Release Notes – Finesse 12.0 Upgrade

The following document provides an overview of changes and additions to functionality within the Cisco Finesse software as of the next upgrade.

New User Interface

The Finesse user interface has been completely overhauled and has a new look and feel. Training materials have been updated to provide a transition from the old user interface to the new.

Custom Gadget Overhaul

Previously, various agencies have required custom gadgets to fill in functionality gaps for their call centers. In this version of Finesse, Cisco has introduced a large amount of "stock" functionality into the Finesse product that renders most of those custom gadgets unnecessary. Because of this, all custom gadget functionality that could be replaced by Cisco's stock gadget functionality without any negative effects on functionality, has been replaced with that stock functionality.

Any custom gadgets that provide screen pop functions, click to call functions, multichannel (Email, Web Chat, SMS, etc.) functions, IVR-specific functions and/or UpstreamWorks are unaffected by this consolidation and will continue to work post-upgrade. These gadgets are not contained within the training materials or release notes provided and separate technical information will be provided to those agencies using those custom gadgets as required.

Updated Finesse Statistics Gadgets

Agent

Finesse layouts for agents have been updated to provide additional current queue information as well as information about their own handle statistics.

Queue LiveData Reports

"LiveData" reports have been added to show agents the current queue statistics as well as the number of calls handled and the running average handle time for the queue for the current day. This is an enhancement over previous queue statistics gadgets that were displayed in previous versions, providing ~2 second response times <u>when data changes</u> compared to the constant ~20 second refresh response times in previous versions.

Agent Call Statistics

To better enable agents and give them the information they need, this new report has been added for agents. The "Agent Call Statistics" gadget provides their current week's call handling data for the queues they have been assigned to.

Date	Queue	Media	CallsHandled	AutoOutCalls	AHT	InternalCalls	OutExtnCalls	TransferOu...	TransferIn...	RedirectCalls	AgentLogg...	WrapTime
10/5/20	PG7.UCM.Cisc...	Cisco_Voice	0	0	00:00:00	0	0	0	0	0	00:00:32	0
10/5/20	Test.SMCCB.Ta...	Cisco_Voice	0	0	00:00:00	0	0	0	0	0	00:00:32	0
10/6/20	PG7.UCM.Cisc...	Cisco_Voice	0	0	00:00:00	0	0	0	0	0	04:42:41	0
10/6/20	Test.SMCCB.Ta...	Cisco_Voice	0	0	00:00:00	0	0	0	0	0	04:42:41	0
10/8/20	PG7.UCM.Cisc...	Cisco_Voice	0	0	00:00:00	0	1	0	0	0	07:05:45	0
10/8/20	Test.SMCCB.Ta...	Cisco_Voice	0	0	00:00:00	0	0	0	0	0	07:05:45	0
			0		00:00:00	0	1				07:05:45	

Supervisor

Finesse layouts for supervisors have been updated to provide additional current queue information as well as agent handle statistics for the current day.

Supervisor Queue Statistics

Queue	CallsQNow	LongestCallInQ	CallsInPro...	Logge...	Agent State Distribution						Current Statistics	
					Ready	Hold	WorkNotReady	WorkReady	NotReady	BusyOther	HandledTo5	AHTTo5
Test.SMCCB.Task.In.Eng	0	00:00:00	0	6	1	0	0	0	5	0	0	00:00:00
	0	00:00:00	0									00:00:00

Agent Team Summary Today

Team	Agent	Media	Date	Avg Wr...	%Occu...	%Occu...	Completed Tasks								
							Handled	Held	Aband ...	RONA	Aband ...	Trans In	Trans Out	Ext Out	Internal...
Test.Presidi...	Kendall, Ju...	Cisco_Voice	10/9/20	00:00:00	1.19%	1.19%	0	0	0	0	0	0	0	1	0
				00:00:00	1.19%	1.19%	0	0	0	0	0	0	0	1	0

Recent Call and State History Gadget

A new recent call history and state history gadget is now available to give supervisors and agents the ability to view their recent history from Finesse.

