# 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

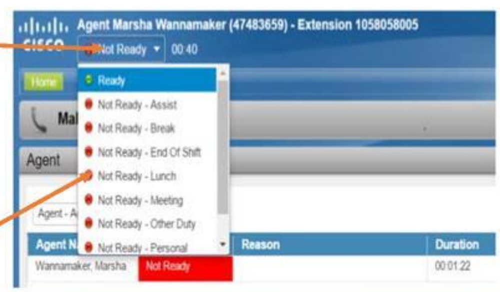
*** These options are defined and configured by your site's administrator**

## Sign in to Finesse:


- **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"**



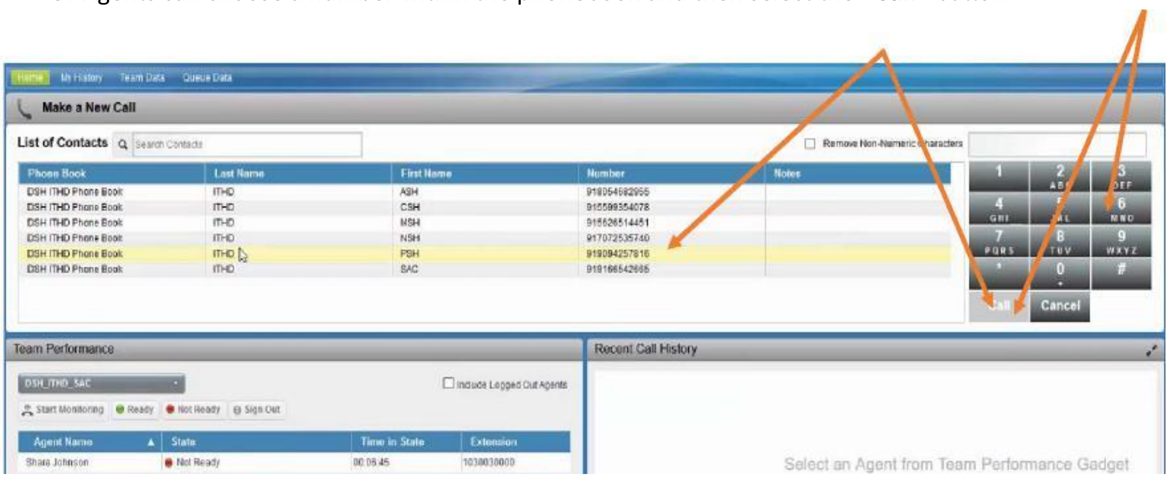


## Sign Out Reason Codes:

- 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

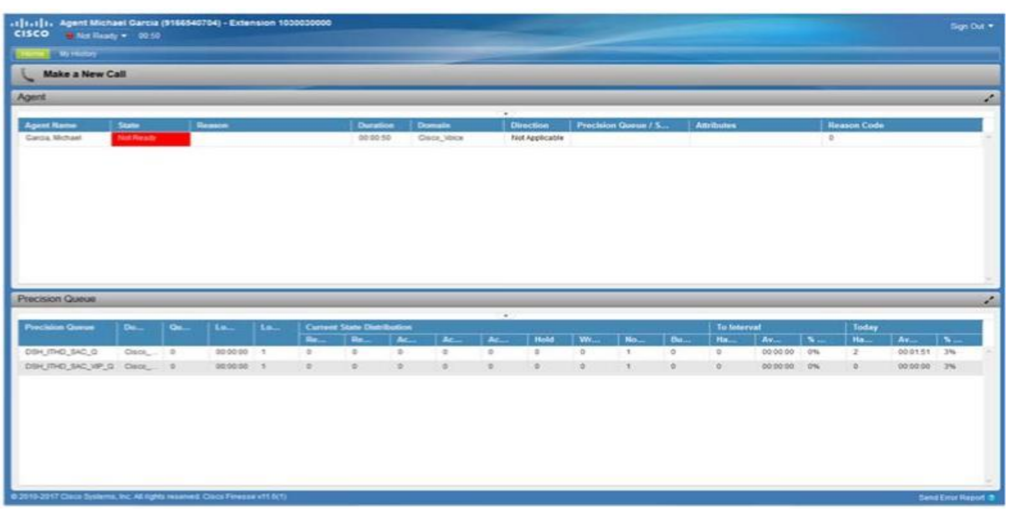
## Making a Call:

