

Cisco Finesse Documentation Guide, Release 12.5(1)

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Overview

This documentation guide provides details of all the documents for this release of Cisco Finesse 12.5(1) and contains links to the documents.

For the latest version of Cisco Finesse documents, see <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/tsd-products-support-series-home.html>.

Documentation Changes

New Documents in This Release

There are no new documents in this release.



Note A new chapter named Cisco Finesse JavaScript APIs is added. *Cisco Finesse Web Services Developer Guide* is renamed as *Cisco Finesse Web Services Developer and JavaScript Guide*.

New Solution Documents in This Release

There are no new documents in this release.

Documents Retired in This Release

There are no documents retired in this release.

Documents Changed in This Release

Document	Change
<i>Cisco Finesse Installation and Upgrade Guide</i>	<p>This document includes updates to the following features:</p> <ul style="list-style-type: none">• Updated supported versions of VMware• Added client OS details and updated supported browsers• Added security enhancement details• Updated HTTPS support details• Updated failover considerations• Updated filenames for OVA and ReadMe• Updated upgrade path version number• Updated upgrade details and added a note on certificate validation• Added Cloud Connect certificate details• Added Customer Collaboration Platform certificate details• Added Cisco Web Proxy Service <p>For more details, see <i>Change History</i> section of this document.</p>

Document	Change
<i>Cisco Finesse Administration Guide</i>	

Document	Change
	<p>This document includes updates to the following features:</p> <ul style="list-style-type: none"> • Added drop participants from conference call details • Added desktop properties for drop participants • Added desktop properties for drop participants at the team level • Added CLI to restrict access to the external XMPP notification port 5223 • Added Content Security Policy directives • Added CLI to drop participants from conference call • Added hostname, IP address and domain name change details • Added new DTMF desktop behaviour CLI • Added new service property configuration CLI for port 5223 • Added desktop chat search • Added Cloud Connect server settings • Added keyboard shortcuts • Added edit call variables • Added new editors and updated the details of default desktop layout • Added drag-and-drop and resize details • Added desktop property customization • Changed the phone book limits • Added new reason code—50006 • Added text and XML editors for team resources • Added desktop properties customization at the team level • Updated HTTPS support details • Added security enhancement details • Added Finesse IP Phone agent certificate management • Added Cisco Webex Experience Management details • Added 3rdpartygadget directory, webproxy service logs, and call variables logging • Added guidelines for desktop failover • Added failover planning • Changed queue statistics support for users

Document	Change
	<ul style="list-style-type: none"> • Added new desktop property configuration CLIs • Added new webproxy service CLIs • Added new service property configuration CLIs • Added new CLIs for log collection schedules • Added CLI to update CUIC gadget URL • Added show property for admin security banner message • Added update property for admin security banner message • Added export and import Cisco IdS certificates <p>For more details, see <i>Change History</i> section of this document.</p>
<p><i>Cisco Finesse Desktop User Guide</i></p>	<p>This document includes updates to the following features:</p> <ul style="list-style-type: none"> • Updated drop participants from conference call details • Updated DTMF desktop behaviour • Added keyboard shortcut details • Added security banner details and retry sign in message • Added edit call variables • Added drag-and-drop, resize and reset details for a gadget or component • Added Cisco Webex Experience Management gadget details • Added team performance search option <p>For more details, see <i>Change History</i> section of this document.</p>

Document	Change
<i>Cisco Finesse Web Services Developer and JavaScript Guide</i>	

Document	Change
	<p>The following REST APIs have been added in Cisco Finesse 12.5(1).</p> <ul style="list-style-type: none"> • User—Get User Id from loginName • The TeamResource APIs are: <ul style="list-style-type: none"> • Get Reason Codes • Get Wrap-Up Reasons • Get Media Properties Layouts • Get Phone Books • Get Workflows • CompressedClientLog—Post Compressed Log to Finesse • Media—Change Agent from Work State to Active • Single Sign-On—Get User Authentication Mode • ECCVariableConfig—Get ECC Variable Configuration • The Cloud Connect Configuration APIs: <ul style="list-style-type: none"> • Cloud Connect Configuration—Get • Cloud Connect Configuration—Set • Cloud Connect Configuration—Delete <p>The following changes are made to the payloads in the Cisco Finesse REST APIs.</p> <ul style="list-style-type: none"> • MediaPropertiesLayout APIs • SystemInfo APIs • PhoneBook and Contact APIs. • Dialog—Create a New Dialog (Make a Call) • Single Sign-On APIs • User APIs • Dialog—Drop Participant from Conference <p>The following JavaScript APIs have been added in Cisco Finesse 12.5(1).</p> <ul style="list-style-type: none"> • finesse.shortcutkey.ShortcutKeyService • finesse.utilities.DesktopCache <p>The following changes are made in the Cisco Finesse 12.5(1) JavaScript APIs.</p> <ul style="list-style-type: none"> • ContainerServices

