10/4 pt2

Whats new in Finesse 12.0

1. ChatConfig APIs
2. TeamMessage API
3. MediaDomain API....to be cont.

10/4

Working with Jabber-to register phones with Jabber, must have jabber installed you can pre-register RDB to Jabber 1 IP Address 10.10.20.12 same userName and PW and repeat for Jabber2 and 3 @ 10.10.20.13 and 10.10.20.14

To Intall jabber on system download jabber package windows or mac found devnetsandbox.cisco.com

Login using jabber login and agent pw. Open FIREFOX browser to Finesse Agent Desktop

Login using username, PW and Extension 1-20

|  |  |  |  |
| --- | --- | --- | --- |
| JabberLogin | Agent | Agent PW | Agent Extentsion |
| Agent001@abc.inc | Agent001 | ciscopsdt | 6001 |
|  |  | ciscopsdt |  |
|  |  | ciscopsdt |  |
| Agent020@abc.inc | Agent020 | ciscopsdt | 6020 |

|  |  |  |  |
| --- | --- | --- | --- |
| Jabber User Login | User | UserPassword | UserExtension |
| User001@abc.inc | User001 | ciscopsdt | 5001 |
|  |  | ciscopsdt |  |
|  |  | ciscopsdt |  |
| User005@abc.inc | User005 | ciscopsdt | 5005 |

Cisco Finesse Admin is where you List of Teams and assign Workflows to Default, or Team Complaints, Team Finance, Team\_IT\_Tier1 and Team\_IT\_Tier2 or any teams we designate.

Then:

1. Save after add workflow we design to designated AgentGroups, for example TeamFinance.

SocialMiner in DevNetSandBox

1. For example aocialMiner Adminstration: [https://hq-socialminer.abc.inc](https://hq-socialminer.abc.inc/)
2. Social miner is used for chat and email campaigns including config

SocialMiner Topic

1. After login, please select campaign.
2. Where is campaign originally created? WHich holds Master List(salesforce)
3. How link salesforce **campaign to SocialMiner Admministration for dropdown Select Campaign option Molina**
4. ..

SocialMiner Configuration:

1. There are two categories here,
2. Manage Feeds
3. Manage Campaigns.
4. Manage Feeds
5. Name of Chat Feed
6. Name of Email Feed Team HR
7. Email Feed Team IT Tier2 email
8. Email Feed Team IT Tier1 email
9. Manage Campaigns
10. Name of Chat Campaign
11. Name of Email Campaign

Social Miner Config Manage Campaign

1. Edit campaign, Name, Descr, and
2. Chat Invitation Feed-Select
3. Option -No Chat Invitation
4. Option -Chat Feed Name in SocialMiner Config click the Name of Our Feed we made earlier. And click SAve. And close Chat Campaign (OurName) and window listing all Campaigns is now ready.
5. Contacts in each campaign are listed in the Manage Campaigns Page along with Description

Social Miner Manager Feeds Options

1. New Feed
2. Chat Feed
3. Click Chat Feed, window popup set Name, Description, timeout, tags and replyTemplate Options dropDown
4. Manage Feed-Email
5. Type-email
6. Name of Email Feed Team\_HR\_Email
7. Descr
8. Receive IMAP host mail.abc.inc
9. IMAP Port ie 993
10. FolderName
11. Snapshot age
12. SMTP Host(send)
13. Smtp port:
14. Username
15. Pw
16. Reply template drop down choice
17. Tags

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AnyConnect:

1. Cisco finesse sandbox request Sandbox
2. Once active open email with VPN credentials, install anyConnect
3. Download anyConnect vpn chat software from email.
4. Install Cisco AnyConnect
5. Unzip
6. Click install exe and reboot
7. Set wifi to cisco popup
8. Go to devnetsandbox.cisco.com
9. Go to Windows and type anyConnect window popup on right of screen
10. VPN ready to connect and add http connection sent to email with Group, UserName, PW
11. Once connected will say VPN network connected

To add Finesse Unified Contact Center Express

1. Go to DevNetSandbox.com and search apps Finesse
2. Reserve Finesse UCCE 11.6 for 1 week, not 24 hours.
3. Obtain username, PW and LabNetworkAddress from email confirmation
4. Download AnyConnect from Cisco
5. VPN anyConnect connect to LabNetworkAddress with username and PW and click connect.

