Finesse Agent Desktop Training
Finesse Agent Login

- https://telcontactcenter1.voip.purdue.edu:8445/desktop/
- https://lambcontactcenter2.voip.purdue.edu:8445/desktop/

- The **User ID** and **password** are case sensitive.
- Log in using your Finesse **User ID** and **password**.
- Use your Agent extension number.

![Finesse Agent Login](image)
Finesse Agent Desktop

- Agent State
- Dial pad
- Profile/Sign out
- Queue Statistics
- Team Summary

Page Tabs
READY/NOT READY

You will be signed into a **Not Ready** state. To Make yourself ready, click on pulldown tab and select **Ready**.
NOT READY REASON CODES

Any time you need to change your agent state, click the pulldown tab and select Ready or Not Ready. When selecting Not Ready, you will need to select a Reason Code for that state.
Agent States

**Not Ready:** When agent is unable to take a queue call, he/she will select **Not Ready** and the reason code.

**Ready:** If an agent is available for queue calls, he/she will select **Ready**.

**Reserved:** Indication that agent has been selected to take the next call.
Agent States

**Talking:** Indicates that agent is on an active call.

**Wrap-Up:** When queue calls are completed, a x-second work timer will give agent time to finish up the with previous call’s paperwork and prepare desk top for next call.

**Calls Not Answered:** If an agent misses a queue call without putting putting himself/herself in Not Ready, Calls Not Answered will appear as the agent state.
**Calls in Queue**

- **Agent CSQ Statistic Report** on **Home** tab gives the count of calls waiting in queue.
- Shows longest time someone has been waiting in the queue.
- To receive calls in the queue, put yourself in a **Ready** state.
Agent Team Summary

Team Summary Report allows agent to:
- See team members’ State of **Ready**, **Not Ready** or **Talking**.
- View **Reason** for team member’s **Not Ready** state.

**Agent Team Summary Report**
To view your Recent Call History open the My History tab. You will see inbound and outbound calls. To return the call:

1. Click on the green handset icon. A dial pad will appear with the telephone number prepopulated in the dial box.
2. Select Enter or Return on your keyboard.
Recent State History shows:

- **State** – Logged-In, Logout, Ready/Not Ready, Reserved, Talking or Work.
- **Recent Code** – Shows each Not Ready reason code selected throughout the day.
- **Duration** – Time agent spent in each state.
To view your call statistics, select the **My Statistics** tab. These are real time statistics, updated about every 30 seconds.
Agent Statistics Report allows agent to see Calls Offered and Handled, Hold Time, Ready/Not Ready times and After Call Work timer.
Call Handling – Answering a Call

An incoming queue call will appear at the bottom of your screen. To answer the call, click **Answer**.
Some centers require a wrap-up code to define the purpose of the call. Assign this code soon after answering the call. Once call is completed you will not be able to assign a code.
Call Handling – Wrap-up Code

1. In call control area, click on pulldown arrow next to Wrap-Up (0) button.
2. Choose from code options or use search window to find a code.
3. Click Apply. You will see a green check and number of codes near the Wrap-up button.
A call handling bar, with queue information as well as caller ID, will appear at the top of the Finesse screen. To end the call, click End.
Call Handling – Hold/Retrieve

• To place a call on hold, click Hold.

• To take the caller off hold, click Retrieve.
Call Handling – Direct Transfer

To conduct a direct transfer:
1. Click **Direct Transfer**.
2. Use the keypad to dial the number to whom you wish to transfer the call.
3. Click **Direct Transfer** again. Call will be immediately transferred.
To conduct a consultative transfer:

1. Click **Consult**.
2. Use the keypad to dial the number to whom you wish to transfer the call.
3. Announce the call and then to complete the transfer, select **Transfer**.
To orchestrate a conference call:

1. Click **Consult**.
2. Use the keypad to dial the internal or external number of whom you wish to add to the conference.
3. Announce the call and then select **Conference**.

Note: You can have up to x parties in your call.
Sign Out

To sign out:
1. You must put yourself in **Not Ready** or you will see **Sign Out** as grayed out.
2. Pull down arrow near your avatar.
3. Click **Sign Out**.