
Using Cisco Jabber Softphone with Finesse Desktop

DURATION: HALF DAY

COURSE CODE: AGENT-EUT-CT

FORMAT: LECTURE/LAB

COURSE DESCRIPTION

In this Custom Training, Users will learn how to use the Jabber softphone in coordination with Cisco Finesse Agent Desktop. This training is for UCCX and UCCE Agents that work remotely or do not have assigned workspaces.

LEARNING OBJECTIVES

Cisco Jabber Softphone
Finesse Desktop

COURSE OUTLINE

1. Introduction to Jabber

- Hard phone vs Softphone
- Installing Jabber Application
- Installing Jabber on iPhone/Android
- Jabber VDI
- Desktop Requirements
- Test Connectivity

2. Jabber Softphone

- Opening Jabber
- Answering a Call
- Making a Call
- Transferring a Call
- Call Hold
- Conferencing a Call
- Releasing a Call
- Redial
- Checking Voicemail
- Using Multiline

3. Finesse Agent Desktop

- Finesse Desktop
 - Finesse agent desktop
 - Finesse supervisor desktop
 - Finesse State
 - Finesse Multiline Report

- Sign in to Finesse Desktop
- Sign in as Mobile Agent
- Change Agent State
 - Voice Channels
 - Multi-channel
- Make a Call
- Answer a Call
- Desktop Chat
- Transfer a Call
- Apply Wrap up Codes
- Resize Window
- Sign Out of the Finesse Desktop
- Supervisory Tasks
 - Supervisor Tasks
 - View Team Performance
 - View Active Call Details
 - View Recent Call History
 - View Recent State History
 - Change State of Agent
 - Monitor a Call
 - Barge In on a Call
 - Intercept a Call
 - Send Team Message