



## Preface

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## Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
<b>January 2019</b>		
<b>Initial Release of Document for Release 12.0(1)</b>		
Desktop Chat is a new feature that allows one-to-one chat between agents	Finesse Agent Desktop Accessibility Common Tasks	
Team Message is a new feature for internal communication using which Supervisors can broadcast messages to their teams	View Team Message Send Team Message	
Supervisors can now manage Queues, Applications, Calendars, and Outbound Campaigns	Advanced Capabilities for Supervisor Behavior of Adding and Removing Agents to CSQ	

Change	See	Date
<b>January 2019</b>		
Digital channels, where agents can change their state	Accessibility Popover Notifications for Digital Channels Change Your State	
Cisco Finesse also supports JAWS screen reading software for some of the elements	Screen Reader Support	
Browser settings	Internet Explorer Firefox	
Supervisors can view the details of ongoing calls	View Active Call Details	

## About This Guide

The *Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express* describes how agents and supervisors can use the Finesse desktop for calls and chat.

## Audience

This document is intended for Unified Contact Center Express agents and supervisors who use the Finesse desktop.

## Conventions

This manual uses the following conventions.

Convention	Description
<b>boldface font</b>	Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: <ul style="list-style-type: none"> <li>• Choose <b>Edit &gt; Find</b></li> <li>• Click <b>Finish</b>.</li> </ul>

Convention	Description
<i>italic font</i>	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> <li>• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.</li> <li>• For emphasis. Example: <i>Do not</i> use the numerical naming convention.</li> <li>• An argument for which you must supply values. Example: IF (<i>condition, true-value, false-value</i>)</li> <li>• A book title. Example: See the <i>Cisco Unified Contact Center Express Installation Guide</i>.</li> </ul>
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> <li>• Text as it appears in code or information that the system displays. Example: <code>&lt;html&gt;&lt;title&gt; Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</code></li> <li>• File names. Example: <code>tserver.properties.</code></li> <li>• Directory paths. Example: <code>C:\Program Files\Adobe</code></li> </ul>
string	<p>Nonquoted sets of characters (strings) appear in regular font. Do not use quotation marks around a string or the string will include the quotation marks.</p>
[ ]	<p>Optional elements appear in square brackets.</p>
{ x   y   z }	<p>Alternative keywords are grouped in braces and separated by vertical bars.</p>
[ x   y   z ]	<p>Optional alternative keywords are grouped in brackets and separated by vertical bars.</p>
< >	<p>Angle brackets are used to indicate the following:</p> <ul style="list-style-type: none"> <li>• For arguments where the context does not allow italic, such as ASCII output.</li> <li>• A character string that the user enters but that does not appear on the window such as a password.</li> </ul>

Convention	Description
^	The key labeled Control is represented in screen displays by the symbol ^. For example, the screen instruction to hold down the Control key while you press the D key appears as ^D.

## Related Documents

Document or Resource	Link
Cisco Unified Contact Center Express Documentation Guide	<a href="https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html">https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html</a>
cisco.com site for Cisco Unified CCX documentation	<a href="https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html</a>
cisco.com site for Cisco Unified Intelligence Center documentation	<a href="https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html</a>
cisco.com site for Cisco Finesse documentation	<a href="https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html</a>
cisco.com site for Cisco SocialMiner documentation	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html">https://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html</a>
cisco.com site for Cisco Unified CCX Virtualization Information	<a href="https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html">https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html</a>
cisco.com site for Cisco Unified CCX Compatibility Information	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html</a>

## Documentation and Support

To download documentation, submit a service request, and find additional information, see *What's New in Cisco Product Documentation* at <https://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

You can also subscribe to the *What's New in Cisco Product Documentation* RSS feed to deliver updates directly to an RSS reader on your desktop. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

## Documentation Feedback

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