Finesse Upgrade – Agency Communication #1

Overview

DoIT Telecom will be upgrading the Cisco Finesse agent servers to a new version, starting the evening of Friday, 12/11 at 8PM. This process is expected to conclude sometime during the evening of Saturday, 12/12. During the upgrade window, logged in users will see some Finesse failovers as servers are upgraded. These failover events will not cause call drops. To recover the Finesse session agents will need to log back in.

This is the first of three communications that will be sent during this process. The other two will be as follows:

#2 – This will occur 2 weeks prior to the change window and contain additional information regarding the change window as well as troubleshooting resources and information for post-cutover support. We will ask at that time for a status update from each call center regarding the below action items required for the upgrade to proceed.

#3 – This will occur 3 days prior to the change window and will contain the same troubleshooting resources and information for post-cutover support as well as serve as a final reminder of the change window. We will ask at that time for a final status from each call center regarding the below action items required for the upgrade to proceed.

If you have any questions during this process, please reach out to DoIT.Telecom@illinois.gov.

Agency Action Items

As part of this upgrade, the Finesse server is undergoing a major overhaul that will change the user interface, add many new features and have updated browser support. The scope of these changes will require that each agency call center perform the following tasks leading up to this upgrade:

1. **Review the accompanying "Release Notes"** – These provide an overview of changes and new features that will accompany the upgraded Cisco Finesse software that agency telecom coordinators and managers should be aware of.

2. **Review the accompanying Training Slides** – These detail the default Finesse experience with the upgraded Finesse version. It will be the agency's responsibility to review these training slides and perform any necessary staff training leading up to the upgrade.

3. **Review the accompanying "System Requirements"** – These provide updated browser and PC requirements / recommendations.
   a. **Web Browser Upgrades**:
      i. **For all DoIT-managed PCs**, if a browser upgrade is required, this will be communicated via a separate change and will be coordinated ahead of the

upgrade. No action should be required by the agencies at this time, but we will ask for a confirmation of any version upgrades that should have taken place in communications #2 and #3.

    ii. **For all other agencies**, we expect that the agency will manage any required browser upgrades. We will ask for confirmation that any required version upgrades have been completed in communications #2 and #3.

  b. **User PC Operating System Upgrades**:

    i. **For all DoIT-managed PCs**, please review the accompanying software and hardware requirements guide and confirm that all the contact center PCs adhere to the supported operating systems. If assistance is needed in identifying operating system or software, please reach out to DoIT for assistance at the email below. If OS upgrades are required, please let us know for tracking purposes and submit an appropriate ESR to have those PCs upgraded. We will ask for confirmation that any required OS upgrades have been completed in communications #2 and #3.

    ii. **For all other agencies**, we expect that the agency will manage any required OS upgrades. If OS upgrades are required, please reach out to us to let us know so we can be aware of these changes. We will ask for confirmation that any required OS upgrades have been completed in communications #2 and #3.

4. **Review the Recorded Demo** – DoIT telecom has recorded a demo of the upgraded Finesse software. Please make this recording available to all stakeholder management in your agency's call centers and plan for at least one <u>manager and/or intended agent trainer</u> from each agency call center to watch the demo. You can access the recording here:

    <mark><Insert recording URL></mark>