	Cisco_Voice	0	0
	AT11008	1	0	0	Cisco_Voice	0	0
null	AT11009	1	0	0	Cisco_Voice	1	0
		11	0	0		3	0

Generated on March 16, 2012 2:03:31 PM EDT by (10 records).
Filter AgentTeamID: AT11000, AT11001, AT11002, AT11003, AT11004, AT11005, AT11006, AT11007, AT11008, AT11009

Team Performance

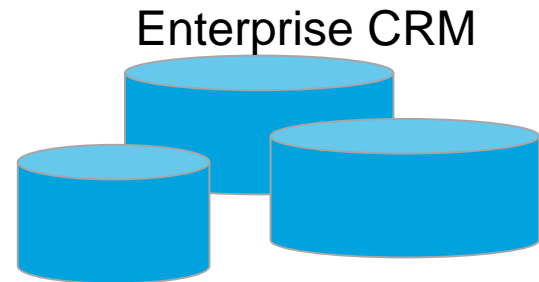
Agent Name	State	Extension
Chris Two	Logged Out	
Gary One	Logged Out	
Gary Three	Logged Out	

Enterprise Mash-ups

Enabling Unified Desktops for Agents



HTTP



HTTP

CUIC



HTTP

- Gadget Architecture enables easier integration
- Gadget Upgrades handled by each server
- Reduces version compatibility dependencies



Existing Finesse Feature Set

Existing Feature Set - Highlights

Agent Features



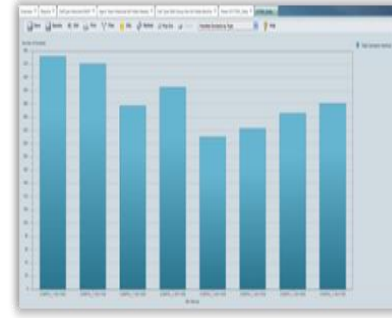
- Call Control / Agent State / Wrap-Up
- Phonebooks & Click-to-call
- Multiline via the Phone
- Outbound Option including Callbacks
- Email & Chat Handling

Supervisor Features



- Silent Monitoring
- Barge / Intercept
- Change Agent State
- Real-Time Agent State & Queue Data

Platform Features



- LiveData Gadgets (PCCE, CCX)
- Agent State Timer
- Workflows
- Localization

Cisco Finesse Workflows

- Customers require a way of triggering screen pops or passing data to other applications without custom development
- Finesse delivers this functionality via flexible workflows
- Finesse supports the ability to do a browser screen pop or call a REST API on Finesse or a 3rd party application



Cisco Finesse and Jabber VXME

Enabling Agents to work in a 100% virtualized environment



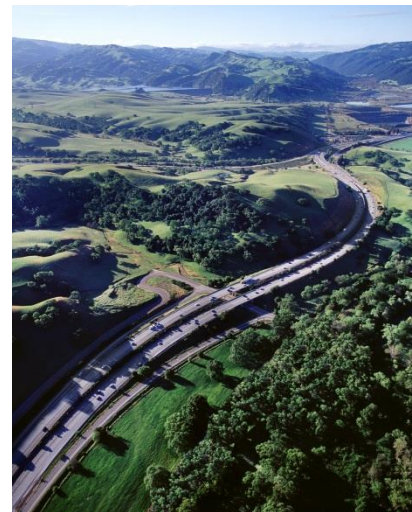
- High definition audio and video via local media processing in a VDI deployment
- Built-In-Bridge for Recording/Monitoring
- sRTP secure media
- Quality of Service via MediaNet service for Voice/Video and Data traffic
- Integrated Unified Communications accessories
- Supported with Citrix XenDesktop, Citrix XenApp for Published Desktops, VMware View

10.5 Browser and OS Compatibility

Operating System	Supported Browsers
Windows 7	Internet Explorer 9
	Internet Explorer 10
	Internet Explorer 11
	Firefox 24 and above
Windows 8.1	Internet Explorer 11
	Firefox 24 and above
Mac OS	Firefox 24 and above

Finesse for CCE 10.5 Compatibility Notes

- Finesse supports UCS, HP, or IBM HW that complies with Spec-Based Approach:
 - ESXi 5.0, 5.1 or 5.5 Server Virtualization
 - 4 vCPU's (2000 Concurrent Agents / 1000 HTTPS Agents)
 - 2 vCPU's (500 Concurrent Agents / 250 HTTPS Agents)
- Software & Phone Compatibility
 - Finesse 10.5 support CCE 9.0(2) or later
 - Finesse supports 6xxx, 7xxx, 8xxx, and 9xxx series phones



Cisco Finesse for CCE & CCX

11.0 Feature Set

Accessibility

- Agent Accessibility
- No Accessibility for Supervisor Gadgets
- Adherence with Web Content Accessibility 2.0 Level A Guidelines

<http://www.w3.org/TR/WCAG20/>



Multiple Call Variable Layouts Per System

- Administrators define multiple call variable layouts
- Administrators decide which layout to display to the agent by populating the user.layout ECC variable with the layout name
- Same mechanism as CAD – This means no changes to routing scripts for CAD customers who are migrating to Finesse

The screenshot shows the Cisco Finesse Administration interface. The main heading is "Manage Call Variables Layouts". Below this is a table titled "List of Call Variables Layouts".

Name	Description
Default Layout	This is the System Default Layout (can not be deleted).
Normal Inbound Call	This is for normal inbound calls.
VIP Layout	Extra Special VIP!!!
Special Sales Layout	Black Friday Layout

Below the table is the "Edit VIP Layout" form. It includes fields for Name (VIP Layout) and Description (Extra Special VIP!!!). There are also sections for "Call Header Layout" and "Call Body Left-Hand Layout" and "Call Body Right-Hand Layout".

Call Header Layout

Display Name	Assign To
Name	callVariable1

Call Body Left-Hand Layout

Display Name	Assign To
Account Number	callVariable2
Customer Since	callVariable4
Is VIP?	user.is-vip

Call Body Right-Hand Layout

Display Name	Assign To
Customer Name	callVariable1
Address	user.address
City, State Zip	user.address_rest

Cisco Finesse IP Phone Agent Functionality

- Agent Functionality via Cisco IP Phone
- Agent State
 - Ready
 - Not-Ready Codes
- Wrap-Up Codes
- Caller Data

- No Supervisor Controls
- No Queue Data



Cisco Finesse IP Phone Agent Licensing



Standard Seat License

- Finesse IP Phone Agent Only
- No Finesse Supervisor Controls or Finesse Desktop
- Customers/Partners are not entitled to use the Finesse API directly



Enhanced or Premium Seat License

- Agents can use Finesse IPPA or Finesse Desktop
- Agents can switch from Finesse Desktop to IPPA on-the-fly (PC Crash Use Case)
- Supervisors use Finesse Supervisor Desktop
- Agents are **NOT** allowed to use IPPA and Desktop at same time

Phones Supported with Cisco Finesse IPPA



78xx Series

- 7811
- 7821
- 7841
- 7861



79xx Series

- 7911
- 7942
- 7942
- 7945
- 7962
- 7965
- 7975



88xx Series

- 8811
- 8841
- 8851
- 8861

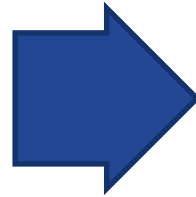


89xx Series

- 8941
- 8945
- 8961

Increase the Number of Supported Wrap-Codes

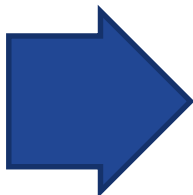
Finesse 10.x	
Max # of Global Codes	100
Max # of Team Codes	100
Max # Codes per Team	100



Finesse 11.0	
Max # of Global Codes	100
Max # of Team Codes	1500
Max # Codes per Team	100

Increase the Number of Supported Phone Book Entries

Finesse 10.x	
Max # of Global Phonebooks	10
Max # of Team Phonebooks	50
Max # of contacts across all phonebooks	1500
Max # of contacts per call control gadget	1500



Finesse 11.0	
Max # of Global Phonebooks	10
Max # of Team Phonebooks	300
Max # of contacts across all phonebooks	50,000
Max # of contacts per call control gadget	1500

Context Service

- New gadget hosted from cloud
- Shows all customer data across all activities
- Customer can customize fields layout

The screenshot displays the Cisco Context Service interface. At the top, it shows the agent's status: 'Agent 1001004 AGENT (1001004) - Extension 1001004' with a 'Ready' status and a timer at '15:21'. A 'Home' button is visible. Below this, a 'Ready for Incoming Calls' indicator is shown. The main section is titled 'Context Service' and features a navigation bar with 'All Customers' and 'Brian Cole' (with a close icon). A search bar is present. The left sidebar shows a list of activities, with 'Leaking Oil' selected. The main content area is divided into three sections: 'Customer', 'Request', and 'Activity'. The 'Customer' section displays details for Brian Cole, including account number, address, and contact information. The 'Request' section shows a title 'Leaking Oil' and a description 'Oil leaking under the engine'. The 'Activity' section shows a note 'Part replaced under warranty' and tags 'warranty' and 'leaking-oil'.

Agent 1001004 AGENT (1001004) - Extension 1001004
CISCO Ready 15:21 Sign Out

Home

Ready for Incoming Calls

Context Service

All Customers Brian Cole ✕ Find Customer

Search

Leaking Oil

Current (03:00 pm, 03/10/2015)

02:59 pm, 03/10/2015

02:53 pm, 03/10/2015

Service Due
02:43 pm, 03/10/2015

Customer

Account No: 777-9909 Address: 34 Mass Ave
First Name: Brian City: Boston
Last Name: Cole State: MA
Phone: 978-989-0090 Country: USA
Email: brian@org.com Zip Code: 02111

Request

Title: Leaking Oil Description: Oil leaking under the engine

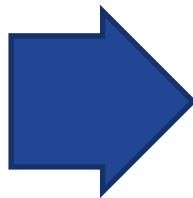
Activity

Notes: Part replaced under warranty

Tags: warranty ✕ leaking-oil ✕

Increase Client to Server Max Round Trip Time

Finesse 10.x	
Max Round-trip time between Finesse Client and Finesse Server	200ms



Finesse 11.0	
Max Round-trip time between Finesse Client and Finesse Server	400ms

11.0 Browser and OS Compatibility

Operating System	Supported Browsers
Windows 7	Internet Explorer 10
	Internet Explorer 11
	Firefox ESR 31 and higher ESR's
Windows 8.1	Internet Explorer 11
	Firefox ESR 31 and higher ESR's
Mac OS	Firefox ESR 31 and higher ESR's

Cisco Finesse for CCE

11.0 Feature Set

Direct Preview Outbound for CCE

- Agents are put in “Reserved (Outbound)” State
- A reservation call lets the agent decide how to respond to the contact

The screenshot shows the Cisco CCE interface for Agent Chris Smith (1021001) in the "Reserved (Outbound)" state. The interface includes a "Home" button and a "Manage Call" button. The call preview for Brad D. Taylor (954-835-0733) displays the following information:

Campaign: Buy Some Bunnies	Last Purchase Date: 3/15/2011
Account Number: 263-14-4372	Last Purchase Amount: \$4356.23
Customer Since: 9/2002	Likes: Little Bunnies, Big Bunnies, Any Bunies
Is VIP?: YES!!!	Discount Offer: 47%

At the top right of the preview, there are "Accept" and "Decline" buttons. A dropdown menu is open, showing options: "Reject - Return Record to Campaign" and "Close - Remove Record from Campaign".

- When the agent accepts the contact, the outbound call is made

The screenshot shows the Cisco CCE interface for Agent Chris Smith (1021001) in the "Talking" state. The interface includes a "Home" button and a "Manage Call" button. The call preview for Brad D. Taylor (954-835-0733) displays the same information as the previous screenshot. The interface also shows call control buttons: "Keypad", "Hold", "Consult", "Direct Transfer", and "End".