Document	Change
	<ul style="list-style-type: none"> • DialogBase • User • Gadget Configuration <p>For more details, see <i>What's New in Cisco Finesse 12.5(1)</i> section of this document.</p>

Other Documentation Sources

This table lists other documentation sources that are updated in this release:

Documents	Notes
Compatibility Matrix for Contact Center Enterprise 12.5(1)	<p>Updated to meet Contact Center Enterprise, Release 12.5(1) requirements.</p> <p>To view the page, see https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html.</p>
Compatibility Matrix for Cisco Unified Contact Center Express 12.5(1)	<p>Updated to meet Cisco Unified Contact Center Express, Release 12.5(1) requirements.</p> <p>To view the page, see https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html.</p>

Plan

Release Notes for Cisco Unified Contact Center Enterprise Solution

This document describes the system requirements, new features, changed information, and caveats for the Cisco Unified Contact Center Enterprise Solution and related components, including Finesse.

Read this document if you plan to deploy Finesse in a Unified Contact Center Enterprise environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html>.

Release Notes for Cisco Packaged Contact Center Enterprise Solution

This document describes the system requirements, new features, changed information, and caveats for the Cisco Packaged Contact Center Enterprise Solution and related components, including Finesse.

Read this document if you plan to deploy Finesse in a Packaged Contact Center Enterprise environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-release-notes-list.html>.

Release Notes for Cisco Unified Contact Center Express Solution

This document describes the system requirements, new features, changed information, and caveats for the Cisco Unified Contact Center Express Solution and related components, including Finesse.

Read this document if you plan to deploy Finesse in a Unified Contact Center Express environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-release-notes-list.html>.

Release Notes for Cisco Hosted Collaboration Solution for Contact Center

This document describes the system requirements, new features, changed information, and caveats for Cisco Hosted Collaboration Solution for Contact Center and related components, including Finesse.

This document is located at <https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-release-notes-list.html>.

Cisco Unified Contact Center Enterprise Design Guide

This document provides design considerations and guidelines for deploying the Cisco Unified Contact Center Enterprise system and its components and subsystems. This document is prepared for Unified Contact Center Enterprise managers and administrators. Read this document if you plan to deploy Finesse in a Unified Contact Center Enterprise environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html>.

Cisco Packaged Contact Center Enterprise Solution

This document provides design considerations and guidelines for deploying the Cisco Packaged Contact Center Enterprise Solution system and its components and subsystems. This document is prepared for Packaged Contact Center Enterprise Solution managers and administrators. Read this document if you plan to deploy Finesse in a Unified Contact Center Enterprise environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-technical-reference-list.html>.

Cisco Unified Contact Center Express Solution Design Guide

This document provides design considerations and guidelines for deploying the Cisco Unified Contact Center Express system and its components and subsystems. This document is prepared for Unified Contact Center Express managers and administrators. Read this document if you plan to deploy Finesse in a Unified Contact Center Express environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html>.

Cisco Hosted Collaboration Solution for Contact Center Solution Design Guide

This document provides design considerations and guidelines for deploying the Cisco Hosted Collaboration Solution for Contact Center system and its components and subsystems. This document is prepared for Cisco Hosted Collaboration Solution for Contact Center managers and administrators. Read this document if you plan to deploy Finesse in a Cisco Hosted Collaboration Solution for Contact Center environment.

This document is located at <https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-implementation-design-guides-list.html>.

Virtualization for Cisco Finesse Wiki

This wiki provides information about Finesse-specific VMware requirements, VM-specific software requirements, sizing guidelines, and the Finesse OVA template.

For Finesse virtualization related information, see https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-finesse.html.

Open Source Used in Cisco Finesse

This document lists the licenses and notices for open source software that are used in Cisco Finesse.

The latest guide is located at: https://www.cisco.com/c/en/us/about/legal/open-source-documentation-responsive.html?ft0_general-table0=Finesse#~documentation.

