

SUNCOM FINESSE CONTACT CENTER AGENT GUIDE

The Finesse Agent Desktop provides the following out-of-the-box functionality:

- Basic call control: Answer, hold, retrieve, end and make calls
- Advanced call control: Make consultation calls, transfer and/or conference the calls afterwards
- Not Ready & Sign Out Reason codes: Indicates the Agents current status and track the changes *
- Wrap-up reasons: Wrap-up reason for each call *
- Phonebooks: List of contacts from which you can select one to call *
- Agent state: Indicates the length of time an Agent is in Ready or Not Ready state
- Call timers: The call timer indicates total call time, hold time, and wrap-up time

* These options are defined and configured by your site's administrator

Sign in to Finesse:

cisco Finesse		
	Password*	
	Extension*	1030030000
	🔲 Sign in as	a Mobile Agent 😗

- Username: Agent ID@companydomain.com
- Password: Personal Line
- Extension: Use 2nd line and starts with 10...

Not Ready Reason Codes:

- Agents should place themselves into Not Ready when leaving their desk for an extended period of time.
- Supervisors can see all agents on their teams' status changes
- Supervisors can logout agents that are away for an extended amount of time
- Ex: If an agent does not log out due to an emergency or just leaves early and forgets, the Supervisors can formally log the agent out



• Ex: Agents don't have to sign out for their lunch break, simply choose "Lunch"

Agent - Agent	- 8			Thresholds only					0
Agent Name	State	Reason	Duration	Domain	Direction	Precision Queue / Skill G	Attributes	Reason Code	
Wannamaker, Marsha	Not Ready	Lunch	00.03.06	Cisco_Voice	Not Applicable			2	

Sign Out Reason Codes:

- Agents should sign themselves out at the end of their day
- Agents need to left-click the drop down button labeled "Sign Out" and choose correct code

Sign Out





Making a Call:

- Agents must be in Not Ready state to make calls
- Agents can make a call by inputting a number into the box above the dial pad and then select the "Call" button
- Or Agents can choose a number within the phonebook and then select the "Call" button

Make a New Call						
ist of Contacts Q Se	rch Contacta				Remove	Non-Nemeric gnaracters
Phone Book	Last Name	First Nor	ne	Number	Notes	1 2 3 AB
DSH ITHD Phone Book	ITHD	ASH		918054582955		AB/ AB/
DSH ITHD Phone Book	ITHD	CSH		915599354078	1	4 6
DSH ITHD Phone Book	ITHD	MSH		915526514451		GHI AL MA
DSH ITHD Phone Book	ITHO	NSH		917072535740		7 8 9
DSH ITHD Phone Book	ITHD 📐	PSH		919094257816		PORS TUV WX
DSH ITHD Phone Book	ITHD	SAC		919166542665		• 0 #
eam Performance				Recent Call Histo	ory	Cancel
		7	Induce Legged Out Agents			
DSH_ITHD_SAC	•					
CONTRACTOR CONTRACTOR	y 🔸 Noc Ready 😝 Sign Out					
🐥 Start Monitoring 🛛 😐 Read	y 🐠 Noc Robdy 😝 Sign Cut	Time in State	Extension			

Home Tab: Agent Desktop & Precision Queue

- The Agent's Desktop has two tabs: Home and My History
- The Home Tab displays the Agent Report (top half) and Precision Queue (bottom half)
- The **Precision Queue** displays the queue statistics for all queues they are assigned to work
- The Agent can adjust the column dividers to see the entire column name
- NOTE: Each report has different statistics. For an explanation of the columns, see the **Help** for the report. To access help for a report, refer to the section "Finesse Help" at the bottom of this page.

cisco ter linety			5704) - Exter	tsion 10	00000000														
Make a New Ca	all .																		
Agent	_	_	_		-	_	_	_	_	_	_	_	_	_	-	_	_	_	2
1												_			_			_	_
	State		Tenner .			Duration	Domain		Direction		on Queue /	S	Annibutes			Reason Code			
Garda, Michael	Not Really					00:00:50	Cate_Vexa		Not Applicable						1	6			
Precision Queue	_	_	_	_	_			_		_	_	_	_		_	_			1
Precision General	De.	0-	110-	10-	a second	State Distribut			82 M	_	_	_	To teta	Print I	_	Today			-
Precision Gerge					Contrast of			AL	Held	Win	No.	Det.	Ha			Ha_			
OSH_ITHO_SAC_O	Cisci,		00.00.00	1						0	1	0	0	00:00:00		2	00.01.51		100
DBH_ITHD_SAC_VP_G	CHOL		00.00.00	5	(0.0				0	1	0	0	00 00 10	0%	0	00:00:00	3%	
_																			
0 2010-2017 Claca Systems.	The All light	to recorded	Oacs Firesa	11110(1)													1000	il Error Ha	-





My History Tab:

• The My History Tab contains two (2) reports to help the agent track their time: Recent Call History and Recent State History

cisco Bier Ready		- Extension 1020020000		and the second second				Sign Dut *
Make a New Cal								
Recent Call History								1
Type	Neter	Disposition	Whap Up Reason	Orrun	Start Time	• Duration	Make Call	-
Recent State History								
Start Time Jan 15, 2018 3 41 18 pm		State e L000ut		Reason Ob-Enc of Shut		Duration		-
© 2015-2017 Case Systems, I	ing All systems and Good	a Fernand v 11.6213					54	nd Error Report 🔒