Other Features for Cisco Finesse for CCE

- NTLMv2 & Win SQL Server Authentication Support
- Any ASCII Character can be used in makeCall API Label
- Cisco Finesse 11.0 will support CCE 10, 10.5, and 11.0

CAD/CTI-OS

End-Of-Life Announcement

CAD/CTI-OS End Of Life Summary

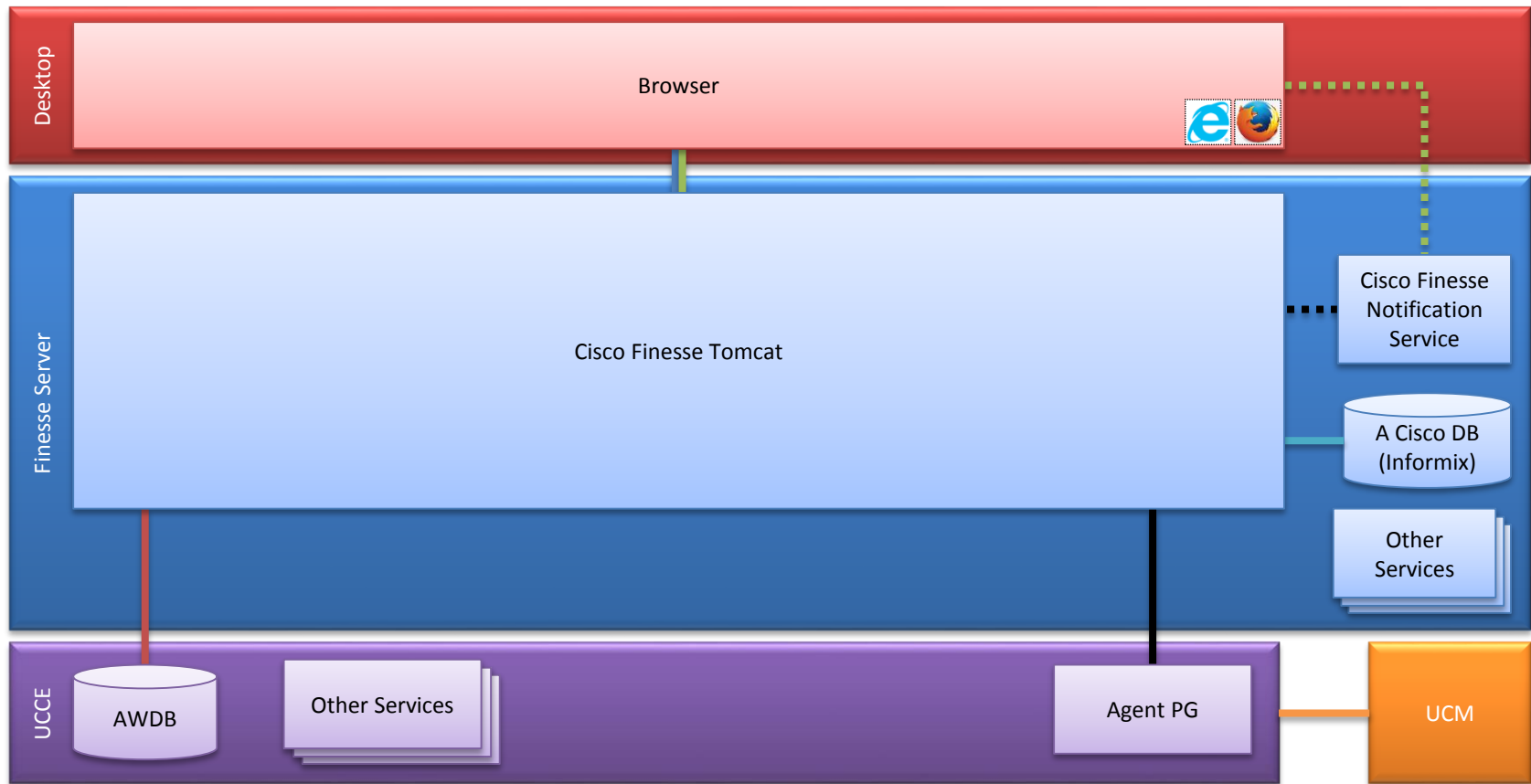
- EOL process initiated in January 2015 for CCE & CCX
- CTI-OS will continue to be supported for ICM
- CCX 10.6 will be the last release of CAD for CCX
- CCE 11.0 will include CTI-OS/CAD for upgrades only
- Finesse is the only desktop option for new CCE 11.0 customers

CCX/CCE - CAD/CTI-OS EOL Timeline

Date	Event
Jan 2015	Formal EOL Announcement
July 2015	End of Sale
October 2015	Last Ship Date
July 2016	End of SW Maintenance
July 2018	Last Day of Support

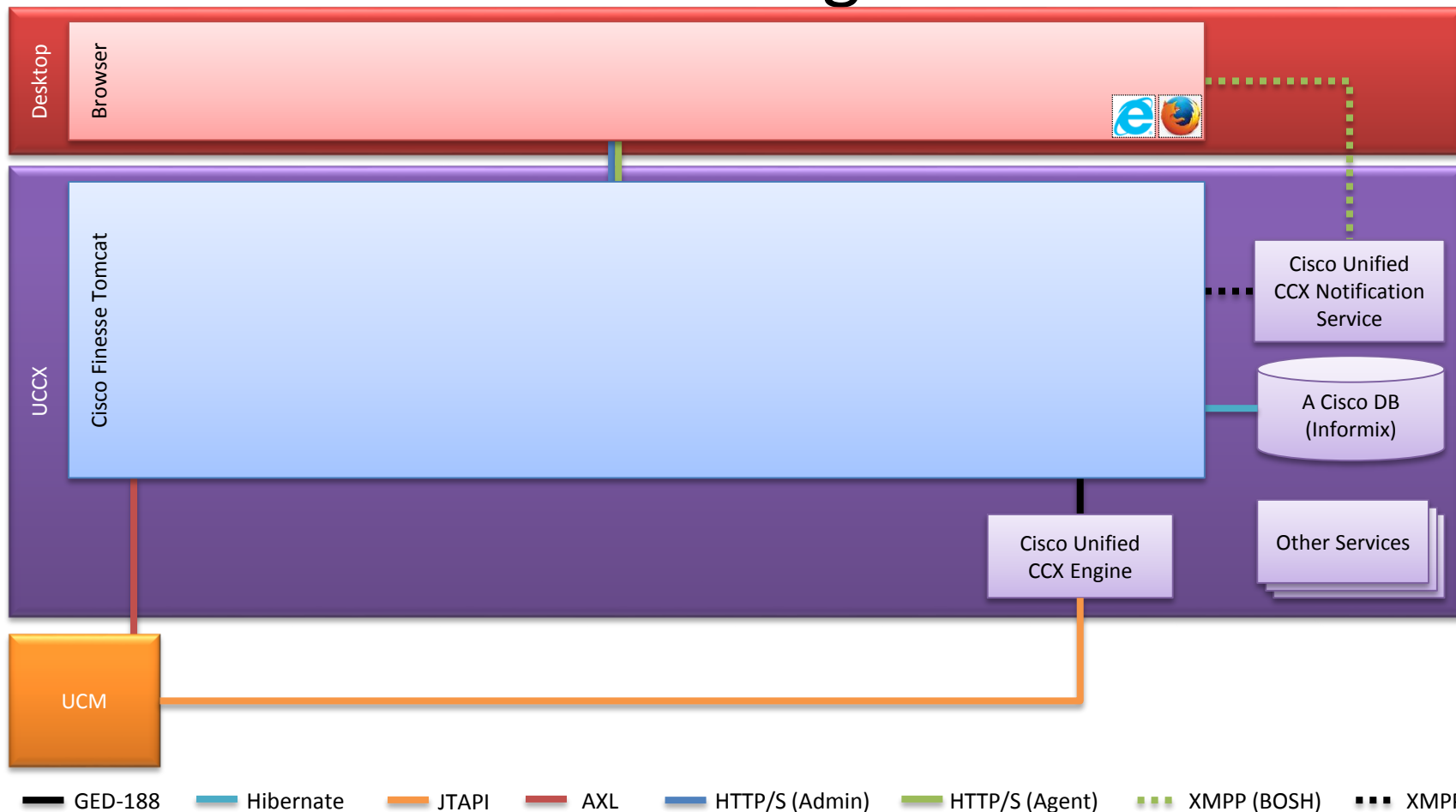
High Level Architecture

Cisco Finesse for CCE – High Level Architecture



— GED-188 — Hibernate — JTAPI — JDBC — HTTP/S (Admin) — HTTP/S (Agent) - - - XMPP (BOSH) - - - XMPP

Cisco Finesse for CCX – High Level Architecture



High Level Architecture - CCE

Finesse Side A & B are Both Active

Cisco Finesse
Agent 1



Cisco Finesse
Agent 2



Cisco Finesse Server – Side A

Web
Services



Gadget
Container



DB
Replication
for
Configuration
Data

Cisco Finesse Server – Side B

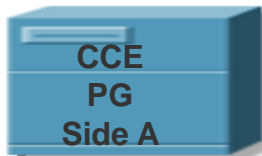
Web
Services



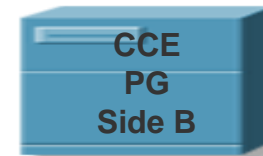
Gadget
Container



CCE
PG
Side A



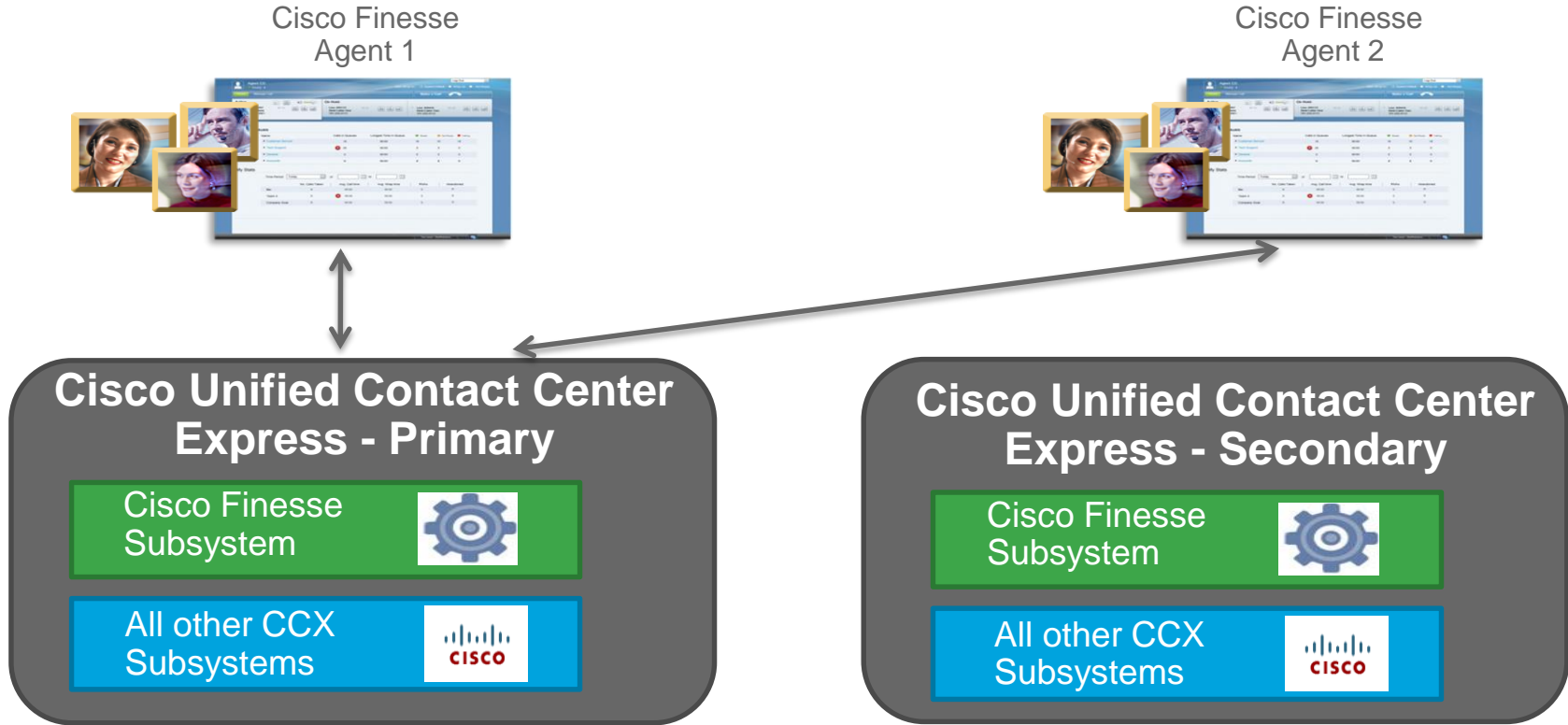
CCE
PG
Side B



Cisco *live!*

High Level Architecture - CCX

One Finesse Server is active at a time



High Availability Finesse for CCE

High Availability

Finesse Side A & B are Both Active

Cisco Finesse Agent 1



Cisco Finesse Agent 2



Cisco Finesse Server – Side A

Web Services



Gadget Container



DB Replication for Configuration Data

Cisco Finesse Server – Side B

Web Services



Gadget Container



CCE
PG
Side A

CCE
PG
Side B

Cisco *live!*

High Availability

CCE PG Side A Fails...

