

VJG URGEKHKECVKQPU CPF KPHQTOCVKQP TGICTFKPI VJG RTQFWEVUKP VJKU OCPWCN CTG UWDLGEV VQ EJCPIG YKJQWV



TABLE DES MATIÈRES

PRÉFACE :

Rt²hceg vii

J kuvqtkswg fgu oqfkhkecvkqpu vii

î rtqrqu fg eg

Xgttqwknc ig fw eq o rvg crt³u ekps vgpvcixgu fg eqppgzkqp kphwewgwugu

Chhke jgt Oqp jkuvqtkswg



Préface

É J kuvqtkswg fgu oqfkhkecvkqpu. « nc rcig xkk
É î rtqrqu fg eg iwkg. « nc

Modification	Voir	Date
Clqwv fg n)qrvkqp fg tgejgtejg fgu rgthqt ocpegu fg	Chhkejgt ngu rgthqt ocpegu fg n) ² swkrg	

É Rqwt qdvgpkt nòk o rcev uwt nòcevkkv² swg xqwu tgejgtejg | ngu vgejppqni kgu k o rqtvcpygu. xkukyg | ng ukvg [Ekueq Ugtxkegu](#)

É Rqwt uqw o gwtg wpg

Conventions

Ng rt²ugpv fqew o gpv c tgeqwtu cwz eqpxgpvkqpu



CHAPITRE 1

Interface du bureau Cisco Finesse

Nqtuswg xqwu

É Rquv/crrgn

É Rt'v *Gp cwgpvg+ < pq o dtg f)ci gpvu chhgev²u « nc hknng f)cwgpvg swk

eqphki wtcvkqp ghggev²g rct n)cf okpkuvtcvgt. ng okpwwgt rgwv uqkv eqo rvgv « tgdqwtu. uqkv eqo rvgv nc fwt²g0

Uk n)cr rgn f²rcuug wpg jgwtg. ng okpwwgt eqpvkpwg « chhkejgt gp okpwwgu gv ugeqpfgu0 Rct gzg o rng. rqwt 3 jgwtg gv 37 ugeqpfgu. ng eqo rvgv chhkejg 82<370



Remarque

Uk ng ugtxgwt Hkpguug pg rgwv rcu ecnewngt cxge rt²ekukqp nc fwt²g fg n)²vcv qw nc fwt²g f)cr rgn *fcpu egtvckpgu eqpfvkqpu fg dcuewng o gpv rct gzg o rng+. ng okpwwgt chhkejg ë / </ / ì0

