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Cisco Finesse UCCX Call Center User Guide For the 79xx Series phone.



Introduction

Your new Cisco Finesse UCCX (Unified Contact Center Express) system allows calls to a department's main phone number to be intelligently distributed to agents within the call center.

The following information is a quick guide designed to make it easy for agents to log into their phone and into their agent module and start taking calls for their skillset(s).

OVERVIEW

Agents will always log into the Finesse webpage to take calls. The webpage must remain open for the agent to receive calls.

Please follow the process below:

- 1) Log into the Finesse Desktop via the web address at the computer you are sitting at.
- 2) Press the Green button to make yourself “Available” to take calls.

Details for these steps are spelled out on the following pages.

Step 1 - Log into the Cisco Finesse Desktop

Once logged into the phone, you can activate the Agent Module software on your computer by following this link:

<https://capuccx01.captrust.com:8445/desktop>

If you see a prompt indicating “There is a problem with this website's security certificate.”, select the “Continue to this website (not recommended).” link.

- Input your ID / user name (usually your first initial and last name).
 - This is the same user ID you use to log into your computer
 - IMPORTANT – your user name for this step only is case sensitive. The first initial and first letter of the last name are usually capitalized.
- Input your password. This is the same password you use to sign into your computer.
- Input your Agent Extension. This is the 5-digit number where you will receive agent calls on. It should appear as “Agent – XXXXX” on your phone.
- Press “OK”. If all the information was input correctly, you should be logged in (but not yet available to take calls).

Step 2 - Put yourself in the Ready mode

In order to take calls, click on triangle drop-down box next to the words “Not Ready” underneath your name and select “Ready.” The light will go from red to green meaning you are ready to take calls.

Step 3 - Make yourself Not Ready or Log Out of the Finesse Desktop

When you leave for the day or will be away from your phone for more than one minute, you should **log out** of your Finesse Desktop.

To log out of your Finesse Desktop, first make yourself not ready by clicking the dropdown box next to the word “Ready”, and select a Not Ready reason. You can then click “Sign Out” on the right side of the screen. Do not close out of your browser before signing out.

- Note – A user can remain logged in but make themselves “Not Ready” by clicking on “Ready” and selecting “Not Ready” with an appropriate reason. Only use this method to not take calls if you plan to take calls again within the minute. If all, or the only agent logged in, are in the “Not Ready” state, callers will continue to stay in queue rather than receive the “No Agents Available” treatment.

- TIP – It is recommended that you make the Finesse Desktop link a shortcut on your computer’s desktop and/or a browser favorite.
- TIP – Never give your agent line out for people to call you directly. This number should be reserved for calls distributed to you from your group’s main number.