Cisco Finesse Agent 1



Cisco Finesse Agent 2



Cisco Finesse Server – Side A

Web Services



Gadget Container



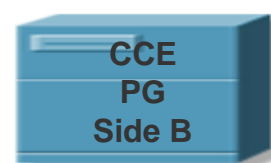
DB
Replication
for
Configuration
Data

Cisco Finesse Server – Side B

Web Services



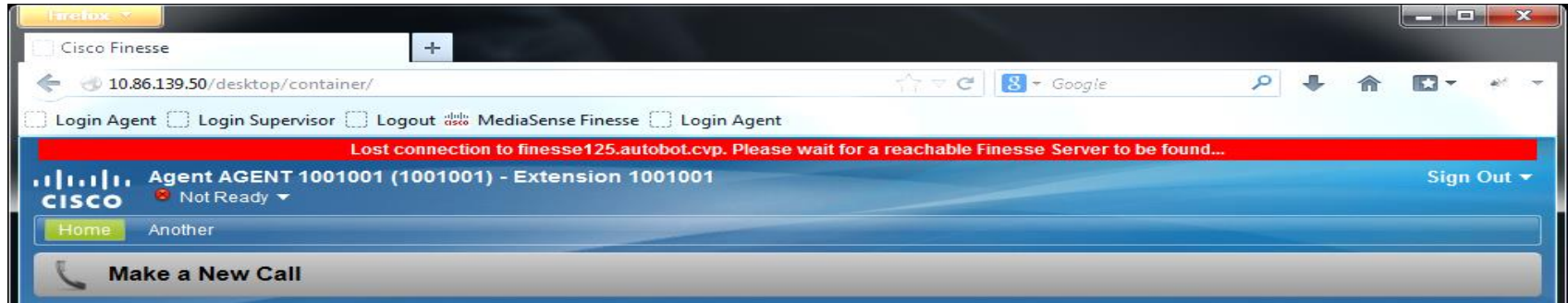
Gadget Container



Cisco *live!*

PG Failover - User Experience

Finesse Client detects that the Finesse Server is out of service....



- Banner message lets the agent know there is an issue
- The Finesse client calls the SystemInfo API on both Finesse servers to determine if any server is in service
- The Finesse Client will connect to whichever Finesse Server is in service
- Agents can continue to use 3rd party gadgets during failover

High Availability

Each Finesse Node Connects to CCE PG Side B

Cisco Finesse Agent 1



Cisco Finesse Agent 2



Cisco Finesse Server – Side A

Web Services



Gadget Container



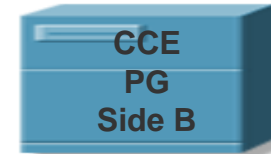
DB Replication for Configuration Data

Cisco Finesse Server – Side B

Web Services



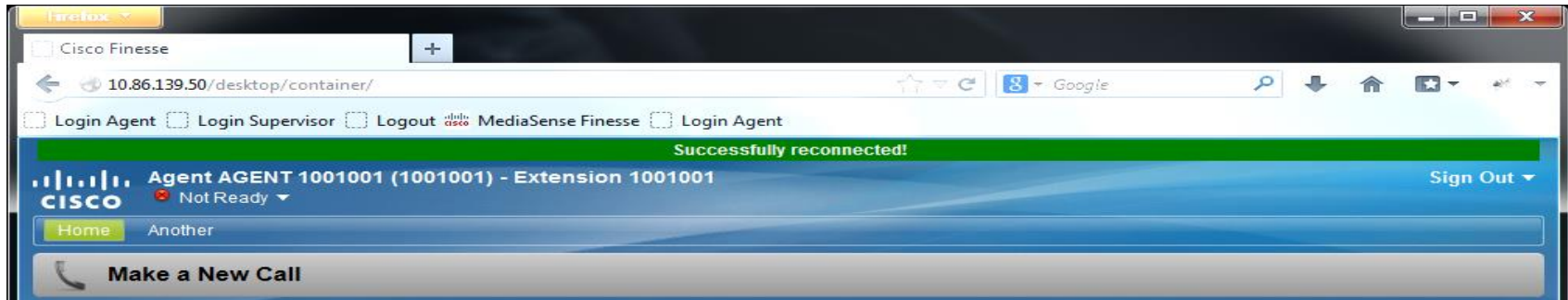
Gadget Container



Cisco *live!*

Finesse Goes Back in Service – User Experience

When the Finesse Client finds a Finesse Server, the error message is dismissed and the agent can continue processing the call without an additional login....



High Availability Finesse Server A Fails...

Cisco Finesse
Agent 1



Cisco Finesse
Agent 2




Cisco Finesse Server – Side A



Web Services   

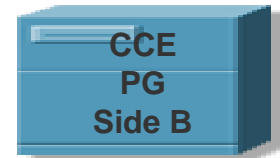
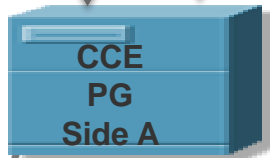
X

DB
Replication
for
Configuration
Data



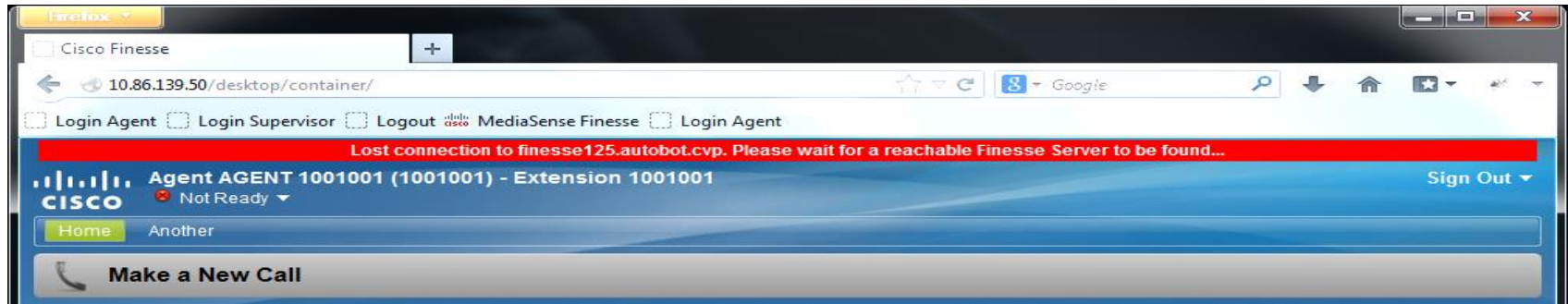
Cisco Finesse Server – Side B

Web Services  | Gadget Container 



Finesse Server Failover - User Experience

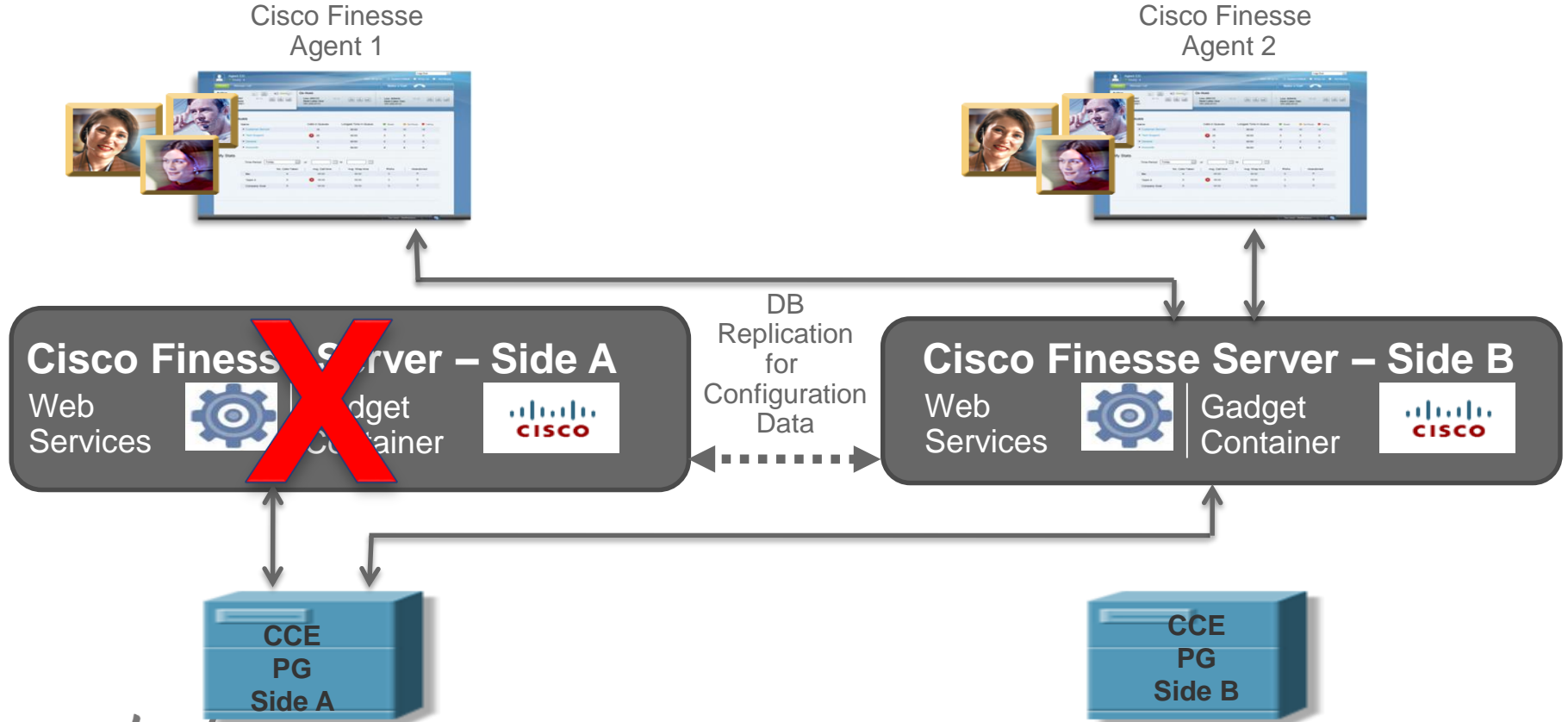
Finesse Client detects that the Finesse Server is out of service....