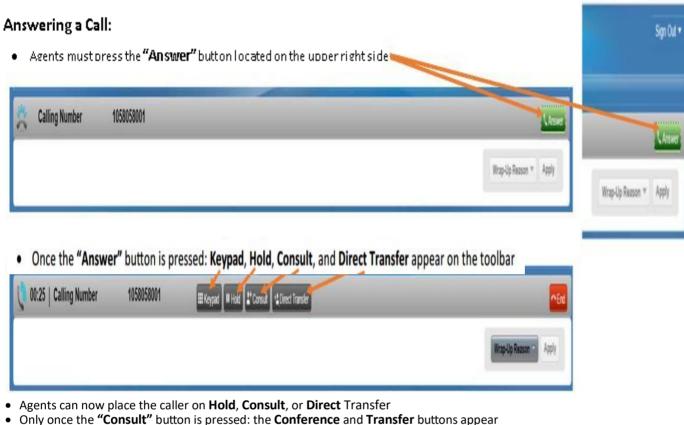
Finesse Help:

• If you have a question regarding the reports, remember to use the online help by opening up the toolbar shown below.

Recent Call History				-			
Recent Call History - R			Thresholds only	Hide Tuolbar			
Type Inbound	Number +14082032010	Disposition Handled	Wrap-Up Reason Printer Help	Ourse DSH_ITHD_S4C_0	Start Time January 15, 2018 11:3	Duration det col	Make Call 0
	ed, left-click on the		he right.			Vaues This report faits a process only designing Grouping is not supported in G Recent. State: History View	Contracts Munic Rate Nation (National Munic Rate Nations) (National National Munic Rate National Association (National Intel National Nati







• Once a caller is placed on "Hold", the "Retrieve" button appears to allow the Agent to return the caller into the call







An agent is able to ask for assistance via the "Consult" button.

					Wray	-Up Reason	Apply
st of Contacts Q S	rarch Contacts						
Phone Book	Last Name	First Name	Number	Notes	1	2	3
THD	Supervisor	105	1058058005			ABC	DEF
THD	Training	101	1058058001		4	5	6
пю	Training	102	1058058002		GHI	JKL	MNO
THD	Training	103	1058058003		7	. 8	9
THD OHT	Training	104	1058058004		PORS	TUV	WXYZ
но	Training	106	1058058006			0	

- Once the "Consult" button is pressed, the caller is placed on hold and the phonebook and keypad will appear on the screen
- Once the Agent dials the number, the Agent and/or Agent/Supervisor are able to talk
- At this time, the "Retrieve", "Transfer" and "Conference" buttons will appear

😃 08:09 (10:11) Calling Number	1058058001	Retreve Transfer #Conference	~Erd
			Wrap-Up Reason 🕥 Apply
08:05 Calling Number	1058058005	III Keypad III Hold L Consult Direct Transfer	-Eid

- The Agent at this time has the following three options:
 - **Transfer** the caller to the other Agent or Supervisor
 - Conference everyone together;
 - Retrieve the caller and drop the other Agent/Supervisor
- Once the "Conference" button is pressed, the top menu bar options of: Retrieve, Transfer, and Conference disappear
- Once the Agent, Caller and Agent/Supervisor are together on the call, the Agent can:
 - "Direct Transfer" the Caller to the other Agent/Supervisor
 - Place the Caller on hold to "Conference" in another Agent or Agent/Supervisor
- Drop themselves out and end their portion of the call via the "End" button without ending the call for the Caller
- The "Direct Transfer" option is referred to as a Blind Transfer because it allows the Agent to forward the Caller to another
 - Agent/Supervisor without previously speaking to the called Agent/Supervisor
- Once the Agent selects "Direct Transfer", the phonebook and keypad are displayed and Transfer button appears within the keypad





Wrap-Up a Call:

This feature is used by Agents that have to input call notes to finish the call
While on the call, the Agent can place themselves into Talking - Wrap-Up (Pending), this will allow the Wrap-Up once the call ends



- Wrap-Up Reason codes can be entered as soon as the call has ended
- Choose the correct reason Wrap-Up Reason and then hit Apply

cisco 🝵 Wrap-Up 👻			Sign ou -
Home			
2 00:28 Calling Number	1058058001		
			Customer_Notes • Apply

- During this time, the Supervisor and other Agents will see your state as "Work Not Ready"
- Ex: If the Agent knows that they do not want another queued call (Ex: Going on break or Leaving their desk), the Agent can choose the Not Ready Wrap-Up code which will automatically place the Agent in Talking Not Ready Pending state



• Once the call has ended the Agent is marked as Not Ready - Break



Finesse Support:

• It is important to remember that NWN is available for support.

All rights reserved. Clisco Finesse v11 6/

- If the Agent experiences problems with their desktop, a member of NWN's Support Team may ask the agent to send an error report.
- This report will populate the application logs with whatever error the Agent received.
- The **Send Error Report** button is located at the bottom left corner of the screen.

• Once the Agent has sent the report and the send is successful, a message will appear stating, "Logs sent successfully".