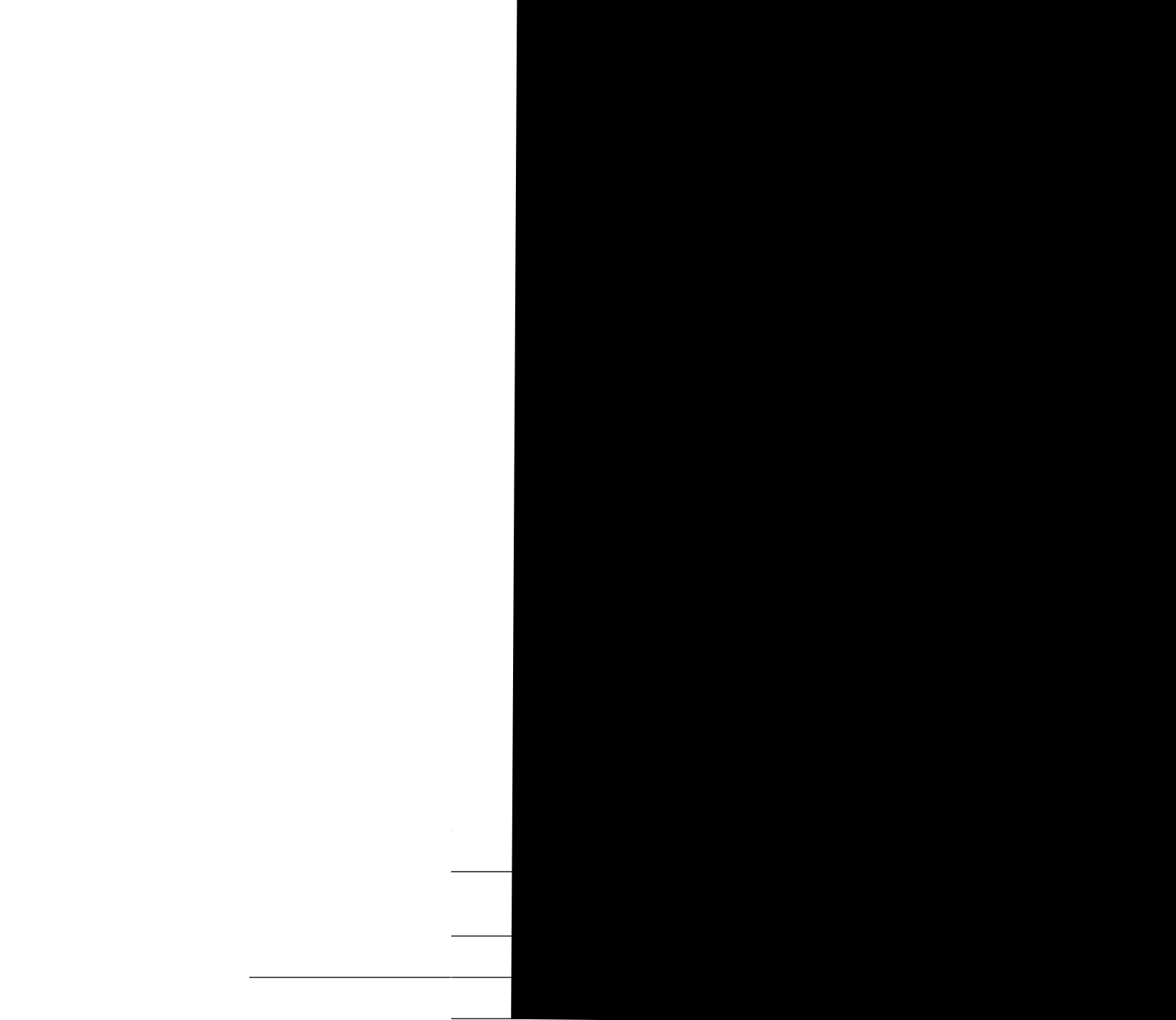
Comportement du bureau Finesse

Uk ng dwtgcw Hkpguug p)guv rcu nc h

W c

Prise en charge multiligne

Uk ng o wnvknk i pg guv eqphki wt². xqwu rqwxg | cxqkt wpg qw rrwukgw tu nki pgu ugeqpfctgu uwt xqvtg v²n²r j qpg⁰
Egrgpfcpv. Hkpguug pg rwdnkg rcu f)kphqt o cvkqpu uwt ngu





Paramètres du navigateur pour le poste de travail des agents et superviseurs

Rqwt xqwu cuuwtgt swg vqwggu ngu hqpevkqpu fw rquvg fg vtcxckn fg n)ci gpv gv fw uwrgrtkugwt Ekueq Hkpguug
hqpevkppppv eqttgevg o gpv. xqwu fgxg| f²ucevkxgt ngu dnqswgwtu fg hgp'vtgu eqpvzvwgmggu fgu pcxki cvgwtu rtku
gp ejct

É Ngu pq o u f)wknkucvgt f)ci gpv Ekueq Hkpguug pg rgwxgpn eqpvgpkt swg fgu ectcev³tgu CUEKK uwt
9 dku k o rtk o cdngu

- e+ Fcpu n)cuukucpv Ko rqtvcvkqp fg egtvkhkecv. enkswg | uwt **Uwxcpv**0
- f+ U²ngevkppg | **Ricegt vqwu ngu egtvkhkecv fcpu ng o ci culp uwxcpv.** rwku enkswg | uwt **Pexi wgt**0
- g+ U²ngevkppg | **Cwqtkv²u fg egtvkhkecvkp**

Déconnexion du bureau Finesse



Pg hgt og|

Procédure

- Étape 1 Enkswg | uwt nc hn³ejg f²tqwncpvg « e^{1/2}v² fg xqvtg ²vcv cevwn()
- Étape 2 U²ngevkqppg | n)²vcv crrtqrk² fcpu nOnDyg()
-

Xqvtg ²vcv f)ci gpv guv o qfkhk² rqwt tghn²vgt xqvtg pqwxgn ²vcv u²ngevkqpp²() Uk xqwu u²ngevkqppg | ng ejcpig o gpv f)²vcv cnqtu swg xqwu ´vgu vqwlqwtu gp eq o o wpkecvkqp. nOnDyg o gpv f)²vcv guv t²rgtewv² crt³u n)gz²ewvkqp fg n)cr rgn()

Modifier votre état pour tous les canaux numériques

Nqtuswg xqwu xqwu eqppgevg | cw dwtgcw Ekueq Hkpguug. n)²vcv rct f²hcwv ugte Pqp rt ´v rqwt vqwu ngu epcwz pw o ²tkswgu tk t?

gp vcpv swg vgt o k p q n i k g r q w t n g e c p e n **E q p x g t u e v k q p** g v s w g x q w u u² n g e v k q p p g | F k u r q p k d n g r q w t x q v t g ² v c v .
n | k e / 2 p g **E q p x g t u e v k q p** f g x k g p v x g t v g g v u k x q w u u² n g e v k q p p g | P q p F k u r q p k d n g n | k e / 2 p g **E q p x g t u e v k q p** f g x k g p v
t q w i g 0