- Banner message lets the agent know there is an issue
- The Finesse client calls the SystemInfo API on both Finesse servers to determine if any server is in service
- The Finesse Client will connect to whichever Finesse Server is in service
- Agents can continue to use 3rd party gadgets during failover

High Availability

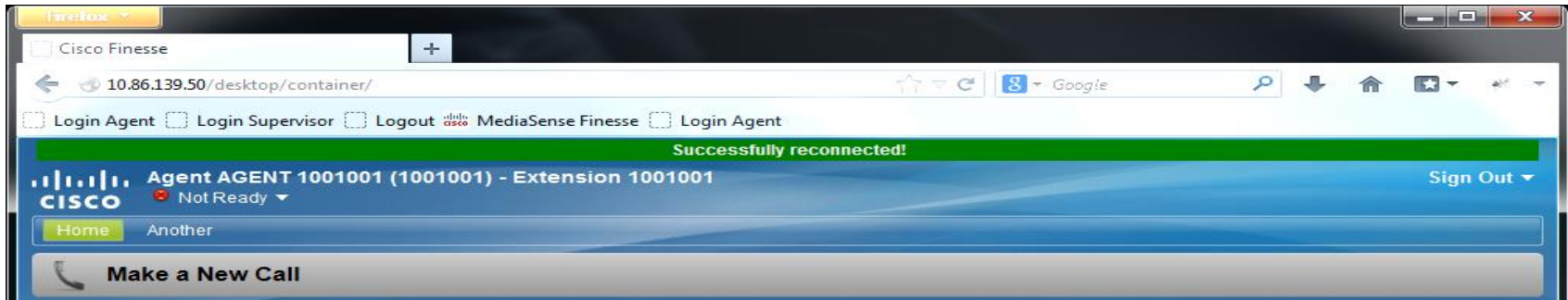
Finesse Automatically Fails Over to Side B



Finesse Client Redirects to the other Finesse Server— User Experience

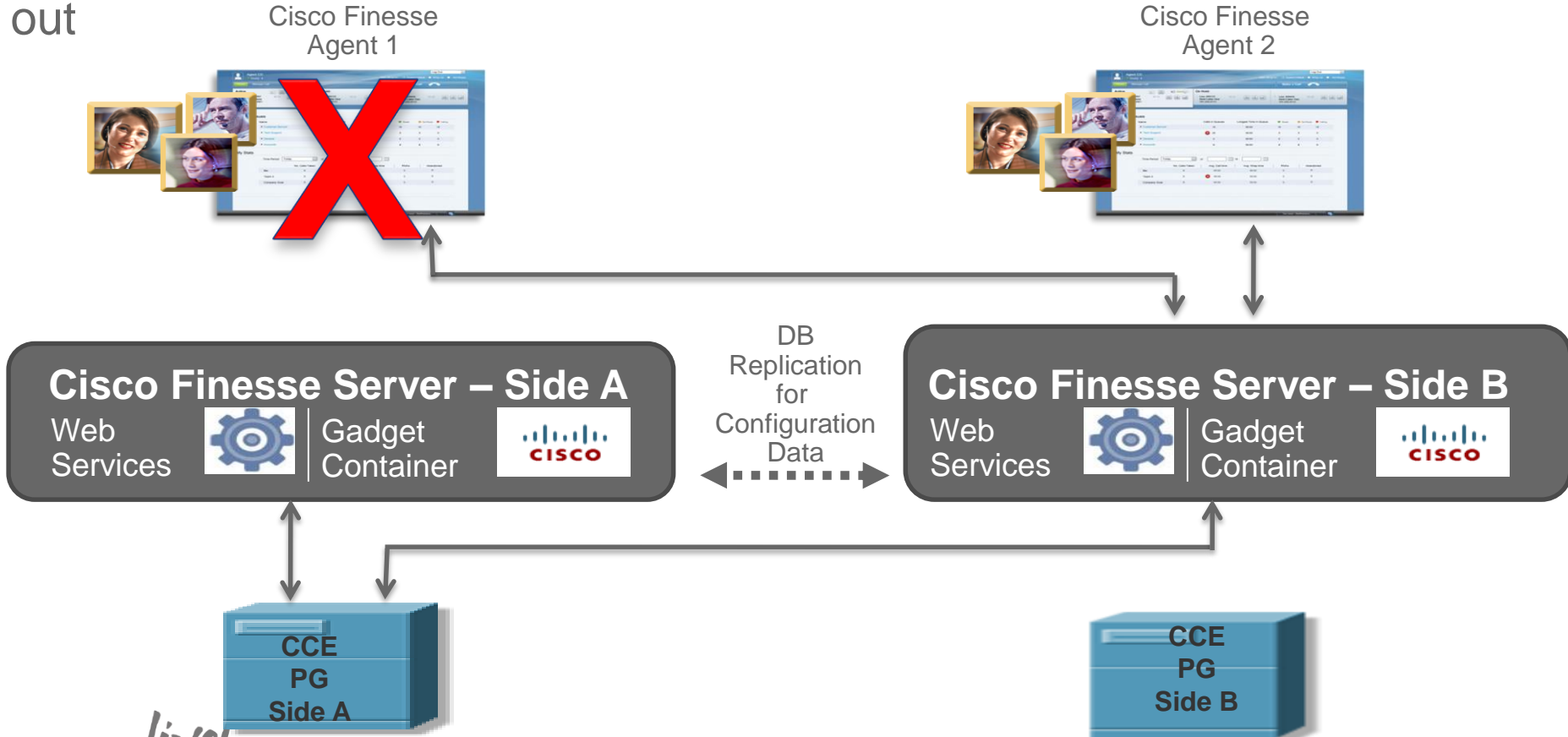
When the Finesse Client finds a Finesse Server, the error message is dismissed and the agent can continue processing the call

Finesse automatically logs the agent in! No manual steps for the Agent!



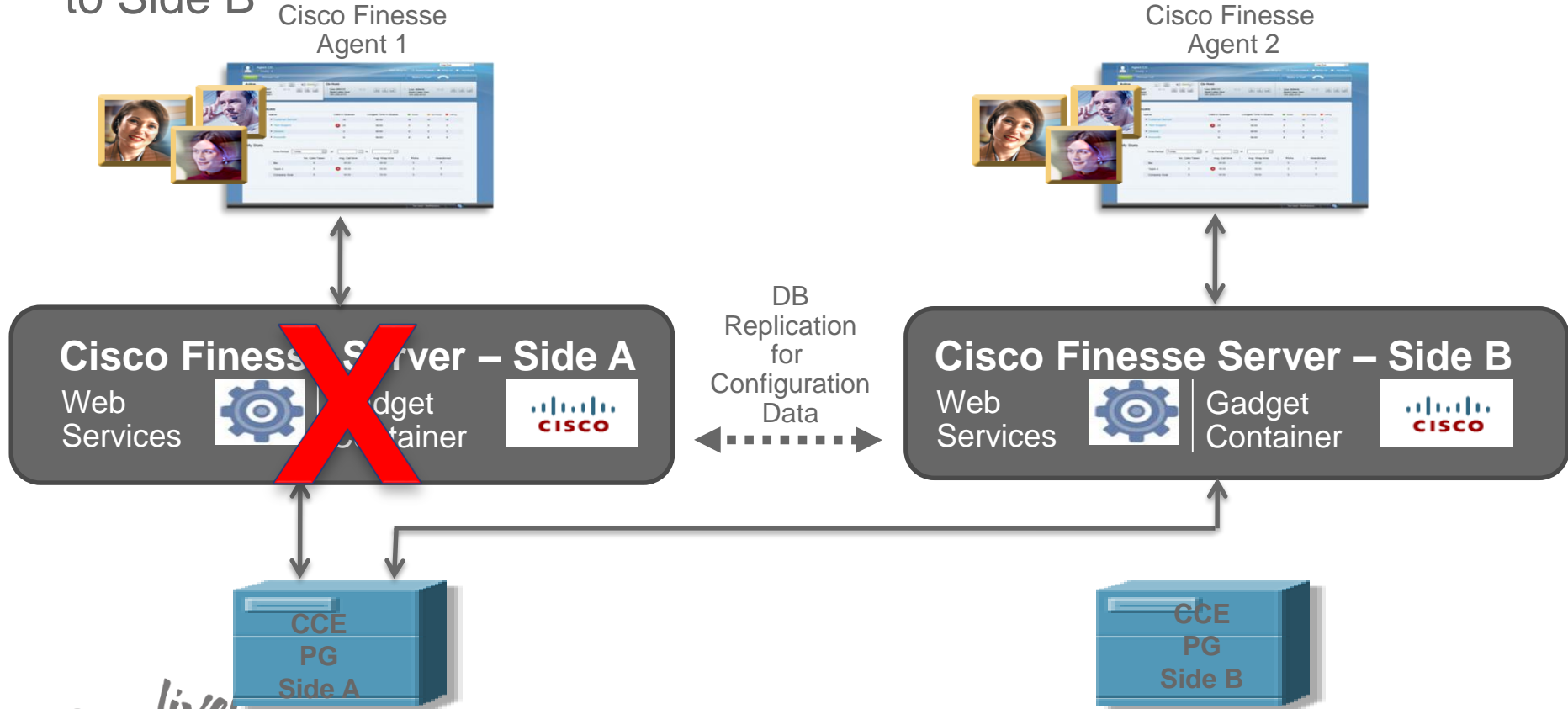
High Availability

Finesse Server detects that the Client is Lost, waits 60sec and logs agent out



High Availability

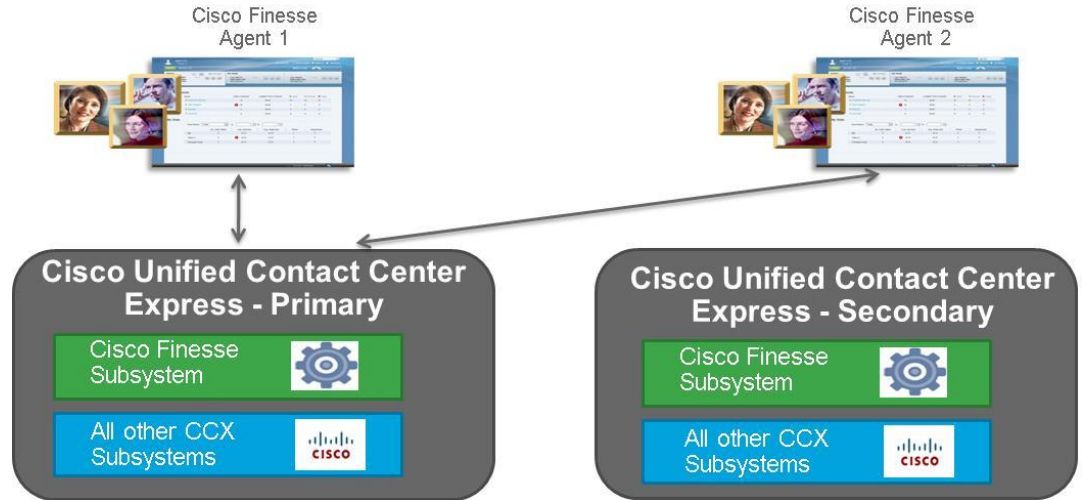
Finesse Server is Down Before Client Logs In Requires Manual Failover to Side B



High Availability Finesse for CCX

Finesse for CCX High Availability

- All agents will be connected to the CCX Primary Node
- Finesse Subsystem and CCX will be in or out of service at same time.
- Finesse wouldn't be in-service and CCX out-of-service at same time or vice versa