Recent Call History

Type	Number	Disposition	Wrap-Up Reason	Queue	Start Time		Duration	Make Call
Outbound	62222917658943756	Handled		PG7.UCM.Cisco_Voice.defa...	October 8, 2020 9:58:47 am		00:00:04	📞

Recent State History

Start Time	State	Reason	Duration
Oct 8, 2020 9:58:47 am	● TALKING		00:00:13
Oct 8, 2020 9:52:44 am	● NOT_READY		00:06:03
Oct 6, 2020 9:16:36 pm	● LOGOUT	Phone Out of Service	36:36:07

Supervisor Recent Call and State History

In addition to agents being able to see their own history, supervisors can now view an agent's history from the Finesse Team Performance Gadget.
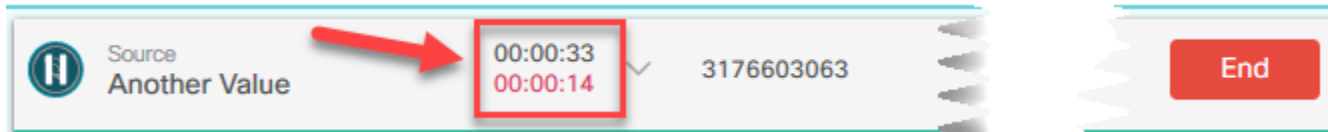
Team Performance

Denver ⌄   ☐ Include Logged Out Agents

Agent Name	State	Time in State	Extension	Actions
Bruce Willis	● Talking	00:00:34	3279	•••

Monitor
Not Ready
Ready
Sign Out
View History

Call Control Timers Display

The call control gadget now displays the following information:

- Current Total Call Time
- Current Hold Time

Team Broadcast Gadget

Supervisors can send broadcast messages to the agents on the teams they supervise.
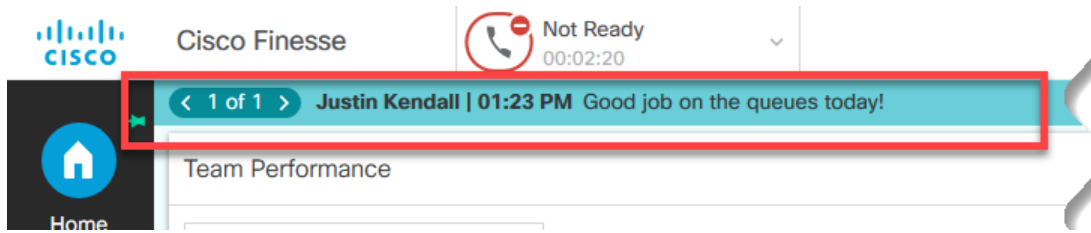
Wrap Up Updates

Wrap Up Timer Display

The wrap up timer displayed to agents now counts <u>downward</u> instead of upward, so agents always know how much time they have left rather than requiring them to remember how much time they are assigned and do the math in their heads.

Searchable Wrap Up Codes

The wrap up code box displayed to agents is now searchable. In previous versions, agents were required to scroll through the list to find the wrap up code they need.
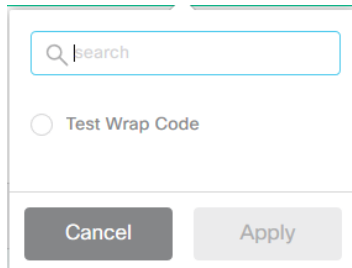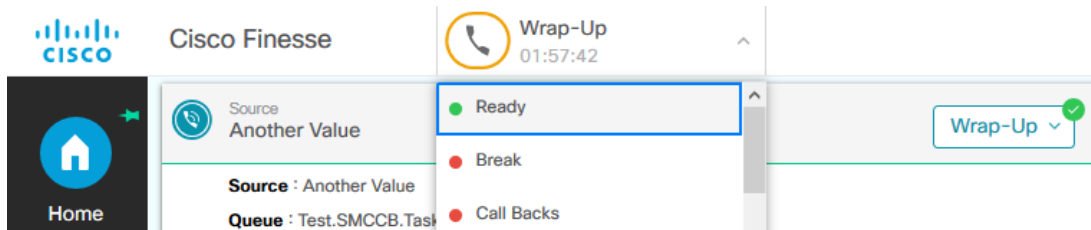