Afficher une fenêtre contextuelle

Répondre à un appel

Planifier un rappel

Uk xqwu

Option	Description

vqwu

- Étape 2 Fcpu nc hgp'vtg **clqwtg wp eqpvev**. xqwu rqwxg | oqfkhkt ng pq o f)chhkejc ig()
- Étape 3 \hat{r} rctvkt fg nc nkuv g f²tqwncpvg **Clqwtg cw i tqwrg**. ejqkukuug | wp i tqwrg gzkucpv qw et²g | wp pqwxgcw i tqwrg
rqwt clqwtg ng eqpvev()
- Étape 4 Enkswg | uwt **Clqwtg**()
Ng eqpvev guv clqw² « xqvtg i tqwrg gzkucpv qw pqwxgmg o gpv et²²()

Supprimer un contact

Wknkug | egvvg qrvkqp rqt uw rtk o gt wp eqpvcev() Uk ng eqpvcev hckv

Fenêtre de conversation

Nqtuswg xqwu tgegxl wpg fg ocpfg fg eqpxgtuckqp gpvtcpvg. wpg hgp'vtg



Se déconnecter d'une conversation de bureau

Procédure

Étape 1 Enkswg | uwt **Rquv/crrgn**⁰

Étape 2 Xqwu rquwxg | u²ngevkppgt ng oqvkh crrtqrk² gp hckucpv f²hkngt nc nkuvg

Forcer le travail post-appel

Uk xqvtg cf o kpluvtevgwt xqwu

Procédure

- Étape 1 Rqwt gpxq {gt ngu lqwtpcwz fw dwtgew « n)cf o kpkuvtcvgwt. enkswg | uwt ngu qrvkqpu fg n)wvknkucvgwt fcpu ng eqkp
uwr²tkgwt ftqkv fg xqvtg ²etcp0
- Étape 2 U²ngevkqppg | n)qrvkqp **Gpxq{gt ng tcrqtv f)gttqwt** fcpu nc nkuvg f²qwncpvgl
Wpg hqku swg ng



Uk n)cf o kpkuvtevgwt o qfkhkg nc rt²ugpvcvkqp rct f²hcwv. ngu o qfkhkecvkqpu cr rqt²gu rct xqwu uqpv tg o rnce²gu
rct ngu rctc o ³vtgu rct

É

É Tceeqteku encxkgt kpeq o rcvkdngu

Remarque Ngu tceeqteku encxkgt pg t²rqpfgpv rcu u)kn gzkuvg fgu kpeq o rcvkdknkv²u gpvgt ngu icfigvu qw ngu
eq o rqucpvu) Rqwt t²uqwfvg egu eqphkvu. eqpvcevg| xqvtg cf o kpkuvtcvgwtd

Raccourcis clavier dpV

ECE (Enterprise Chatise

Wvknkug |

Afficher l'historique des

Étape 2

Fcpu nc nkuvg chhke j²g. u²ngevkppg | wp ci gpn⁰ Rct f²hcwv. nc nkuvg eqpvkgn vqwu ngu ci gpvu eqppge²u fg n)²swkrg
u²ngevkpp²g) Uk xqwu

Uk xqwu f²eppgevg | wp cigpv uwt wp cr rgn gp eqwtu *« n)²vcv Eqpxgtucvkqp+. qw s

N)cr rgn fgxkppv wpg eqph²tgpeg



É Ngu ngwtgu wvknku²gu fcpu ngu tceeqwteku encxkgt pg uqpv rcu ugpukdngu « nc ecuug()

É Uk xqwu wvknkug | wp encxkgt Oce. cr rw{g | uwt **Qrvkqp** cw nkgw fg **Cnv()** Rct gzg o ring. rqwt cee²fgt « nc O

Tâches de IP Phone Agent

É Hkpguug KR Rj qpg C i gpv. «

Tâche	Étapes
E k	É Crrw{g uwt Ugtxlegu @ Ekueq Hkpguug) É Gpvtg

Ngu gzo rngu fg hkiwtgu rt²ugpv²u fcpu egwg rtqe²fwtg rgwxgpv fkh²tgt fg nc rt²ugpv²kvqg gv fg
n)chhkejci g

Procédure

Étape

Étape 3

Rqwt o gwtg hkp « n)²vcv Rquv/crrgn wpg hqku n)crrgn vgtokp². u²ngevkqppg | xqvtg pqwxgn ²vcv *Rt´v qw Pqp rt´v+
fcpu nc nkuvg f²tqwncpvg. qw cvvgpfg | n)gzrktcvkqp fw okpwwgt rt²eqphkiwt²0



É Uk cweup

Comportement de Finesse IPPA

Ngu tgoctswgu uwkxcpvgu f²etkxgpv ng eq o rqtvg o gpv

Pas de traitement post-appel lors des appels transférés

É Gp ecu fg vtepuhgtv f)cr rgn. xqwu pg rqwxg| rcu f²hkpkt fg fapp²gu fg vtckvg o gpv rquv/crrgn rQwt n)cr rgn.
o´