

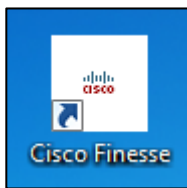
Cisco Finesse Quick Start Guide

Explanation:

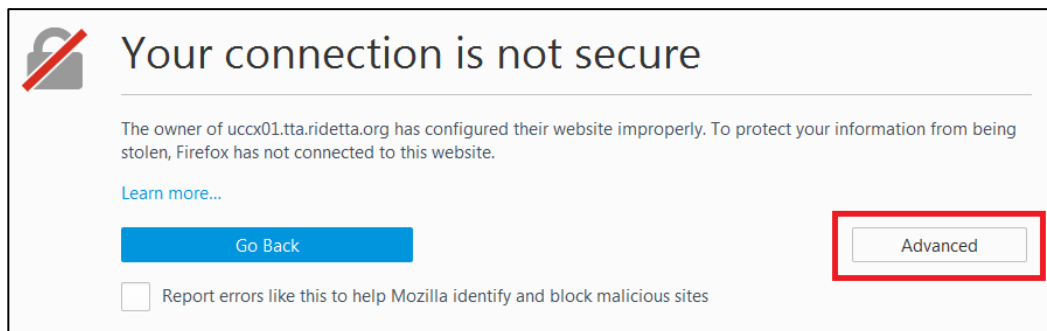
Cisco Finesse is the replacement to the Cisco Agent Desktop (C.A.D) program. Unlike C.A.D., Cisco Finesse is web based, meaning that you access it through your browser, such as Internet Explorer or Mozilla Firefox, rather than having it installed directly on your computer. As of 10/1/2019, Finesse works best in Internet Explorer or Mozilla Firefox. Google Chrome is not recommended for Finesse. For the purposes of this guide, all instructions shown will be done using Mozilla Firefox.

Setup:

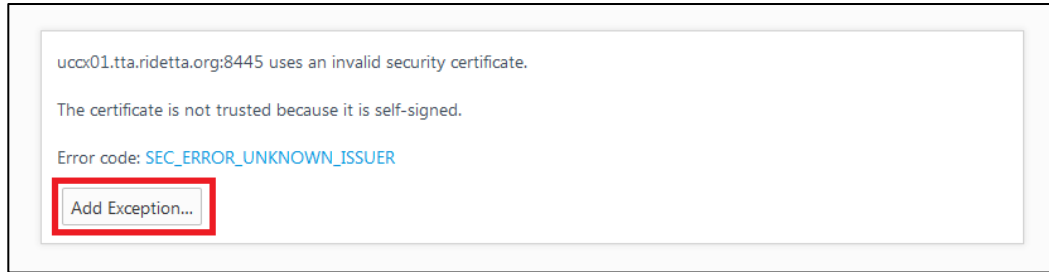
1. Open Cisco Finesse by double-clicking on the Cisco Finesse icon on your desktop or by clicking [here](#).



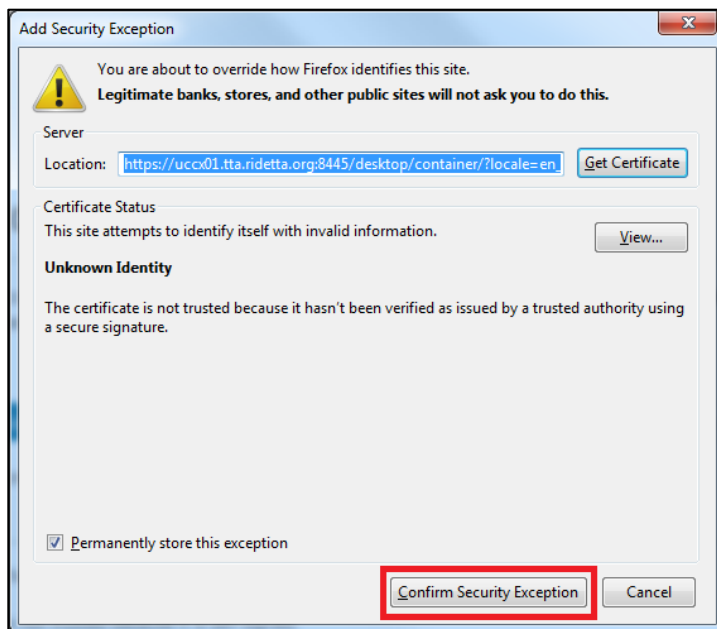
2. You will get a message similar to the one show below. Click **Advanced** (this screen will look different on browsers other than Firefox).