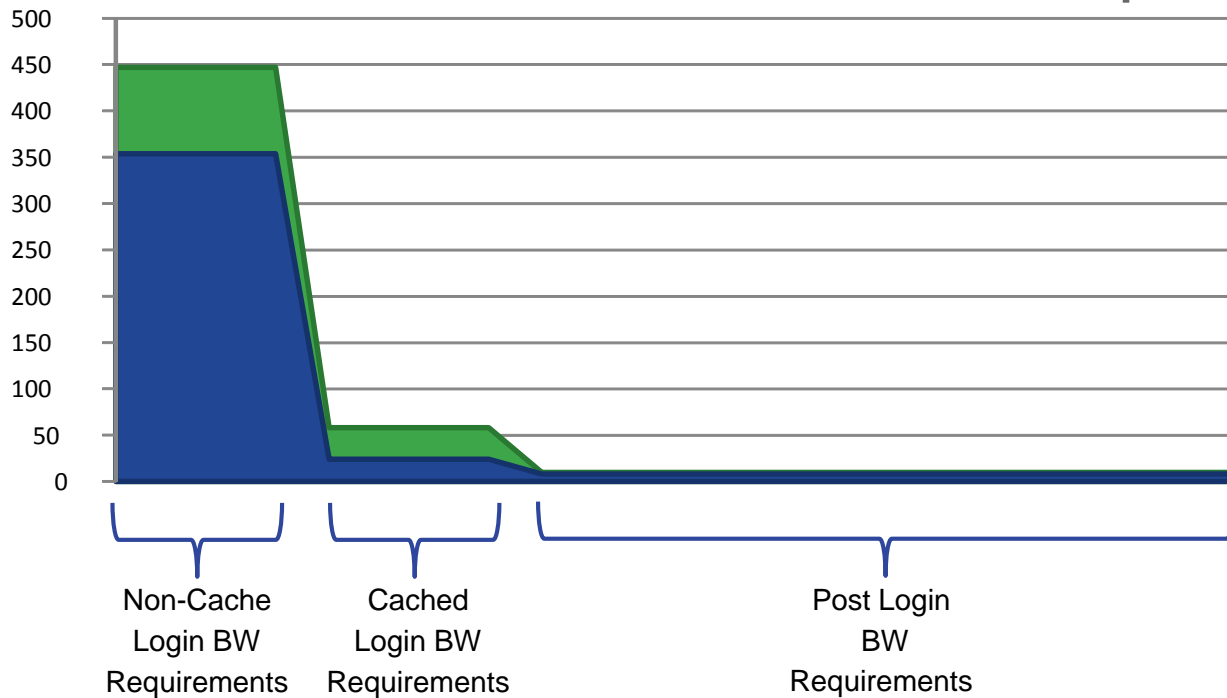
Bandwidth Requirements

Cisco Finesse Bandwidth Calculator

- Takes aggregate call profile as input
- Outputs Client to Server bandwidth requirements
- Linked from CCE & CCX Design Guides

Finesse Bandwidth Calculator Release 9.1			
Note: Only make changes to fields in yellow.			
Customer Site Information	Value	Units	Comments
Call Center Information			
Number of Agents	13	agent(s)	2000 maximum
Number of Supervisors	2	supervisor(s)	Typically 10% of desktops
Maximum Login Time for all users	1	minute(s)	The total amount of time it should take for all agents to log into the Finesse server including Finesse failover conditions. If the deployment includes 2000 agents and this value is set to 5 minutes, all 2000 agents should be able to point their browser to Finesse and complete the login sequence within 5 minutes.
Call Profile			
BHCA	30	calls/hour	Typically 30 calls per hour per agent
Agent Call Wrap-Up Time	30	second(s)	
Average Call Duration	1560	second(s)	
Calls Per Second	0.01	Calls/Second	Equal to ((Number of Agents) / (Average Call Duration))
Call Distribution			
Percentage of Incoming Straight Calls	90%	percent	85% Straight Calls Typical
Percentage of Outgoing Straight Calls	0%	percent	
Percentage of Consultative Transfer Calls	0%	percent	10% Transfer Calls Typical
Percentage of Single-Step Transfer Calls	5%	percent	
Percentage of Consultative Conference Calls	5%	percent	5% Conference Calls Typical
Total	100%	percent	Adjust Call Distribution to equal 100%
Percentage of Calls that are silently monitored	10%	percent	
Percentage of Calls that are barged in on	5%	percent	This will be less than or equal to the number of silent monitor calls
Percentage of Calls that are intercepted	5%	percent	This will be less than or equal to the number of Barged Calls
CCE Configuration Information			
Average number of agents per Team	30	agent(s)	0 Default, 50 agents per team maximum
Average number of Skill Groups per Supervisor	10	skill group(s)	0 Default, 50 skill groups maximum
Number of configured skill groups on the PC	2000	skill group(s)	

Finesse Client-Side Bandwidth Requirements



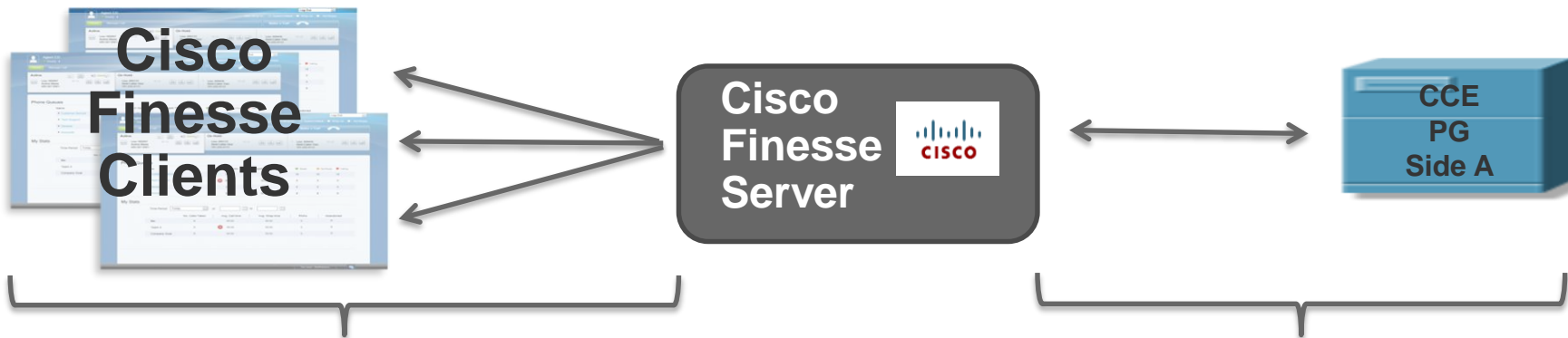
■ Avg. kbps Per Supervisor
■ Avg. kbps Per Agent

Login Bandwidth
 based on 1 minute
 login time for all
 agents

Per Supervisor	447 kbps	58 kbps	10 kbps
Per Agent	354 kbps	24 kbps	8 kbps

Finesse for CCE Bandwidth Usage Example

- 1000 Agents
- 200 Supervisors
- 1 minute login time
- 3 minute calls
- 30 second wrap-up
- 2000 bytes ECC Data
- 1000 bytes Call Variables
- 85% Calls Inbound

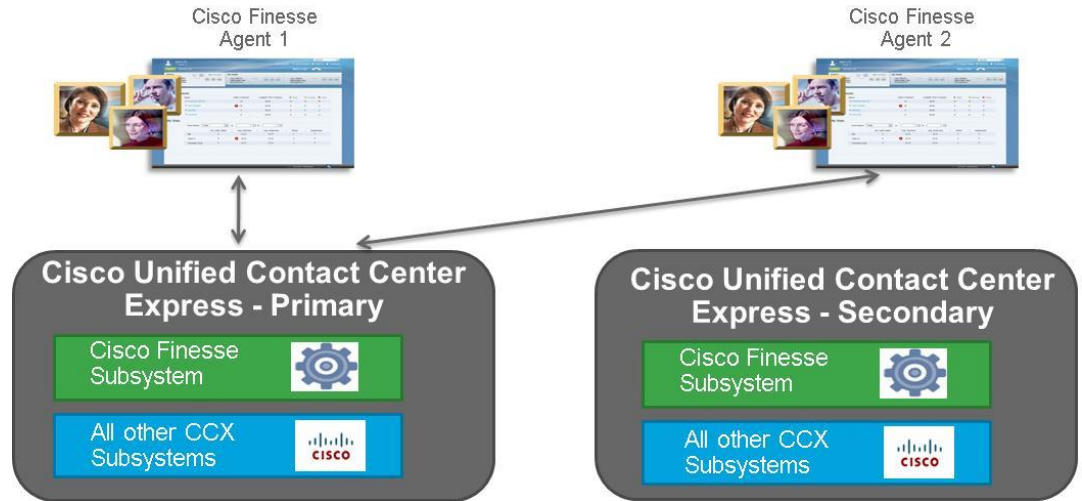


Login BW (All Users, No Cache)	432 mbps
Login BW (All Users, Caching)	34 mbps
Post-Login BW (All Users)	12 mbps

Total BW (All Users)	2.6 mbps
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Managing Bandwidth with Finesse for CCX

- All Finesse clients connect to the Primary Node
- All users will redirect to the secondary node if the primary node goes down
- Finesse Server is co-res on CCX so no bandwidth required for Finesse Server to CCX connection



Best Practices for Managing Bandwidth

- **CCX & CCE** -- Ensure that Finesse login screen is cached before going into production (on both Finesse Servers) to minimize login page size
- **CCE** -- Equally distribute users across both Finesse servers to minimize the number of simultaneous users logging in upon failover
- **CCE** -- It is more important to optimize the network between Finesse Client-to-Server as compared to the Finesse Server-to-PG connection

CAD & CTI-OS Migration

Step #1 : Read CAD to Finesse Migration Whitepaper

<http://www.cisco.com/c/en/us/products/customer-collaboration/finesse/white-paper-listing.html>

Cisco Unified Contact Center Express

Selecting the Right Desktop for Your Cisco Unified Contact Center Express: Cisco Finesse or Cisco Agent Desktop

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[DATA SHEETS AND LITERATURE](#)
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Selecting the Right Desktop for Your Cisco Unified Contact Center Express: Cisco Finesse or Cisco Agent Desktop

[Introduction](#)

[Viewing Options](#)
[PDF \(331.4 KB\)](#)
[Feedback](#)

This white paper is intended for those Cisco Unified Contact Center Express customers who are deciding between Cisco Finesse or Cisco[®] Agent Desktop for the desktop. You will find valuable information in this white paper to help you understand the differences in features and functionality between Finesse and Cisco Agent Desktop. By learning how these differences affect your business and agent/supervisor productivity, you will be able to make a well-informed decision about which solution is best for your business.

Finesse is a next-generation agent and supervisor desktop solution designed to meet the growing needs of agents, supervisors, and the administrators and developers who support them. Finesse offers numerous benefits, including:

- A 100-percent browser-based agent and supervisor desktop: Finesse runs in a browser, which means you install Cisco Unified Contact Center Express (CCX) and agents simply point their browser to the Unified CCX server. There is no client executable to install and maintain, which reduces total cost of ownership.
- A container architecture built for client-side integration: Finesse is more than an agent state and call control application. It is an OpenSocial gadget container, built to include third-party applications in a single agent desktop experience. Rather than switching between applications, agents will have easy access to all applications and tools from a single window, increasing agent efficiency.
- An easy-to-use API: The Finesse API is a modern, open-standards-based, web API, exposed via representational state transfer (REST). Each function available in the Finesse user interface (UI) has a corresponding REST API that allows all types of integrations for developers to use. The API's extensibility and ease of use is unprecedented on Unified CCX.

[Feature Differences between Cisco Finesse and Cisco Agent Desktop](#)

Before making a decision for your desktop, it is important that you understand the differences in features for Finesse and Cisco Agent Desktop. Licensing for Finesse is available as a Unified CCX Enhanced or Premium agent seat license.

Some key features in Cisco Agent Desktop are not yet available in Finesse. These features include:

Step #2 : Understand the Detailed Feature Set

Detailed Finesse feature set as compared to CTI-OS & CAD:

<http://www.cisco.com/c/en/us/products/customer-collaboration/finesse/partner-resources-listing.html>

Key Post 11.0 Gaps:

- Agent-Agent Chat
- CAD Workflow Parity
- Historical Reports
- Recent Call List
- Personal Phonebooks
- Direct Transfer / Post-Call Survey (CCX Only)

The screenshot shows a document titled "Cisco Unified Contact Center Enterprise Desktop Comparison Guide" (PB695211, Updated June 19, 2014). The document is intended to clearly document the capabilities of the Cisco Finesse desktop as compared to Cisco Agent Desktop and Cisco CTI OS. It includes a table comparing desktop features across different Cisco products and a section for Web Architecture.