- 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



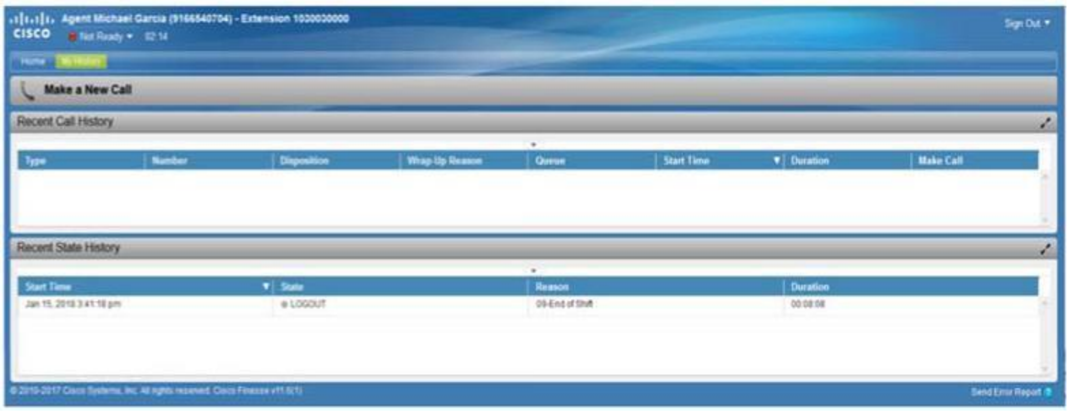

## Home Tab: Agent Desktop & Precision Queue

- 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.



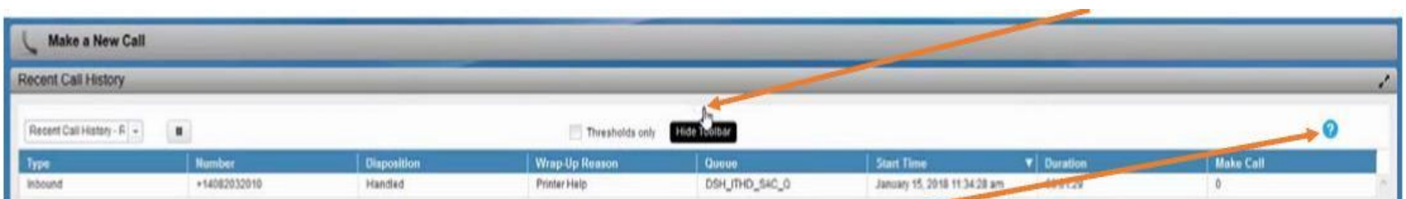
## My History Tab:

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




## Finesse Help:

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




- Once opened, left-click on the **Help Icon** to the right.
- This will open up a **Cisco Help Page.**

## Answering a Call:

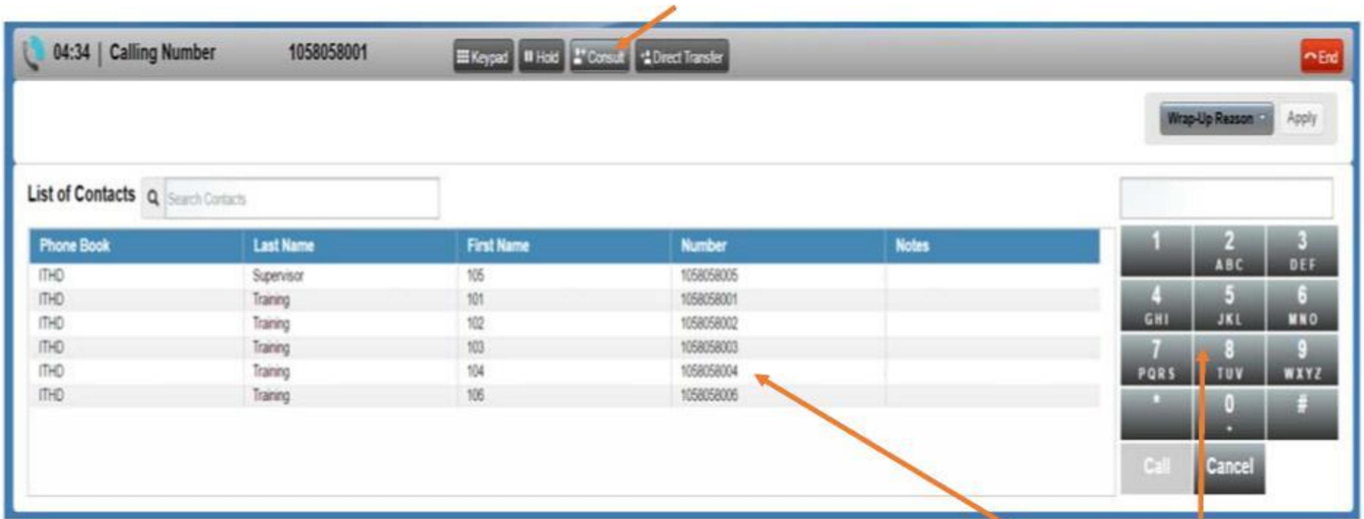
- Agents must press the **"Answer"** button located on the upper right side