3. Click **Add Exception**.



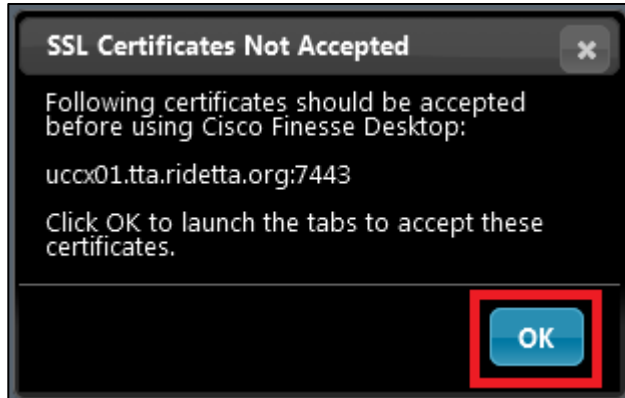
4. A new window will pop up. Click **Confirm Security Exception**.



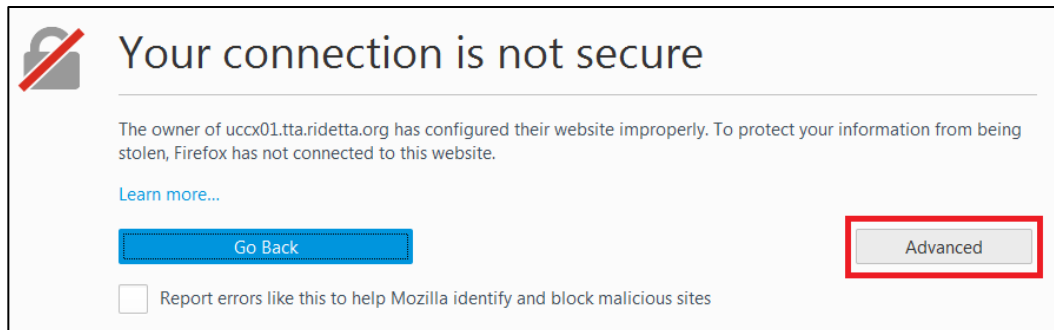
5. Type in your username, password, and your phone extension. Then click **Sign In**.



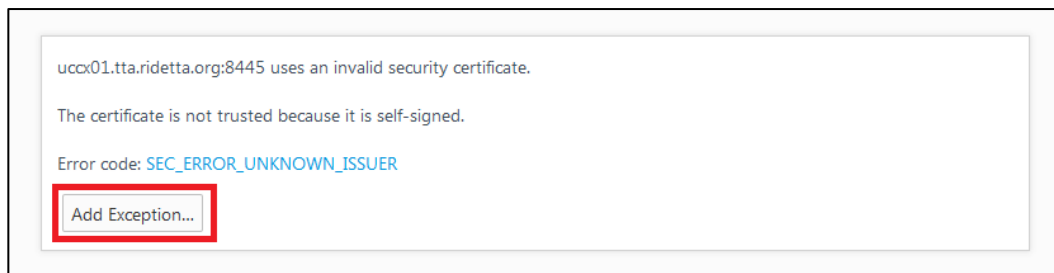
6. You will get a message stating that your SSL certificates are not accepted. Click **Ok**.



