Cisco Finesse Agent Desktop
Quick Reference Guide
LOG INTO EXTENSION MOBILITY
From your phone:
1. Press the Applications button.
2. Select Extension Mobility.
3. Enter your BlueNet username (this is case sensitive).
4. Enter your PIN (the first time you log in, use the default PIN of 22782278. You will then be prompted to change it) and press Submit.
5. Press Exit to return to the main phone screen.

Note: Once you are logged in to the phone, you should then log into the web site.

STARTING FINESSE AGENT DESKTOP
To login to Finesse Agent Desktop
1. Open Internet Explorer or Firefox.
2. In the Address Field enter: https://contactcenter.ccsu.edu
3. Press Enter.
   (You will be redirected to the Log On Screen)
   - ID = BlueNet Username (this is case sensitive).
   - Password = BlueNet Password
   - Extension = ACD extension
   - Then press Sign In
4. You are now logged in.
   Note: 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.

LOGGING OFF
1. Switch state to Not Ready, End Shift
2. Click Sign Out
3. Close the window
   Note: Do not exit out of the program in a ready state as the ACD will still recognize that you can take a call.
AGENT DESKTOP OVERVIEW

AGENT STATE

- **Not Ready**: Agent is Not Ready to take calls.

  *Note*: System places an agent in Not Ready when he/she logs on.

- **Ready**: Agent is Ready to take calls.

SWITCHING STATES

1. Click the down arrow and select the state you wish to switch to.

  *Note*: Contact your supervisor to find out if Not Ready reasons have been programmed for your team as seen above.
ANSWERING A CALL
You must be in the Ready state to be available for customer calls. When a call arrives at the desktop, your state automatically changes to Reserved. The call control area expands to show the call variables.

1. Click Answer Your state changes to Talking.

CALL HANDLING
When connected to a call you will see:

1. Click
2. To return to the call click

TRANSFER
1. Click
2. Enter the extension into the keypad or select a contact from your contact list.
3. Click Call on the dial pad.
4. Announce your call.
5. Click
CANCELING A TRANSFER

1. First call on hold. Second call is connected.
2. Click to hand up on the second call.
3. Click to reconnect to the first call.

CONFERENCE

1. Click Consult
2. Dial the number or select a contact from your contact list.
3. Click Call.
4. Announce your call.
5. Click Conference

MAKING CALLS

1. Switch your status to Not Ready to make an outgoing call.
2. Click Make a New Call.
3. Choose the contact from the list or enter the number you want to call into the dial pad.
4. Click Call.
5. To end the call, click End.

WRAP UP CODES

Before you end a call you may need to select a wrap up code. This code would be the reason for your code.

1. Click your call bar.
2. Click the drop down arrow and select your wrap up code.
3. Click Apply and look for the green check mark.
4. Press End to end the call.

HOME TAB

Call Bar and Agent CSQ Statistics Report View

Queue Statistic Report on the Home tab gives the agent count of people waiting in queue. It will show the longest time someone has been waiting in queue.

Agent Team Status

Team Summary Report allows an agent to see team members’ state of Ready, Not Ready or Talking. Also able to view Reason Code for team members’ Not Ready state.
MY STATISTICS TAB

Agent Statistic Report

Agent Statistic Report allows agent to see Calls Offered and Handled, Hold Time, Ready/Not Ready times and Work timer.

Agent State Log Report

Agent State Log displays different States and Reason Codes agent is in throughout the day. Also displays Duration agent has been in each state.

Note: If you are missing data you may need to refresh your browser as the reports are displayed in real time as they happen.

MANAGE CALL TAB

Note: Once you put yourself in the Ready state your call bar will change to “ready for incoming calls”.