- Once the **"Answer"** button is pressed: **Keypad**, **Hold**, **Consult**, and **Direct Transfer** appear on the toolbar


- Agents can now place the caller on **Hold**, **Consult**, or **Direct** Transfer
- Only once the **"Consult"** button is pressed: the **Conference** and **Transfer** buttons appear
- 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.



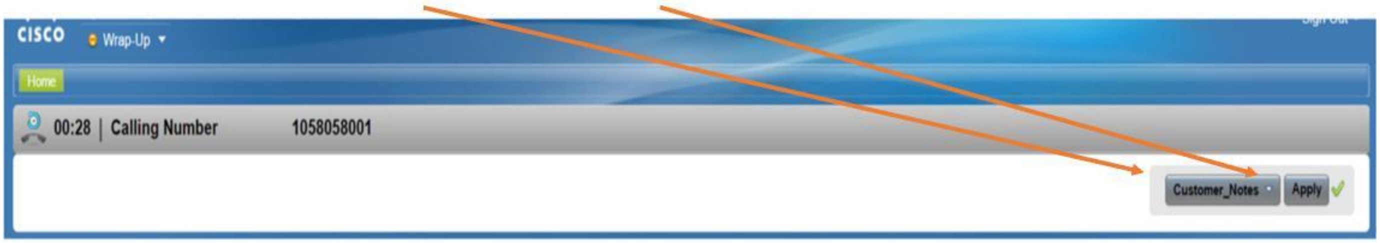

- Once the **"Consult"** button is pressed, the caller is placed on hold and the phonebook and keypad will appear on the screen
- Once the Agent dials the number, the Agent and/or Agent/Supervisor are able to talk
- At this time, the **"Retrieve"**, **"Transfer"** and **"Conference"** buttons will appear


- 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

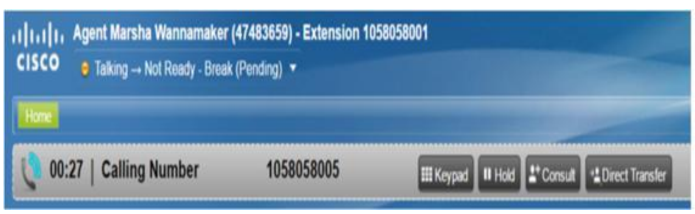
## Wrap-Up a Call:

- 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**




- 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

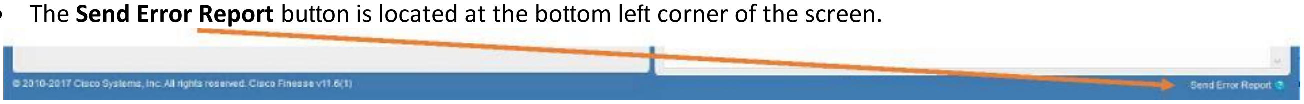




- Once the call has ended the Agent is marked as **Not Ready - Break**

**Finesse Support:**

- It is important to remember that NWN is available for support.
- 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”.***