Gadgets for Cisco Finesse ..

Essential Power Pack

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Gadgets for Cisco Finesse ..

Contact Center Solutions .. #CCTR

A ready-to-go enhancement package for all Cisco Finesse deployments. Create a truly unified workspace for agents and supervisors, automate repetitive tasks, identify calls/chats/emails using CRM data (incl. customer journey), and perform CRM and service desk screen pop-ups. Agents and Supervisors stay up-to-date thanks to flexible real-time views, audible alerts and toast notifications. Connect agents to back office workers and remote experts, provide agents with detailed guiding scripts, and much more ..

Dialog (Call Control)
..
This gadget provides enhanced call control, call trace details, a wrap-up list (groupable, searchable, autosaved), editable CallVariable fields (these can serve as additional wrap-up fields storing data in Cisco's or 3rd party databases), and context icons (to give agents quick visual info on which language option or which type of service was selected in the IVR by the caller, or which number the customer dialed) ..

Dialog (UCCX Chat and Email Handling)
..
Clearly shows which conversations include unread messages (bubble is orange), shows a typing indicator with a preview of the last message received. Comes with a bot indicator – showing that e.g. Amazon Alex bot is involved in the conversation. This gadget also enhances agent experience and productivity by letting agents create personal response templates that are searchable ..

CRM Connectors (Integrations)
..
Identify callers across multiple information systems simultaneously, enhancing the Dialog gadget with account and contact (or ticket) preview from Salesforce, MS Dynamics CRM, ServiceNow, and SAP. If your system is not among those listed, our Generic SQL connector might do the trick. Incoming chats and emails via Social Miner (UCCX) can also be identified using your data from systems listed above ..
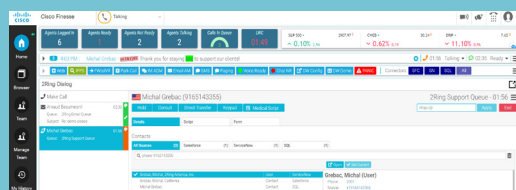
ToolBar

Create buttons that can perform 40+ different actions while being aware of the call and agent state. Among the most often-used buttons are a panic button (sending a request for help to a group of supervisors), a set of bookmarks (opening websites or other applications that agents only need to use occasionally), Go Ready (change your state with a single click), an End of Shift button, a speed dial button (send a caller back to the IVR for a customer satisfaction survey or to a Customer Advocate), and a Translation Service Button to call a translation service company, automatically enter DTMF tones, and initiates a conference ..
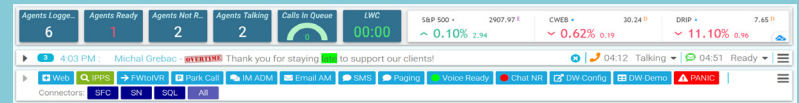
Ticker
..
A persistent gadget (available on all Cisco Finesse tabs) displaying automated alerts or messages sent by supervisors. The gadget also shows the agent state, which can change colors based on configurable thresholds and can count up or down to help agents achieve better state adherence. If Finesse is running in Edge, Firefox or Google Chrome, some or all messages can also be delivered in the form of a toast alert – a small window displayed on top of all applications. The arrival of these messages can be connected to an audible alert (agents' or supervisors' workstations can make a sound). Toasters are often used to provide agents with automated alerts when switched to NotReady – RONA, or when the number of calls in selected queues goes over a certain threshold while the longest wait time is longer than desired. Clicking on a toast alert can perform an action (e.g. go Ready, answer a call, or bring the Finesse window on top ..
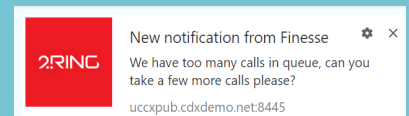
Scripts & Forms
..
Have agents record structured information about interactions with clients in real-time from a call's start. Build multiple wrap-up forms, guiding scripts, and provide agents with the proper form and script using a call type or information stored in one of the call variables. The forms can also trigger a workflow action based on data entered, such as push form data to a CRM, e-mail form data, or transfer a caller amongst many other actions ..

Phone Services
..
Bring all (hundreds of thousands) corporate contacts to Cisco Finesse. The list of supported contact sources includes Active Directory, Exchange, Lotus Notes, CUCM, SQL databases, or even csv files. Contact sources can be setup to automatically synchronize, ensuring your address books are always up to date. The data can then be used to automatically identify callers in the Dialog Gadget, searched by agents, and turned into a list of speed dial buttons ..

Dashboards & Wallboards
..
A business user friendly solution for calculating and displaying real-time data in contact centers. For every team, create a unique layout with KPIs based on contact center, ERP or ticketing system data, pictures, message tickers/marquees, YouTube videos, PDF (slides), and web content. All the real-time data can also be used to trigger internal alerts or external services such as IFTTT, and 3rd party texting services. See a sample here: **www.2Ring.com/TryIt**
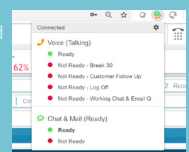
Team
..
This gadget helps supervisors to better manage their teams with supervisor-to-agent and agent-to-agent chat, a list of teams and queues showing agents from one or even from multiple teams at once. It is also possible to view agent profiles, agent state & call history, current call details, and even to reskill agents. Agents are also able to find the appropriate contacts among back-office or remote experts and see a contact's presence status before placing a consult call, starting an IM session via Cisco Jabber / Skype for Business / Microsoft Teams / Google Hangouts / Slack, or sending a note via email. The gadget also allows supervisors to send broadcast messages to the Ticker gadget and to 2Ring Dashboards & Wallboards ..

Browser
..
Use multiple colorable tabs to automatically load often used web-based applications for agents as they login to Finesse. This can include a cloud-based CRM system, a small home-grown service desk application, speed dial buttons, a call/cherry-picking application (UCCX only), etc.
Note: Applications placed inside of Cisco Finesse need to be able to run inside of an iFrame. Learn more at **www.2Ring.com/iFrame.**

Browser Extension
..
A browser Extension for Google Chrome and Firefox showing agent state and allowing agents change their state while in a CRM or other web-based system ..

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