For UCCE 11.6 -The Unified CCX Sandbox contains, Instructions Tab for Admin Info:

1. Email server [administrator@abc.inc](mailto:administrator@abc.inc)
2. Jabber1 username administrator PW ciscopsdt
3. Jabber2 username administrator PW ciscopsdt

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| AgentID | AgentName | Extension | PW | Skills, team, |
| Agent001 | Jane Doe (supervisor) | 6001 | ciscopsdt | Skills IT\_Tier1 CSQs IT\_Tier1 Team\_IT\_Tier1\_Chat Team\_IT\_Tier1\_Email Team Team\_IT\_Tier1 |
| Agent002 | John Doe (agent) | 6002 | ciscopsdt | Skills IT\_Tier1 CSQs IT\_Tier1 Team\_IT\_Tier1\_Chat Team\_IT\_Tier1\_Email Team Team\_IT\_Tier1 |
| Agent013 | Emily Phillips(supervisor) | 6013 | ciscopsdt | Skills Finance CSQs Finance Team\_Finance\_Chat Team\_Finance\_Email Team Team\_Finance |

ROLES:

1.Agent/Supervisor https://hq-uccx.abc.inc:8445/desktop Agentid/Passwd/Ext

2.Finesse Administrator https://hq-uccx.abc.inc:8445/cfadmin administrator/ciscopsdt

3.CUIC Reporting https://hq-uccx.abc.inc:8444/cuicui/Main.jsp Super Admin: administrator/ciscopsdt Or Supervisor

OPERATIONS   
Cisco Unified Contact Center Express (UCCX) hq-uccx.abc.inc [https://hq-uccx.abc.inc](https://hq-uccx.abc.inc/)  username administrator PW ciscopsdt

Cisco Unified Communication Manager (CUCM) hq-cucm-pub.abc.inc https://hq-cucm-pub.abc.inc username administrator PW ciscopsdt

Cisco Finesse hq-uccx.abc.inc https://hq-uccx.abc.inc:8445/cfadmin       username administrator PW ciscopsdt

Next Remote Desktop Connection

1. To 10.10.20.14 (administrator/ciscopsdt)
2. Open Jabber Application-Shortcut on desktop for Agent013- ? Havent done yet
3. Dial Route Point 6000
4. And on 10.10.20.12 and 10.10.20.13

Email:

1.Login to <https://mail.abc.inc/owa> as agent001@abc.inc/ciscopsdt

Send email to [it\_tier1\_help@abc.inc](mailto:it_tier1_help@abc.inc)

Chat

1.Open browser-download from UCCX Administrator @subsystems chat&email->chatWidgetList

2.Select Tier 1 IT Support(working)

3.Select Financial Inquiries(working)

Typical Use Cases:

1. Login Agent001, Agent002, Agent013 and make them all READY, READY for chat email
2. Place a call to Contact Center Route Point.
3. Open the chatform and chat
4. Send an email to contact center departments
5. Modify parameters
6. Add email/chat wrap-up codes and select same in Agent desktop
7. Run various reports/live data
8. Config charts/dashboard in CUIC

Finesse Screen Pop

Auto pop up info for similtaneously call

1.Screen Pop Workflow-automate reptitive actions, workflows, assignments

2.or Gadget Based JS

ScreenPop->Cisco Finesse Administrator->Workflows

List of Actions:

Name:                     Type: BrowserPop

Handled by Finesse desktop or other

WindowName: Google Search Results example

BrowserUrl-allows us to call back(for example):

1. call Variable 1-10
2. BA Acct
3. Buddy name
4. Company
5. Dial list id
6. Response
7. Status
8. Timezone
9. DialogId
10. FromAddress
11. Extenstion
12. LoginId
13. Custom

Can test in the browser

Edit Workflow for ScreenPop:

Name:

Descr:

When to Perform: when call answered

 When call arrives

 Call ends

 Making a call

Preview outbound call

Can Add Conditions:

CiscoFinesse Admin Screen Pop gadget/workflows

Manage Team Resources:Assign Workflow

To           Name:

Team:1,2,3,

Sales:

Support:

ScreenPop uses

ScreenPop.css

Finesse10.js

JQuery..min.js

ScreenPop.js

ScreenPop.xml

to create an application. And screenPop is an IFrame which we manage desktop layout- in Admin Finesse Layout XML we add<id>screenPop<id>

<label><gadgets><gadget>http://10.0.0.1/screenPop/screenPop.xml</gadget></gadgets></label>

That is where I am at for understanding the Finesse Integration UCCE

10/3- b

Remote Desktop->Start->accessories->remote desktop->option->make changes

Manage Team Resources:for Sales Window

Click Workflows->click add

See our latest workflow created –add, save

Once workflows go to Cisco Finesse (agent)

Cisco Finesse (agent)

Agent portal

Login, Pw, Extension

Click Ready

Queue Statistics Bar-for Name,phone, channel name, email, inquiry

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Queue Names |  |  |  |  |
| Group | Wait | # of Calls | Active | Not Ready |
| Group 2 |  |  |  |  |
| Group 3 |  |  |  |  |