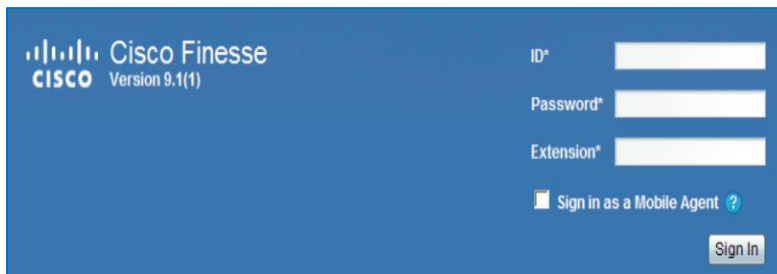


Step 1: Login to Cisco Finesse – Agents & Supervisors



1. Click open IE (internet explorer)
2. URL Field ,if you are an agent it will display agent desktop, if you’re a Supervisor it will display the Supervisor dashboard.
3. Then press **“Enter”**
(You will be redirected to the “Log On” Screen)




1. ID = **AD**
2. Password = **AD**
3. Extension = Agent Line
4. Then click **“Sign In”**

Step 2: You are now “Signed in”



*Important: Only open Cisco Finesse in a single Internet browser session.
if you need to use a browser for the internet or other programs, open a new browser session.*

Step 2: Changing Agent States

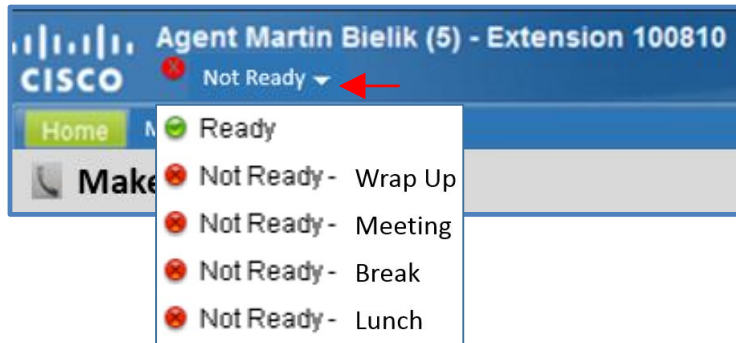
 **Not Ready** ▼ Agent is “Not Ready” to take calls

System places an agent in “Not Ready” when he/she logs on.

 **Ready** ▼ Agent is “Ready” to take calls

Calls are assigned 1st in, 1st out.

Step 3: Switching States



1. Click the “down” arrow
2. Click the state that you wish to switch to
(An agent can switch states while connected to a call)

Step 4: Logging Off

1. Switch to “Not Ready”
2. Click “Sign Out” (if a reason is required, select the correct reason)
3. Close the window

Finesse Supervisor Quick Reference Guide

Using the Finesse Telephony Toolbar - Answering/Disconnecting a Call

Click on the Answer button



Disconnecting a Call – Click the End Call Button

Using the Finesse Telephony Toolbar- Placing a Call on Hold/Retrieving

Click the Hold Button



Click to return to the call

Using the Finesse Telephony Toolbar- Placing a Call

1. Switch to “Not Ready”
2. Click “Make a New Call”



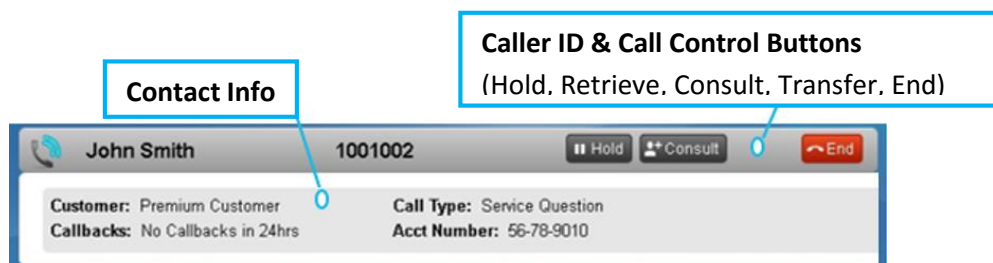
The dialer window opens up...



Dial the telephone number or extension.
(Using the number keys on the keyboard)



Then press “Enter”

When connected to a call, you will see...



Using the Finesse Telephony Toolbar- Announced Transfer

Ask party to hold...

1. Click  Consult 
2. Enter the extension, then press “Enter”
(Call is now on hold)
3. Announce your call, then press


Using the Finesse Telephony Toolbar- Cancelling a Transfer


1st Call is on hold



2nd call is connected (to Voicemail)



Click  to “hang up” on the 2nd call

Click  to reconnect to the 1st call

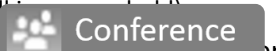
Using the Finesse Telephony Toolbar- Blind Transfer (Non Announced)

Ask party to hold...

1. Click 
2. Enter the extension, then press “Enter” (Call is now transferred)

Using the Finesse Telephony Toolbar-Conference

Ask party to hold 

1. Click
2. Dial the outside number (or the extension), then press “Enter”
(Call is now on hold)
3. Announce your call, then click 
- 4.