Forced Agent Wrap Up Code Selection

When agents are configured to select a wrap up code for their calls, Finesse now forces the agent to select a wrap up code before allowing them to change their state from "Wrap Up" to another state.

Before Selection
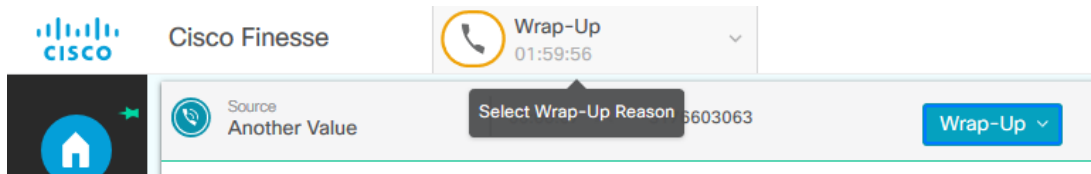
After Selection

Transfer and Conference Fixes

In previous versions of Finesse, the wrap up code selection would disappear when the agent performs a transfer or conference. This resulted in many calls where agents would not be able to select a wrap up code. The new version of Finesse fixes these scenarios and allows the agent to apply a wrap up code after transferring or conferencing a phone call.

Agent and Supervisor Chat

If the agency has been enabled for Jabber chat capability, the Finesse interface now integrates with Jabber and will allow agents and supervisors to chat with both contact center and non-contact center Jabber users. This new Jabber chat functionality takes the place of all previous agent to agent chat gadgets within the system.

- If your call center is already set up for Jabber, no action is required.
- If your call center would like to take advantage of this functionality and does not currently use Jabber, a TSR is required to set this functionality up

Advantages

Jabber chat allows agents to chat not just with staff that is on the same contact center team but any other staff that has Jabber, whether they're a contact center agent or not. This eases the call center's ability to deal with collaboration between agents, escalations to subject matter

experts, hand off call transfers with less hold time for the caller, as well as assist with training new staff without requiring the agent to constantly put the caller on hold in order for the trainer to communicate with them.
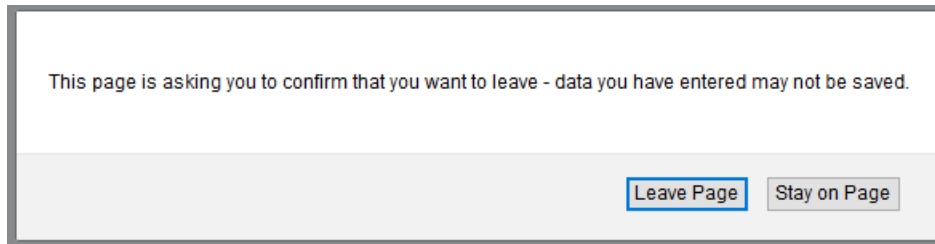
*Note - Jabber chat messages are archived and retained per DoIT compliance policies

General Interface Updates

Accidental Closure Prevention

In previous versions of Finesse, many agents would accidentally close the Finesse browser tab because they were working with multiple tabs or windows and attempted to close out a different website. The new version of Finesse helps prevent this by prompting the user to confirm they want to leave the page / close the tab.

Firefox Example

This page is asking you to confirm that you want to leave - data you have entered may not be saved.