Navigation: HOME, PRODUCTS & SERVICES, CUSTOMER COLLABORATION, CISCO FINESSE, DATA SHEETS AND LITERATURE, SALES RESOURCES

Document Title: Cisco Unified Contact Center Enterprise Desktop Comparison Guide

Product ID: PB695211 (Updated June 19, 2014)

Viewing Options: PDF (715.0 KB), Feedback

Rating: 0 out of 5 stars (Total: No ratings)

Text: This document is intended to clearly document the capabilities of the Cisco® Finesse desktop as compared to Cisco Agent Desktop and Cisco CTI OS. Use this bulletin to compare your customer requirements against Cisco Finesse capabilities to learn if Cisco Finesse software can perform the functions necessary to meet your agent and supervisor desktop requirements.

Please note: This document is not a marketing document detailing the many advantages of Cisco Finesse software. For complete details about this product, review the data sheet: http://www.cisco.com/en/US/products/ps11324/products_data_sheets_list.html.

Table 1: Desktop Feature Comparison: Cisco Agent Desktop, Cisco CTI OS, and Cisco Finesse for Cisco Unified Contact Center Enterprise

Desktop Feature	Cisco Agent Desktop Standard	Cisco Agent Desktop Enhanced	Cisco Agent Desktop Premium	Cisco CTI OS	Cisco Finesse for Cisco Unified Contact Center Enterprise 9.0	Cisco Finesse for Cisco Unified Contact Center Enterprise 9.1	Cisco Finesse for Cisco Unified Contact Center Enterprise 10.0	Cisco Finesse for Cisco Unified Contact Center Enterprise 10.5
Web Architecture								

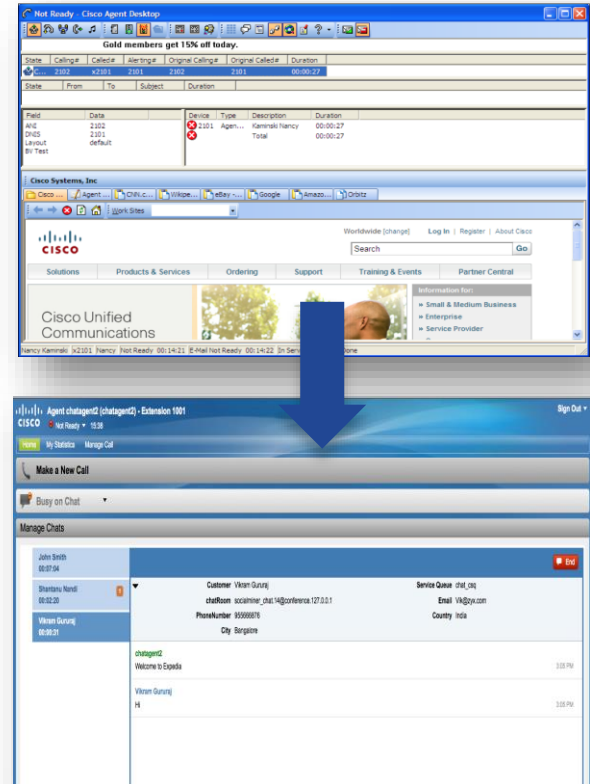
Step #3: Run a Pilot

- **CCX 10.6**

- Mixed operation of CAD and Finesse
 - Every user on a given team must have the same desktop
 - Web chat and email agents need to be flash cutover at start
 - No data migration from CAD to Finesse
- Unified CCX 11.0 supports Finesse only

- **CCE**

- Mixed Mode Support with CTI-OS and CAD
- CAD - Every user on a given team must have the same desktop
- CTI-OS – Mix & Match CTI-OS and Finesse



Customer Testimonial

Yahoo! And Cisco Finesse

Discussion Topics

- ✓ Where we were and challenges we faced
- ✓ Our migration to Cisco Contact Center & Cisco Finesse
- ✓ Daily efficiency gains

The Yahoo! logo is displayed in white, bold, sans-serif capital letters with an exclamation point, set against a solid purple rectangular background.

Jim Otto

Senior Manager

Global Voice Collaboration

IT Engineering

jotto@yahoo-inc.com

214.570.3847

Development Partners



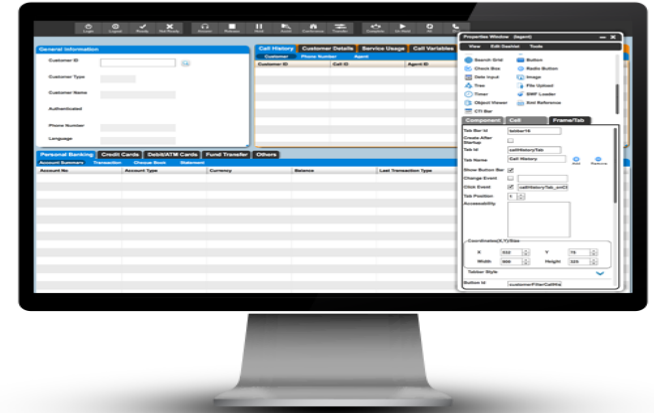
www.novelvox.com

Finesse Gadget Designer

by NovelVox

The code-free drag and drop Cisco Finesse builder

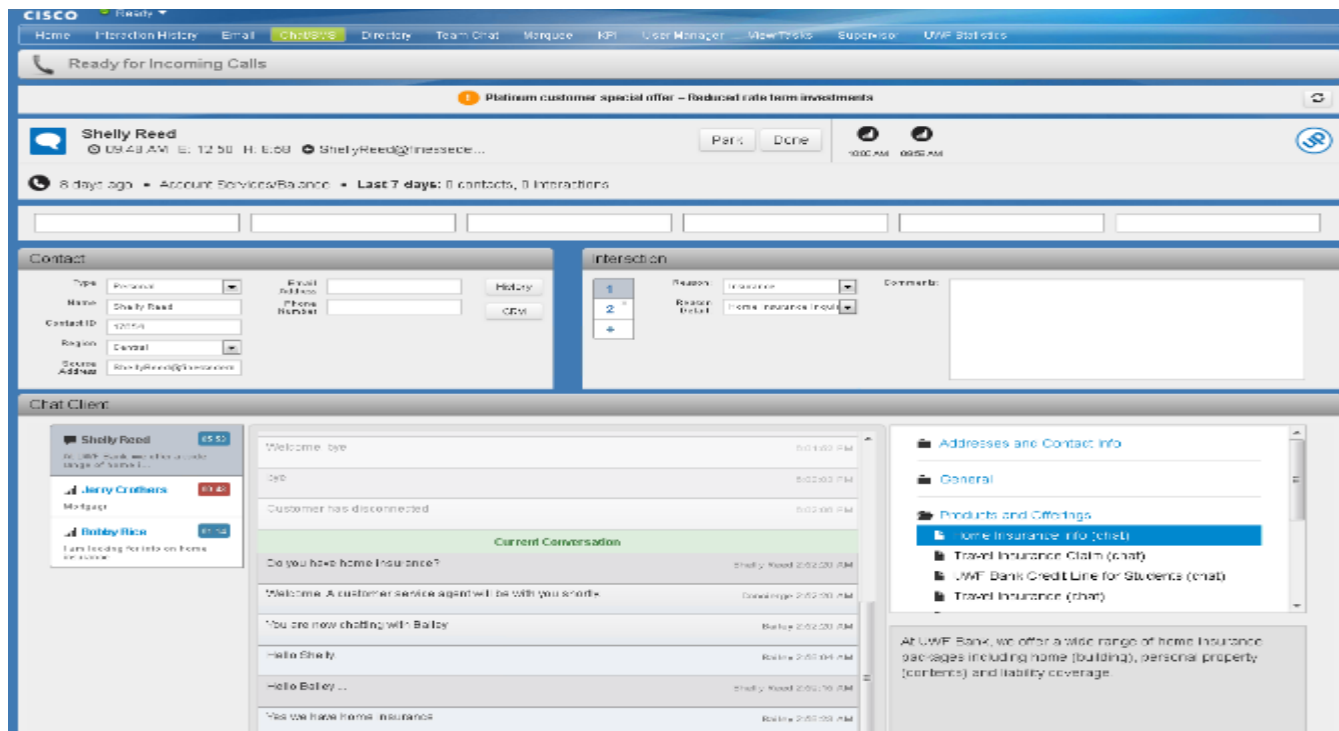
- Rapid application development for 'speed to market' and rapid customer support
- Powerful third party systems integration for efficient and effective enterprise applications
- Create optimized agent desktops to decrease call time and reduce operational costs
- Pre-built modules include: Ticketing, Knowledge base, E-Learning and Surveys



Finesse
Gadget Designer

Upstream Works for Finesse

Omnichannel Agent Desktop



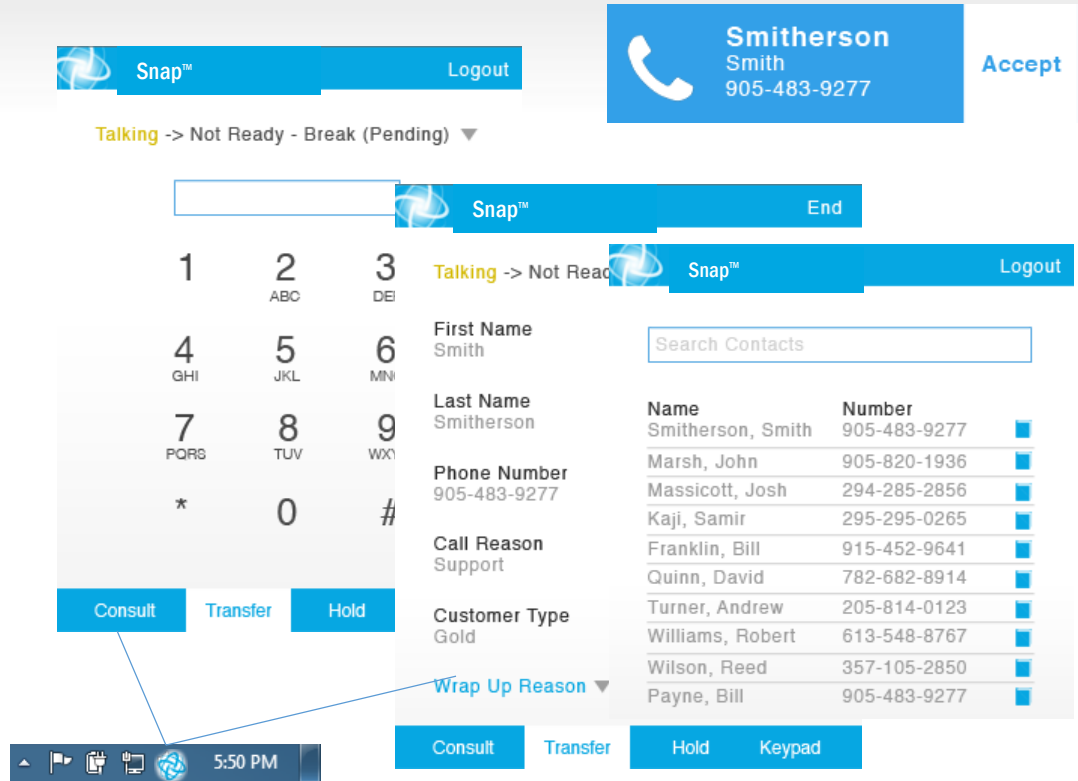
The screenshot displays the Cisco Finesse Omnichannel Agent Desktop interface. At the top, a navigation bar includes links for Home, Interaction History, Email, **Chats**, Directory, Team Chat, Monitor, KPI, User Manager, View Tasks, Supervisor, and UWF Statistics. Below this, a status bar shows 'Ready for Incoming Calls' and a notification for a 'Platinum customer special offer - Reduced rate term investments'.

