# Cisco Finesse Agent Cheat Sheet

Agent States:

There are various agent states in this application: Not Ready, Ready, Talking, Wrap-Up, Reserved, and Logged Out. The agent state tells the contact center server whether to send calls to that agent. Only Ready agents will receive contact center queue (ACD) calls.

Sign In:

https://ccagent.utoledo.edu:8445/desktop/

Enter your [case-sensitive] network username, network password, and ACD extension (including the "+1608100" prefix). Once logged in, you are automatically placed in the Not Ready state.

Ready State (Voice Queue Calls):
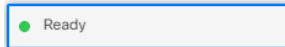
 Click the "Not Ready" drop-down at the top and place yourself in the Ready state to tell the server that you are ready to take calls. You use the agent state drop-down menu to place yourself in the Ready state (the green circle). You must be in the Work or Not Ready state to go Ready.

Not Ready State (Voice Queue Calls):
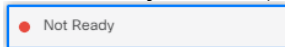
 Place yourself in the Not Ready state to tell the system not to send you ACD calls. You use the agent state drop-down menu to place yourself in the Not Ready state (the red circle). You must be in the Work or Not Ready state to go Not Ready.

When you go off-hook on to make an outbound call from any line on your phone, you will enter the Not Ready State; when your outbound call ends, you will return to the Ready State.

When you go Not Ready, you need to pick a Not Ready Reason Code; this is for reporting purposes.

Wrap-Up State:
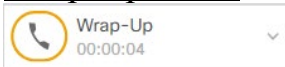
 Wrap-Up is a special state used to give you extra time after a call from the queue to wrap up anything necessary from that previous call as well as select a wrap-up code, if you didn't select one during the call. You transition to this state automatically from a Talking state when an ACD call ends. If you need more time to wrap up the previous call, place yourself in the Not Ready state via the agent state drop-down menu before the counter reaches 00:00:00, or you'll be transitioned automatically to Ready.
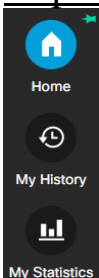
Sign Out:

Use this drop-down menu in the top, right corner of Finesse to log out of the application (e.g. at the end of your shift). You must be in the Not Ready state to Sign Out.

When you Sign Out, you need to pick a Sign Out Reason Code; this is for reporting purposes.
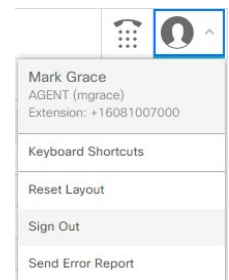
Reports:

 Use the **Home** tab to view team and queue statistics (number of calls in queue, longest wait duration, agent states, etc.). Use the **My History** tab to view your personal call and agent state histories. Use the **My Statistics** tab to view view your personal agent statistics (talk times, Ready/Not Ready times, wrap-up data, etc.).