Leave Page   Stay on Page

## System-Defined Reason Codes Display

In previous versions of Finesse, system reason codes could not be displayed to agents. System reason codes are Cisco-defined error and redirect scenarios rather than agency-defined reason codes like for breaks, lunch, meetings, etc. For example, when an agent encountered the "RONA" (redirect on no answer) scenario, the agent would just see their state as "Not Ready" without the specific reason code indicating why they were "Not Ready". The new version of Finesse has been improved to include all these system reason codes to give the agent as much information as possible for managing their state and determining what happened when they've been changed to "Not Ready" without the agent selecting it themselves.

New Not Ready state display example – RONA
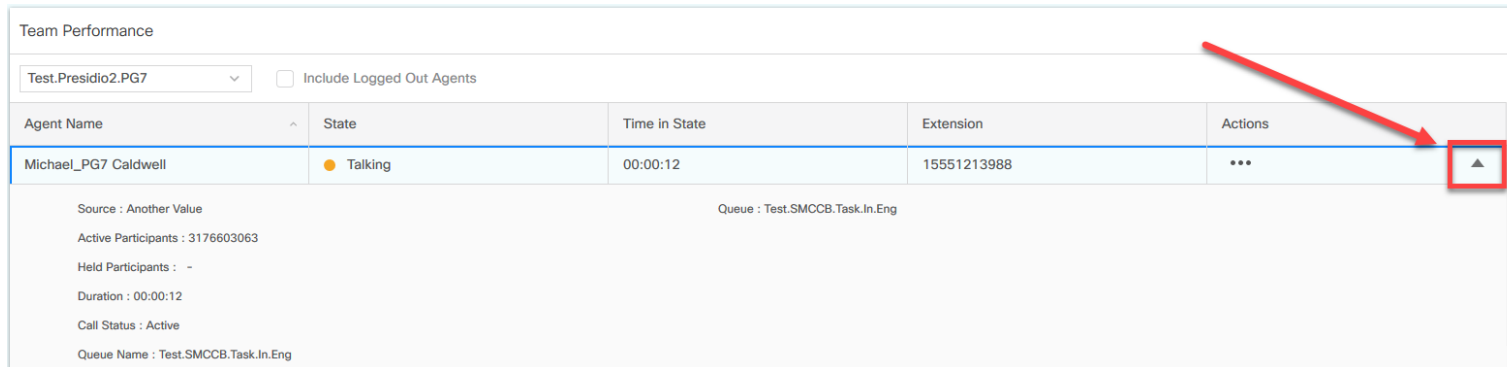
Call Not Answered
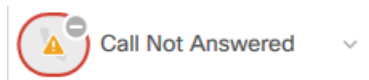
Sign out Confirmation

This version of Finesse introduces a sign out confirmation to reduce instances of accidental sign-out.
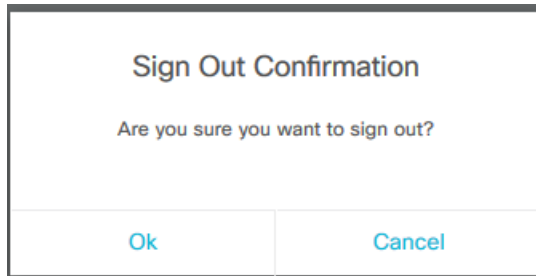
Current Agent Call Details

From the Team Performance gadget, supervisors can now click on a talking agent and view the details of the agent's current call. This view provides all information that has been gathered for the caller as well as caller ID information.

Logged Out Agents Toggle – Team Performance

The Team Performance gadget now allows the supervisors to toggle on or off the display of logged out agents on the teams they supervise.

Team Performance

Test.Presidio.PG7 ▾

☑ Include Logged Out Agents

Agent Name ⌃	State	Time in
Justin Kendall	🔴 Not Ready	01:04:
Michael Caldwell	⚪ Logged Out - Device Error	240:46
Shawn Gavan	⚪ Logged Out	--