The main workspace is divided into several sections:

- Agent Profile:** Displays the agent's name 'Shelly Reed', contact information (US 48 AM, 12:50 H, 6:08), email 'ShellyReed@finesseco...', and status 'Perf' and 'Done'. It also shows '8 days ago' and 'Account Services/Balance'.
- Contact Information:** A form with fields for Name (Shelly Reed), Contact ID (12345), Region (Central), and Phone Number (800.555.1234).
- Interaction:** A section for recording the interaction with fields for Reason (Insurance) and Reason Detail (Home Insurance Policy).
- Chat Client:** A window showing the chat conversation. The current chat is with 'Shelly Reed' (6533). Other chats are visible for 'Jerry Crabbers' (114) and 'Bobby Rice' (6114). The chat history shows a sequence of messages: 'Welcome bye', 'Hi', 'Customer has disconnected', 'Do you have home insurance?', 'Welcome. A customer service agent will be with you shortly', 'You are now chatting with Bobby', 'Hello Shelly', 'Hello Bobby...', and 'Yes we have home insurance'.
- Product and Offerings:** A sidebar menu with categories like 'Addresses and Contact info', 'General', and 'Products and Offerings'. Under 'Products and Offerings', 'Home Insurance Info (chat)' is selected, showing sub-items for 'Travel Insurance - Claim (chat)', 'UWF Bank Credit Line for Students (chat)', and 'Travel Insurance (chat)'. A descriptive text at the bottom states: 'At UWF Bank, we offer a wide range of home insurance packages including home (building), personal property (contents) and liability coverage.'

Finesse in the task bar!

- ✓ Extend Finesse functionality across the agent's entire desktop
 - ✓ Sign in/sign out, including mobile agent
 - ✓ Agent state control
 - ✓ Call control (Hold, Conference, Transfer, etc.)
 - ✓ Dial pad including DTMF with Directory
 - ✓ Wrap codes
- ✓ Maximize desktop real estate with "zero footprint"
- ✓ Integrate with the Finesse Workflow engine to pop external applications
- ✓ Work seamlessly with Finesse UI side-by-side or as a stand-alone
- ✓ Enjoy friendly IT for UCCE and UCCX on both Windows and Mac



The screenshot displays the Finesse desktop environment. In the task bar, the Snap™ agent is visible with a 'Logout' button. The main application window shows a call in progress with the status 'Talking -> Not Ready - Break (Pending)'. The interface includes a dial pad, a search bar for contacts, and a list of contact information. The Snap™ agent is also visible in the background, indicating it is running alongside the Finesse application.

Call Information:

- First Name: Smith
- Last Name: Smitherson
- Phone Number: 905-483-9277
- Call Reason: Support
- Customer Type: Gold
- Wrap Up Reason: [Dropdown]

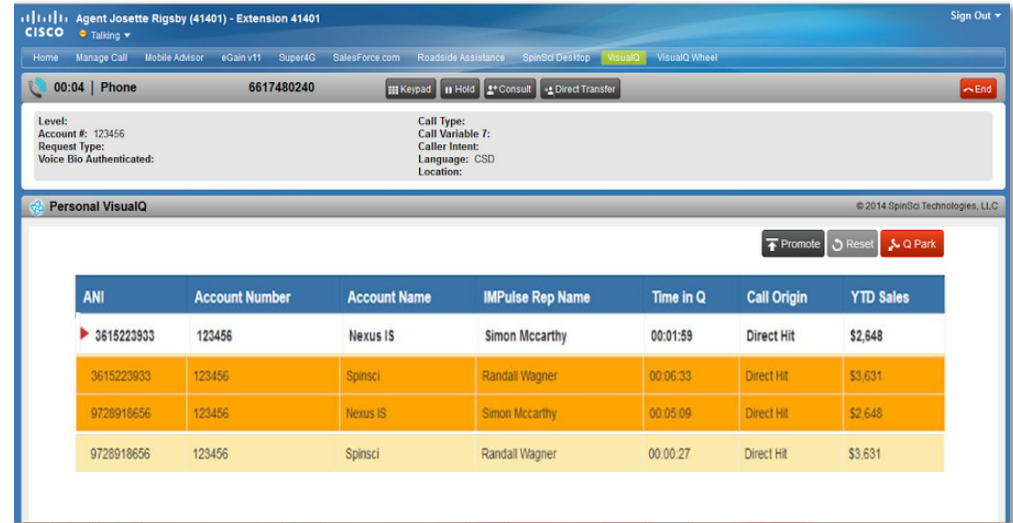
Contact Directory:

Name	Number	[Icon]
Smitherson, Smith	905-483-9277	[Icon]
Marsh, John	905-820-1936	[Icon]
Massicott, Josh	294-285-2856	[Icon]
Kaji, Samir	295-295-0265	[Icon]
Franklin, Bill	915-452-9641	[Icon]
Quinn, David	782-682-8914	[Icon]
Turner, Andrew	205-814-0123	[Icon]
Williams, Robert	613-548-8767	[Icon]
Wilson, Reed	357-105-2850	[Icon]
Payne, Bill	905-483-9277	[Icon]

Task Bar Buttons: Consult, Transfer, Hold, Keypad

See and select your critical calls in queue

- ✓ Allow your agents to view rich caller data for each call in their queue
- ✓ Cherry-pick calls from the queue with ease
- ✓ Inform your agents with visual threshold triggers based on specified call data
- ✓ Enable your supervisors with a holistic visual view of callers across teams
- ✓ Integrate seamlessly with Finesse out-of-the-box features and reporting data



The screenshot displays the Cisco Finesse Visual Q interface. At the top, it shows the agent's name 'Agent Josette Rigsby (41401) - Extension 41401' and a 'Sign Out' button. Below this is a navigation bar with various tabs like 'Home', 'Manage Call', 'Mobile Advisor', etc. The main interface area shows a call status '00:04 | Phone' and a call ID '6617480240'. There are buttons for 'Keypad', 'Hold', 'Consult', 'Direct Transfer', and 'End'. Below the call status, there is a section for 'Level' and 'Call Type' information. The main part of the interface is a 'Personal VisualQ' section with a table of calls in the queue. The table has columns for ANI, Account Number, Account Name, IMPulse Rep Name, Time in Q, Call Origin, and YTD Sales. There are also buttons for 'Promote', 'Reset', and 'Q Park'.

ANI	Account Number	Account Name	IMPulse Rep Name	Time in Q	Call Origin	YTD Sales
▶ 3615223933	123456	Nexus IS	Simon Mccarthy	00:01:59	Direct Hit	\$2,648
3615223933	123456	SpinSci	Randall Wagner	00:05:33	Direct Hit	\$3,631
9728918656	123456	Nexus IS	Simon Mccarthy	00:05:09	Direct Hit	\$2,648
9728918656	123456	SpinSci	Randall Wagner	00:00:27	Direct Hit	\$3,631

2RING



2RING DASHBOARDS&WALLBOARDS .. 2Ring DASHBOARDS&WAI

Agent States			
Agent	State	Reason	Duration
David Niven	Reserved		00:03:59
Lara Croft	Reserved		00:03:29
Barry Nelson	Ready		00:03:04
Timothy Dalton	Reserved		00:02:29
Mark Sutton	Reserved		00:01:57
George Lazenby	Talking		00:01:22
Sean Connery	Talking		00:01:15
Roger Moore	Work		00:00:49
Daniel Craig	Logged Out		00:00:45
Pierce Brosnan	Ready		00:00:28

Agents Talking: 25 | Calls In Queue: 2 | Calls Offered: 2229 | Service Level: 79%

2Ring GADGETS for Cisco Finesse

- » Integration of Cisco Finesse with Salesforce and other CRM & Service Desk systems
- » Agent to agent and supervisor to agent chat
- » Message ticker, editing CallVariables by agents, custom action buttons, DB look ups..
- » Basic attendant console – synchronize and search contacts, check presence status (as reported by Cisco Presence Server), start IM, send email, do a single step & warm transfer (even on UCCX)
- » Flexible & supervisor friendly real-time stats

2Ring TEAM (Chat status: Connected)

Teams: My Team (CustomerCare) (0/12), StoreAgents (0/1), FranchisingExperts (1/1)

Group Actions: Call, Consult, Direct Transfer, Monitor

Agent: Zalberova Lucia (ID: 1) - Not available for chat

2Ring BROWSER

2Ring Web | 2Ring PRECISION SKILLING Tool

Products & Services

- Product Information
- Service Information
 - Merchant Direct
 - Gift Cards
 - ABMs
 - Franchise Alliance
 - Networking
 - Other

Sign in to Salesforce

Supervisor Tom Mc...

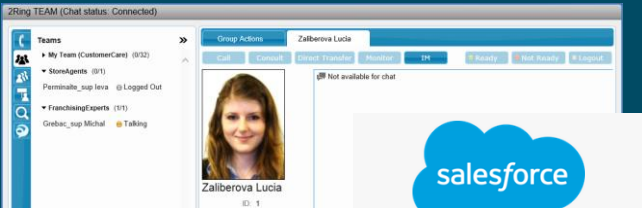
Home | Manage Call | Browser | Team

CRM Lookup | Knowledge Base | Corporate Web | Forward to IVR | ECB | Set Ready

File share | IM ADM | Email AM | Send SMS | Salesforce | DW - Config | SF - Config | SF - Form

Visit 2Ring at Booth #3027 and Win an Xbox!
www.2Ring.com/GADGETS | @2Ring4UC

2RING

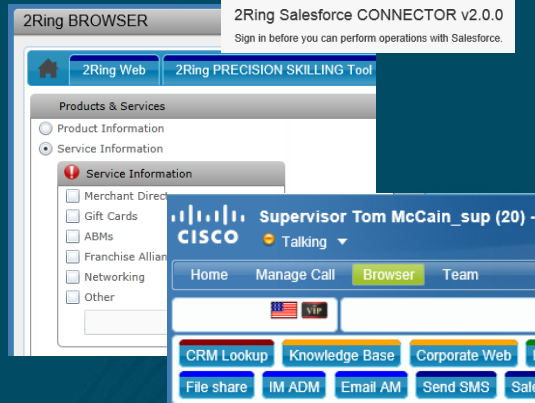


Sign in to Salesforce

2Ring BROWSER
2Ring Salesforce CONNECTOR v2.0.0
Sign in before you can perform operations with Salesforce.

2Ring GADGETS for Cisco Finesse

- » Message Ticker / Marquee
- » Task / Custom Buttons
- » Agent to Agent and Supervisor to Agent Chat
- » Audible Alerts
- » Call Variable Modification
- » Data Lookups
- » Post Call Surveys Support
- » Single-Step / Blind Transfer
- » JavaScript Workflows / Macros
- » AutoLogout of Agents
- » Synchronize & Search Contacts + Speed Dials
- » Connect Agents with Back Office (incl. presence status from CUPS)
- » Time in State w/ Thresholds
- » Supervisor Friendly Real-Time Stats



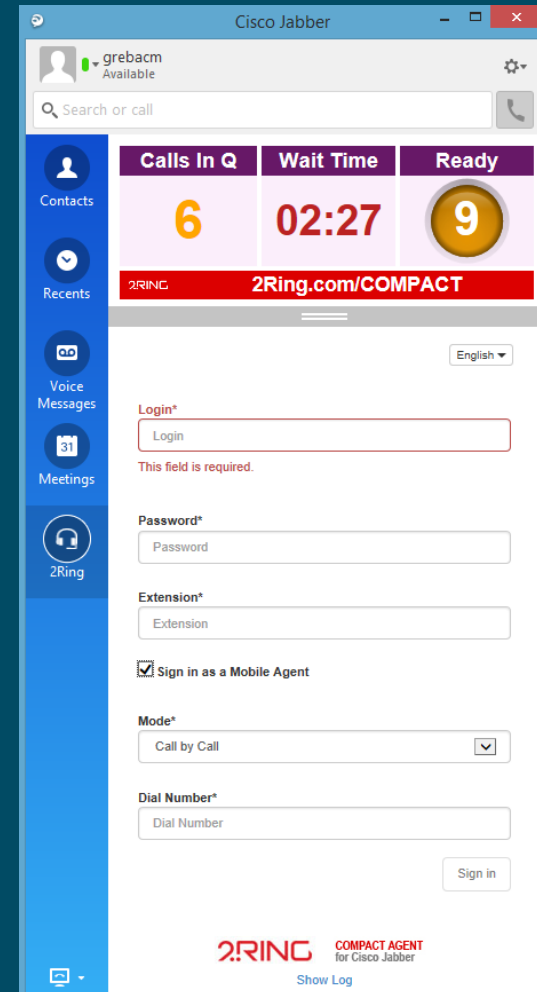
Visit 2Ring at Booth #3027 and Win an Xbox!
www.2Ring.com/GADGETS | @2Ring4UC

2RING



2Ring COMPACT AGENT

- » Agent state & Call control
- » Automation (screen pop-ups – incl. Salesforce) via a workflow mechanism
- » Data visualization (complex call variables)
 - > Including hyperlinks to caller's contact card in a 3rd party CRM system, IM, email, wrap-up forms, ..
- » Touch screen friendly & no browser limitations
 - > IE9+, Safari, Chrome, Firefox
- » Localized to Dutch, French, German, Russian, ..



