

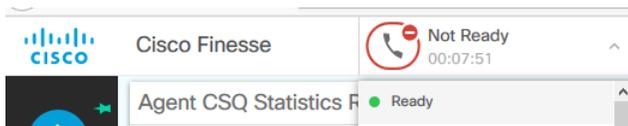
Log into Finesse

Open a web browser and go to <https://wcurpconctrp01.wcupa.edu:8445/>.
Log into Finesse using your domain credentials

- Username: domain username
- Password: domain password
- Extension: agent extension

Ready / Not Ready

Once Logged into Finesse, make yourself Ready to receive calls. To no longer receive call center calls make yourself not ready

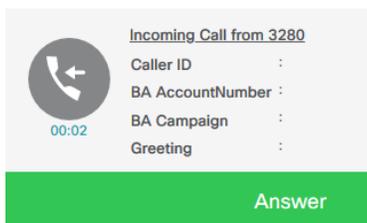


Answer a Call

When a call is presented, your state will be changed to reserved

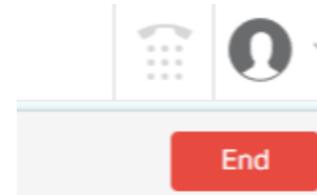


Press answer in bottom right of your screen. The call will be answered on your jabber softphone.



End a Call

Either hang up in jabber or press the end button in Finesse

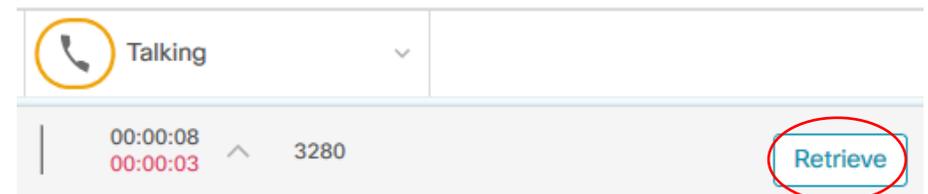


Hold a Call

While on a call, in finesse press the hold button



To resume a held call, press the retrieve button in Finesse



Transfer a Call

While on a call, in finesse use direct transfer to immediately send a call to another number, or consult to first speak with party you are transferring too



Agent CSQ Statistics

This section shows what queues you are a part of and if any calls are in queue

 Cisco Finesse

 Not Ready
00:00:32

Agent CSQ Statistics Report

CSQ Name	Calls Waiting	Longest Call in Queue
CSQ-Demo	1	00:00:03

Agent Team Summary Report

This section shows all member of your team and their current state (ready or not ready). Ready means they can take calls. Not ready means they cannot take calls

Agent Team Summary Report

Agent Name	State	Reason
	Not Ready	Meeting
	Ready	

Agent Statistics

Shows your current statistics since login

Agent Statistics Report

Calls O...	Calls H...	Talk Time			Hold Time			Ready			Not Ready			After Call Work		
		Avg	Max	Total	Avg	Max	Total	Avg	Max	Total	Avg	Max	Total	Avg	Max	Total
8	8	00:07:12	00:31:09	00:57:42	00:00:00	00:00:00	00:00:00	00:14:29	00:50:10	03:08:18	00:03:17	00:11:33	00:23:49	00:00:58	00:01:00	00:07:45

My History

Shows the history of your agent state and duration of each state since last login

Recent State History

Start Time	State	Reason	Duration
Apr 20, 2020 1:11:32 pm	● Work		00:01:00
Apr 20, 2020 1:00:00 pm	● Talking		00:11:32
Apr 20, 2020 12:59:52 pm	● Reserved		00:00:07
Apr 20, 2020 12:33:57 pm	● Ready		00:25:55
Apr 20, 2020 12:32:57 pm	● Work		00:01:00
Apr 20, 2020 12:30:44 pm	● Talking		00:02:12
Apr 20, 2020 12:30:36 pm	● Reserved		00:00:07
Apr 20, 2020 11:40:26 am	● Ready		00:50:10
Apr 20, 2020 11:39:23 am	● Not Ready	Offhook	00:01:03
Apr 20, 2020 11:11:33 am	● Ready		00:27:49
Apr 20, 2020 11:11:23 am	● Not Ready	Agent Logon	00:00:10
Apr 20, 2020 11:11:23 am	● Login		00:00:00