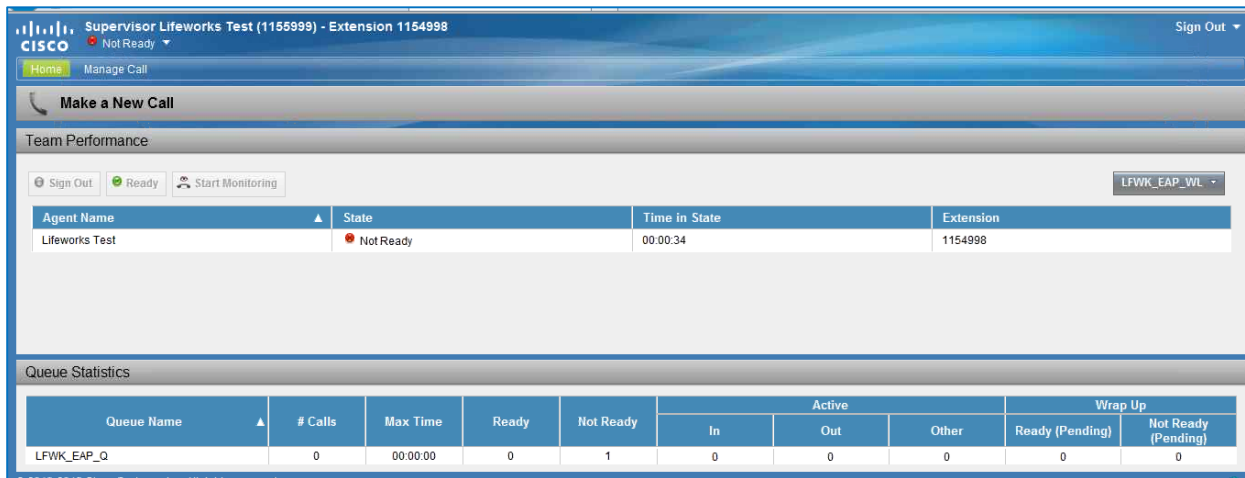
Using the Finesse Telephony Toolbar-KeyPad



Allows you to enter “Touch Tones” when connected to a menu driven system.

Example: Press “1” for Billing Press “2” for New Accounts

Finesse Supervisor Dashboard

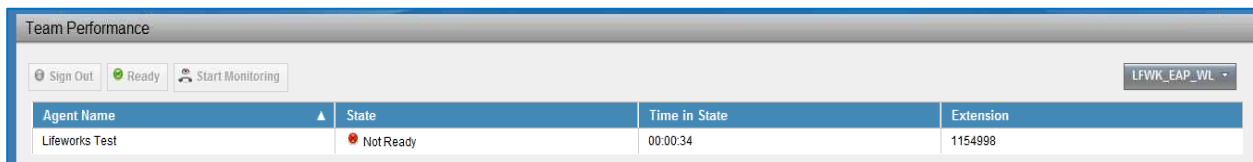


The screenshot shows the Finesse Supervisor Dashboard for a supervisor named 'Supervisor Lifeworks Test (1155999) - Extension 1154998'. The dashboard includes a 'Make a New Call' button, a 'Team Performance' section with a table of agent states, and a 'Queue Statistics' section with a detailed table of queue metrics.

Agent Name	State	Time in State	Extension
Lifeworks Test	Not Ready	00:00:34	1154998

Queue Name	# Calls	Max Time	Ready	Not Ready	Active			Wrap Up	
					In	Out	Other	Ready (Pending)	Not Ready (Pending)
LFWK_EAP_Q	0	00:00:00	0	1	0	0	0	0	0

Finesse Team Performance Real Time Display



The screenshot shows the 'Team Performance' section of the Finesse Supervisor Dashboard, displaying a table of agent states.

Agent Name	State	Time in State	Extension
Lifeworks Test	Not Ready	00:00:34	1154998

1. Agent Name
2. State – Displays the current state for the agent, Ready, Not Ready, Talking
3. Time in State- The duration the agent is in state
4. Extension- Extension agent is using

Finesse Team Performance & Control Agent Features

A supervisor can control the time an agent spends in a state or monitor the agent’s activity

Change Agent States

1. Click on the Agent
2. Click on the State Button, example if agent is “Not Ready” You can make them “Ready”

To Monitor the Agent’s Call

1. Agent must be in a “Talking State”
2. Click Stat Monitor Button

Queue Statistics Display

Queue Statistics									
Queue Name ▲	# Calls	Max Time	Ready	Not Ready	Active			Wrap Up	
					In	Out	Other	Ready (Pending)	Not Ready (Pending)
LFWK_EAP_Q	0	00:00:00	0	1	0	0	0	0	0

Queue Name-Name of the Queue

Calls-Number of Calls waiting to be answered

Max Time- Oldest Call in Queue

Ready – Number of Agents in a “Ready” State

Not Ready – Number of Agents in a “Not Ready” State

Active

In – Number of Agents that are “Talking” on Inbound Calls

Out- Number of Agents that are “Talking” on Outbound Calls

Other- Number of Agents that are in that in between State (example Agent lifts handset dial tone is established however has not connected)

Wrap Up- Number of Agents Finishing with a Caller

Ready Pending – Number of Agents that will be placed in a “Ready State”

Not Ready Pending — Number of Agents that will be placed in a “Not Ready State”