Visit 2Ring at Booth #3027 and Win an Xbox!
www.2Ring.com/COMPACT | [@2Ring4UC](https://twitter.com/2Ring4UC)

Bucher + Suter Fusion for Finesse

Bundles of Productivity Enhancements

Cisco Finesse can be more powerful and meaningful to your customers

- Support for CCX and CCE
- Fusion Easy & Fusion Pro editions
- Integrated CRM gadgets for MS Dynamics, Salesforce and others
- Omnichannel

Bundle A Fusion Agent Base
<ul style="list-style-type: none">• CallHistory• PhoneBook• PasswordReset• RealTime• Wrapup

Bundle B Fusion Multi Channel
<ul style="list-style-type: none">• MailRouting• Other (TBD)

Bundle C Fusion CRM
<ul style="list-style-type: none">• MS Dynamics• Salesforce• ServiceNow• SAP



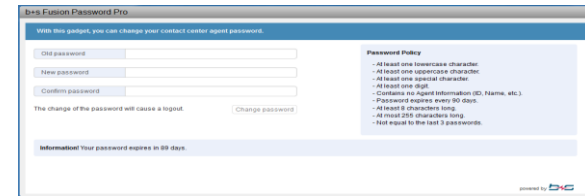
b+s Fusion Gadgets



Other Gadgets coming soon

Available Now!

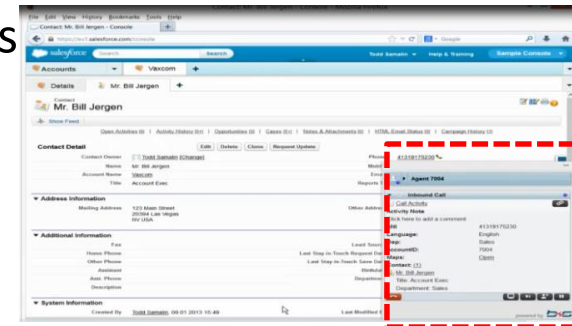
- **Call History - Easy**
 - List incoming, outgoing, missed calls
 - Click to dial (callback) on call list entries
 - Filtering of calls by date/time (today, yesterday, past 7 and 30 days) or type (incoming, dialed, missed)
- **Password Reset - Pro**
 - Allows Agents and Supervisors to change PW from within Finesse
 - Gives alert when password is expired
- **PhoneBook - Pro**
 - Connects to a single LDAP directory
 - Configurable search
 - Direct dial out of search results to contact
- **MultiChannel – Pro**
 - Enabled Agent multi channel controls in Finesse



Bucher + Suter 'Connects' CRM adapters

The Fully Unified Cisco/CRM Toolbox

- Integrates to Finesse REST API
- Maximum Finesse capability – minimal desktop real estate
- Truly Integrated Omnichannel environment
- Unified routing, reporting, desktop
- Protect existing investments in the CRM and Cisco
- Zero to Minimal footprint
- Low cost of ownership vs other multichannel options
- CRM as a single pane of glass for Agents



Coming Soon on Finesse



Zendesk



Oracle
Service
Cloud



Cisco
Context
Services

TEXT ENABLE your FINESSE CONTACT CENTER UCCX & UCCE

WHY?

- 80% of customers call from cell phones & are ready to TEXT
- TEXT is the medium of choice for most consumers
- A TEXT-enabled contact center will have fewer call-backs, shorter wait-times, more productive agents, better satisfied customers



HOW?

- WEBTEXT can set you up in minutes:
 - **Text Enable your Agents** – augmenting voice with TEXT
 - **Text Enable your Calls** – enabling customers to get off hold and on to TEXT
 - **Text Enable your Number** – so your toll-free number can receive and reply to TEXTS
 - **Text Enable your System** – to generate fully automated bulk TEXT notifications



TEXT ENABLE your FINESSE CONTACT CENTER

WHAT DOES IT LOOK LIKE?

The screenshot displays the Finesse CRM interface for an agent named Sam Doe. The interface includes a top navigation bar with tabs for CRM, SmartCall, MultiChannel, SMS, SocialMiner, Performance, and Plantronics. The main content area is divided into several sections:

- Customer Information:** Customer Name: Alex, 12125550100. Call Subject: Departure City: Airport, Destination City: Airport. Caller Latitude: 52.485430, Caller Longitude: -1.480808, CLID: 12125550100.
- SMS Tab:** A section for sending and viewing SMS messages.
- Message Composition:** A text area for writing a message, a dropdown menu for selecting a template (currently showing "Rent a Car"), and a "Send SMS" button.
- SMS History:** A table showing a list of inbound and outbound messages with their timestamps and content.

Four callout boxes highlight key features:

- SMS tab on Finesse screen:** Points to the SMS tab in the navigation bar.
- Automatic identification of cell phones:** Points to the CLID field in the customer information section.
- Templates for every situation:** Points to the dropdown menu in the message composition area.
- A full record of all inbound and outbound texts:** Points to the SMS History table.

CISCO FINESSE JABRA CC INTEGRATION



VALUE PROPOSITION

Adding real time efficiency value to the daily work processes for the busy contact center agent.

USPs

Control unique contact center work processes like “Agent ready”* state and “Consultant Call”* via the in-line Jabra USB control unit.

*Final feature set for each client is still work in progress

FEATURES

Each contact center work process function is end-user configurable to any of the 3 programmable buttons on the USB controller via Jabra Direct.

JABRA PRODUCTS SUPPORTED

- Jabra BIZ 2300 USB
- Jabra BIZ 2400 II USB (CC USB controller variant)
- Jabra Link 230 (No buttons. Only disconnect/connect QD events)
- Jabra Link 260
- Jabra Link 265

Jabra Link 230, 260, 265 support for disconnect/connect of QD to activate specific contact center work process functions.



FCS
2H - 15

Jabra[®]
YOU'RE ON

Contact Center Sessions Week at a Glance

Monday	Tuesday	Wednesday	Thursday
<p>8:00-9:30 (90) BRKCCT- 1011 Cisco Unified Contact Center Express Update and Roadmap <i>(G. Variyath)</i></p> <p>9:30-10:30 (60) PSOCCT-1008 Omnichannel Customer Care - Preparing for the Mobile Customer <i>(K.McPartlan,K.Gouda)</i></p> <p>10:00-11:30 (90) BRKCCT- 1051 Cisco Unified Contact Center Enterprise and CVP Overview and Roadmap <i>(J.Lundy/S.Vashist)</i></p> <p>11:00-11:30 (30) DEVNET-1130 Cisco Finesse API's <i>(T.Phipps)</i></p> <p>12:00-1:00 Table Topics UCCX <i>(G. Variyath)</i> Finesse<i>(T.Phipps)</i> <u>Color Coding</u> UCCE UCCX MediaSense Omnichannel</p>	<p>8:00-9:30 (90) BRKCCT-1041 CCE Security Best Practice Guide Overview <i>(C. Gonzales)</i></p> <p>11:30-12:30 Table Topic Reporting and Analytics <i>(C.Logue/V.Gururaj)</i></p> <p>1:00-2:00 (60) CCSCOL-1400 Case Study: Providing a Total Customer Experience <i>(C.Botting ,D.Kramer, M.Voornhout)</i></p> <p>1:00-2:30 (90) BRKCCT-1006 Omnichannel Contact Center Solutions Overview <i>(W.E.Nijenhuis)</i></p> <p>1:00-3:00 (2 hr) BRKCCT-3005 Solution Troubleshooting for Unified Contact Center Enterprise <i>(C.Palau)</i></p> <p>3:30-5:00 (90) BRKCCT-1031 Cisco Finesse - The Next Generation Agent Collaboration Experience <i>(T.Phipps)</i></p> <p>4:00-5:00 (60) CCSCCT-1405 Case Study: American Century Investments <i>(N.Westvold)</i></p>	<p>8:00-10:00 (2hr) BRKCCT-2007 Cisco Unified Contact Center Enterprise Planning and Design <i>(M. Berenjian,M.Eady)</i></p> <p>8:00-10:00 (2hr) BRKCCT-2019 Cisco Unified Contact Center Express Planning and Design and Support <i>(G.Burton,M.Turnbow)</i></p> <p>8:00-10:00 (2hr) BRKUCC-2270 Network Media Recording and Streaming with Cisco MediaSense <i>(C.Ward)</i></p> <p>11:30-12:30 Table Topic UCCE(PCCE,HCS) & CVP <i>(J.Lundy, C.Logue)</i></p> <p>1:00-3:00 (2hr) BRKCCT-2050 Building recording and monitoring applications with the MediaSense API <i>(K.Rehor)</i></p> <p>1:00-3:00 (2hr) BRKCCT-2056 Contact Center Reporting & Analytics: Unified Intelligence Center <i>(V.Gururaj,C.Logue)</i></p> <p>1:00-3:00 (2hr) BRKCCT-2027 UCCE Solution Service Creation (including CCE and CVP Scripting) <i>(S.Vashist,,B.Cole)</i></p>	<p>8:00-9:30 (90) BRKCCT-1002 Hosted Collaboration Service Contact Center Update <i>(A.Mermel,M.Varghese)</i></p> <p>10:00-12:00 (2hr) BRKCCT-2080 Deliver omnichannel Customer Experience with Remote Expert Mobile <i>(R.Gupta,Y.Fedotov)</i></p> <p>10:00-11:30 (90) BRKCCT-1005 Context Service: the new cloud-based omnichannel solution for Contact Center Enterprise and Express <i>(V.Chhabra)</i></p> <p>1:00-2:30 (90) BRKCCT-1009 Cisco Customer Collaboration Architectural Vision and Cloud Evolution <i>(M.Lepore,T.Famous)</i></p>

Closing

*Offline Questions for me...
tehipps@cisco.com*

Participate in the “My Favorite Speaker” Contest

Promote Your Favorite Speaker and You Could Be a Winner

- Promote your favorite speaker through Twitter and you could win \$200 of Cisco Press products (@CiscoPress)
- Send a tweet and include
 - Your favorite speaker’s Twitter handle
 - Two hashtags: #CLUS #MyFavoriteSpeaker
- You can submit an entry for more than one of your “favorite” speakers
- Don’t forget to follow @CiscoLive and @CiscoPress
- View the official rules at <http://bit.ly/CLUSwin>

Complete Your Online Session Evaluation

- Give us your feedback to be entered into a Daily Survey Drawing. A daily winner will receive a \$750 Amazon gift card.
- Complete your session surveys though the Cisco Live mobile app or your computer on Cisco Live Connect.



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- Demos in the Cisco campus
- Walk-in Self-Paced Labs
- Table Topics
- Meet the Engineer 1:1 meetings
- Related sessions



CISCO

TOMORROW starts here.