



Cisco Finesse Documentation Guide for Release 10.0(1)

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Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

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Overview

This document explains the organization of the technical documentation for Cisco Finesse Release 10.0(1). Use this document to understand where you can find types of information in the customer documentation suite.

For the latest version of Finesse documents, see http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html.

For more information about what is new in Cisco product documentation, see <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

Documentation changes

The following table lists the documents that have title changes, content changes, or are new for Release 10.0(1).

Document	Status	Change
Cisco Finesse Installation and Upgrade Guide	Transformed	Content has been restructured to align with approved content models. Name change: This document was named the <i>Cisco Finesse Installation and Getting Started Guide</i> in earlier releases.
Cisco Finesse Administration Guide	Transformed	Content has been restructured to align with approved content models. Name change: This document was named the <i>Cisco Finesse Administration and Serviceability Guide</i> in earlier releases.
Cisco Finesse Desktop User Guide	New	Describes the user interface of the Finesse desktop for agents and supervisors. Also includes how to use the desktop and some troubleshooting information.
Cisco Finesse Web Services Developer Guide	Content changes	Updated with new workflow, workflow action, and recording APIs. Includes platform-based API differences for Unified CCE and Unified CCX.
Documentation Guide for Cisco Finesse Release 10.0(1)	Transformed	Lists the documents for Cisco Finesse and all related documentation.

Plan

Release Notes for Cisco Finesse Release 10.0(1)

This document describes the system requirements, new features, changed information, and caveats for Cisco Finesse. Read the latest release notes before initially installing or upgrading Cisco Finesse.

This document is located at http://www.cisco.com/en/US/products/ps11324/prod_release_notes_list.html.

Cisco Unified Contact Center Enterprise Design Guide

This document provides design considerations and guidelines for deploying the Cisco Unified Contact Center Enterprise system and its components and subsystems. This document is prepared for Unified Contact Center Enterprise managers and administrators. Read this document if you plan to deploy Finesse in a Unified Contact Center Enterprise environment.

This document is located at http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1844/products_implementation_design_guides_list.html.

Cisco Unified Contact Center Express Design Guide

This document provides design considerations and guidelines for deploying Cisco Unified Contact Center Express. This document is prepared for Unified Contact Center Express managers and administrators. Read this document if you plan to deploy Finesse in a Unified Contact Center Express environment.

This document is located at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_implementation_design_guides_list.html.

Virtualization for Cisco Finesse wiki

This wiki provides information about Finesse-specific VMware requirements, VM-specific software requirements, sizing guidelines, and the Finesse OVA template.

This wiki is located at http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Finesse.

Install and upgrade

Cisco Finesse Installation and Upgrade Guide

This document provides instructions for installing and upgrading Cisco Finesse, as well as preinstallation tasks and requirements, and initial configuration tasks. This document is prepared for system engineers and administrators who are responsible for the installation and configuration of Cisco Finesse.

Read this document if you are installing Finesse in a Cisco Unified Contact Center Enterprise environment.

This document is located at http://www.cisco.com/en/US/products/ps11324/prod_installation_guides_list.html.

Cisco Unified Contact Center Express Installation and Upgrade Guide

This document provides instructions for installing and upgrading Cisco Unified Contact Center Express.

Cisco Finesse is installed as part of the Unified Contact Center Express installation. Read this document if you are installing Cisco Finesse in a Cisco Unified Contact Center Express environment.

This document is located at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html.

Configure

Cisco Finesse Web Services Developer Guide

This document provides information about the Cisco Finesse desktop and configuration APIs, API parameters and errors, and information about gadget development. This document is available on the Cisco Developer Network, which requires sign-in with a Cisco.com user ID and password.

This document is available at <http://developer.cisco.com/web/finesse/docs>.

Administer and operate

Cisco Finesse Administration Guide

This document describes how to use the Cisco Finesse administration console to configure server settings, reason codes, phone books, desktop layout, workflows, and team resources for Cisco Finesse. It also provides CLI commands supported for Cisco Finesse. This document is prepared for Unified Contact Center Enterprise and Packaged Contact Center Enterprise system administrators who configure, administer, and monitor Cisco Finesse.

This document is located at http://www.cisco.com/en/US/products/ps11324/products_user_guide_list.html.

Cisco Unified CCX Administration Guide

This document provides instructions for using the administration web interface to provision the subsystems of Unified Contact Center Express (including Cisco Finesse) and to configure Unified Contact Center Express applications. This document is prepared for Unified Contact Center Express system administrators.

This document is located at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.

User

Cisco Finesse Desktop User Guide for Unified Contact Center Enterprise

This document is prepared for Unified Contact Center Enterprise and Packaged Contact Center agents and supervisors who use Cisco Finesse. The document provides an overview of the desktop interface and describes how to use the Cisco Finesse agent and supervisor desktops.

This document is located at http://www.cisco.com/en/US/products/ps11324/products_user_guide_list.html.

Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express

This document is prepared for Unified Contact Center Express agents and supervisors who use Cisco Finesse. This document provides an overview of the desktop interface and describes how to use the Cisco Finesse agent and supervisor desktops.

This document is located at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html.

Troubleshoot

Troubleshooting Cisco Finesse

This troubleshooting wiki is the location for all Cisco Finesse troubleshooting tips and can be a useful reference for all users.

The troubleshooting wiki is located at http://docwiki.cisco.com/wiki/Troubleshooting_Cisco_Finesse.

Related documentation

This section provides links to documentation for related products.

Unified Contact Center Enterprise

For the latest Unified Contact Center Enterprise documentation, go to http://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html.

Unified Contact Center Express

For the latest Unified Contact Center Express documentation, go to http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html.

Packaged Contact Center Enterprise

For the latest Packaged Contact Center Enterprise documentation, go to http://www.cisco.com/en/US/products/ps12586/tsd_products_support_series_home.html.

