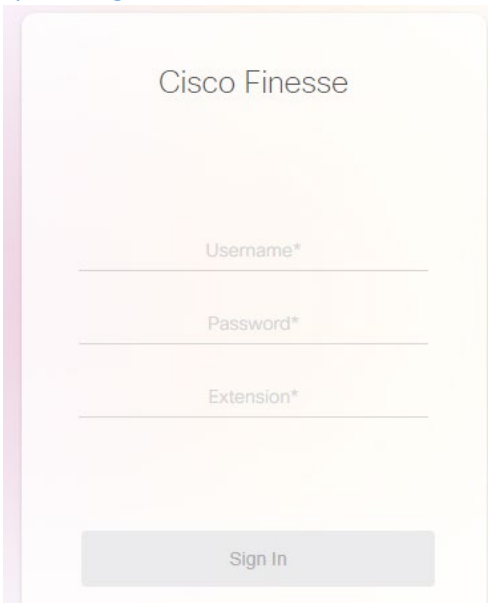


## Cisco Finesse Login and Logout Instructions

### 1. Login Procedures

- a. Login to the phone first
  - i. Settings/Extension Mobility
  - ii. Enter User ID
    1. Is either your UTAD user ID or the float ID
  - iii. Enter the PIN
    1. PIN is all number (no letters)
    2. PIN is 6 digits
    3. NOT the UTAD password
- b. Log into Finesse
  - i. Use Chrome in its own window
  - ii. Go to <https://ccagent.utoledo.edu>



Cisco Finesse

Username\*

Password\*

Extension\*

Sign In

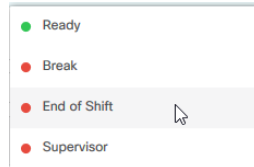
1.
  - iii. Username is your UTAD username or Float ID
  - iv. Password is your UTAD Password or Float Password
    1. NOT the phone PIN
  - v. The phone number is the one assigned to your UTAD Username or Float ID
    1. Must have the +1 in front plus the 10-digit number
    2. Ex. +14193830000
  - vi. Click on Sign In

Note: it is important to follow the logout procedures below when finished working in the application as failure to log out correctly can cause sign in and connection failure errors the next time you login.

## 2. Log Out Procedures

### a. Log out of Finesse

#### i. Go to Not Ready -End of Shift

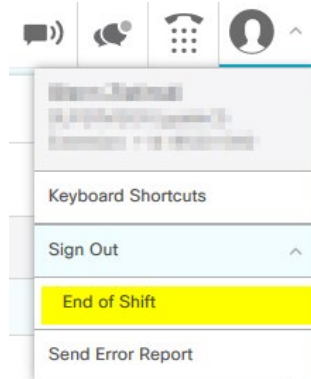


1.

#### ii. Go to Sign Out – End of Shift

1. On the top right

2. Will sign you out of Finesse



3.

#### iii. Close Finesse window

### b. Log out of phone

i. Go to Settings/Extension Mobility/Logout

ii. Press the Yes button