

Cisco Finesse Training

This Cisco Finesse training covers how to customize your contact center's user experience with Cisco Finesse, a call center agent desktop interface that enhances productivity and accessibility. After finishing this Cisco training, you'll know how to customize your contact center's user experience with Cisco Finesse.

[CBT Nuggets course material](#) →

WEEK 1

UCCX: Routing calls to agents and Cisco Finesse 161 min.

Supplemental File	1
Intro: Routing calls to agents and Cisco Finesse	1
UCCX Agent Requirements	6
Creating resources for our call center	7
Basic Script with Agents	10
Cisco Finesse Agent Desktop	7
Cisco Finesse Supervisor Desktop	5
What if no agents are logged in?	23

UCCX: Customizing the Cisco Finesse Desktop

Overview	1
Supplemental File	1
Intro: Customizing the Cisco Finesse Desktop	1
Not Ready Codes	9
Sign Out Codes	4
Wrap-up Codes	10
Phonebooks	7
Call Variables	14

UCCX: Cisco Finesse Administration

Overview	1
Supplemental File	1
Intro: Cisco Finesse Administration	1
Finesse Desktop Chat	15
Finesse Desktop Layout	11
Finesse Workflows	12
Supervisor Calendar Management	11

WEEK 2**UCCX: Finesse IP Phone Agent****46 min.**

Overview	1
Intro: Finesse IP Phone Agent	1
Finesse IP Phone Agent	6
Configure FIPPA Application user	5
Configure Finesse IP Phone service	8
Configure certificates for FIPPA	7
FIPPA Demo	6
FIPPA one button login	10