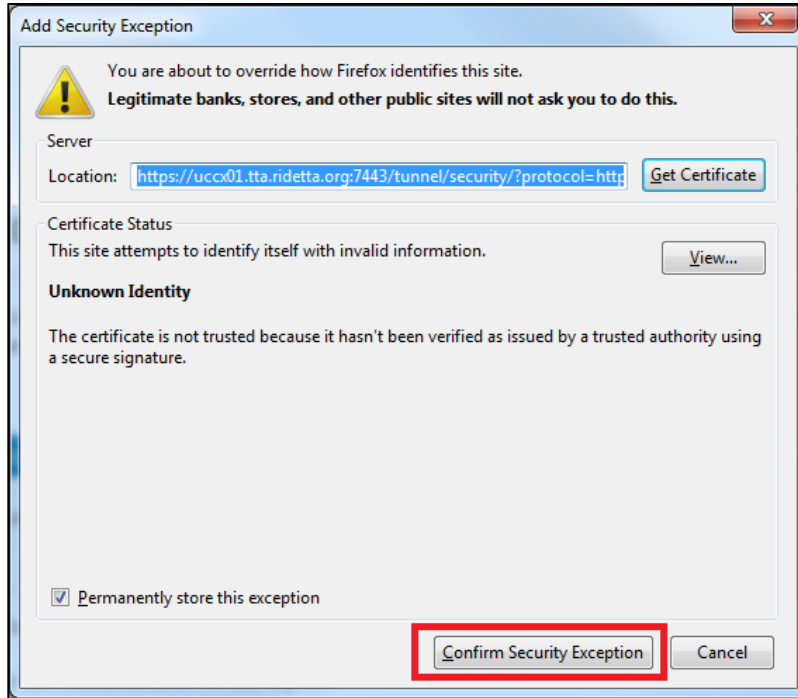
7. You will get a message similar to the one shown below. Click **Advanced** (this screen will look different on browsers other than Firefox).



8. Click **Add Exception**.



9. A new window will pop up. Click **Confirm Security Exception**.



10. Under the two "Loading Report..." sections, click **OK** and then repeats steps 7 through 9.

Agent Martinez Dalia (mdalia) - Extension 1649
Not Ready 00:30

Home My Statistics Manage Customer

Make a New Call

Loading Report...

Set up Cisco Unified Intelligence Center Access

Welcome! Accept the following certificates to begin using Cisco Unified Intelligence Center.

- uccx01.tta.ridetta.org:8444

Click OK to launch the tabs to accept these certificates.

OK

Loading Report...

Set up Cisco Unified Intelligence Center Access

Welcome! Accept the following certificates to begin using Cisco Unified Intelligence Center.

- uccx01.tta.ridetta.org:8444

Click OK to launch the tabs to accept these certificates.

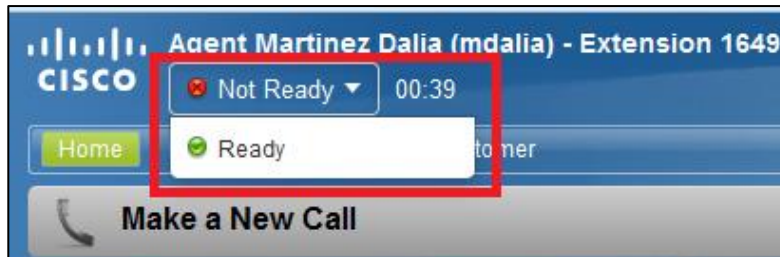
OK

© 2010-2015 Cisco Systems, Inc. All rights reserved. Cisco Finesse v11.0(1)

Changing Your Call Ready Status:

Your "call ready" status controls whether you receive incoming phone calls or not.

1. To change your status to "Ready", click where it says **Not Ready** to see a drop-down menu and then click **Ready**.



2. To change your status back to "Not Ready", click where it says **Ready** and then click **Not Ready**.