Install and Upgrade

Cisco Finesse Installation and Upgrade Guide

This document provides instructions for installing and upgrading Cisco Finesse, as well as preinstallation tasks and requirements, and initial configuration tasks. This document is prepared for system engineers and administrators who are responsible for the installation and configuration of Cisco Finesse.

Read this document to install Finesse, upgrade Finesse, and perform initial configuration.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-installation-guides-list.html>.

Cisco Unified Contact Center Enterprise Installation and Upgrade Guide

This document provides instructions for installing and upgrading Cisco Unified Contact Center Enterprise.

Cisco Finesse is installed as part of the Unified Contact Center Enterprise installation. Read this document if you are installing Cisco Finesse in a Cisco Unified Contact Center Enterprise environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>.

Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide

This document provides instructions for installing and upgrading Cisco Packaged Contact Center Enterprise.

Cisco Finesse is installed as part of the Cisco Packaged Contact Center Enterprise installation. Read this document if you are installing Cisco Finesse in a Cisco Packaged Contact Center Enterprise environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-guides-list.html>.

Cisco Unified Contact Center Express Installation and Upgrade Guide

This document provides instructions for installing and upgrading Cisco Unified Contact Center Express.

Cisco Finesse is installed as part of the Unified Contact Center Express installation. Read this document if you are installing Cisco Finesse in a Cisco Unified Contact Center Express environment.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-installation-guides-list.html>.

Cisco Hosted Collaboration Solution for Contact Center Installation and Upgrade Guide

This document provides instructions for installing and upgrading Cisco Hosted Collaboration Solution for Contact Center.

Cisco Finesse is installed as part of the Cisco Hosted Collaboration Solution for Contact Center installation. Read this document if you are installing Cisco Finesse in a Cisco Hosted Collaboration Solution for Contact Center environment.

This document is located at <https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-installation-guides-list.html>.

Administer and Maintain

Cisco Finesse Administration Guide

This document describes how to use the Cisco Finesse administration console to configure server settings, reason codes, phone books, desktop layout, workflows, and team resources for Cisco Finesse. It also provides CLI commands supported for Cisco Finesse. This document is prepared for Unified Contact Center Enterprise and Packaged Contact Center Enterprise system administrators who configure, administer, and monitor Cisco Finesse.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-maintenance-guides-list.html>.

Cisco Packaged Contact Center Enterprise Administration Guide

This document provides instructions for using the administration web interface to provision the subsystems of Packaged Contact Center Enterprise (including Cisco Finesse) and to configure Packaged Contact Center Enterprise applications. This document is prepared for Packaged Contact Center Enterprise system administrators.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>.

Cisco Unified Contact Center Express Administration Guide

This document provides instructions for using the administration web interface to provision the subsystems of Unified Contact Center Express (including Cisco Finesse) and to configure Unified Contact Center Express applications. This document is prepared for Unified Contact Center Express system administrators.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html>.

User

Cisco Finesse Agent and Supervisor Desktop User Guide

This document is prepared for Unified Contact Center Enterprise, Packaged Contact Center Enterprise, and Hosted Collaboration Solution for Contact Center agents and supervisors who use Cisco Finesse. The document provides an overview of the desktop interface and describes how to use the Cisco Finesse agent and supervisor desktops.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-user-guide-list.html>.

Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express

This document is prepared for Unified Contact Center Express agents and supervisors who use Cisco Finesse. This document provides an overview of the desktop interface and describes how to use the Cisco Finesse agent and supervisor desktops.

This document is located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html>.

Cisco Security Advisories

Addressing security issues in Cisco products is the responsibility of the Cisco Product Security Incident Response Team (PSIRT). The Cisco PSIRT is a dedicated, global team that manages the receipt, investigation, and public reporting of security vulnerability information that relates to Cisco products and networks.

For information on existing security issues, see Cisco Security Advisories, Responses, and Alerts at <https://tools.cisco.com/security/center/publicationListing.x>.

Related Documentation

This section provides links to documentation for related products.

Unified Contact Center Enterprise

For the latest Unified Contact Center Enterprise documentation, go to <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html>.

Unified Contact Center Express

For the latest Unified Contact Center Express documentation, go to <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/tsd-products-support-series-home.html>.

Packaged Contact Center Enterprise

For the latest Packaged Contact Center Enterprise documentation, go to <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html>.

Hosted Collaboration Solution

For the latest Hosted Collaboration Solution documentation, go to <https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/tsd-products-support-series-home.html>.