Jabra CC Agent App
for Cisco Finesse
Contact Center solution

Seamless application control at your finger tips

Cisco Finesse is a next-generation agent and supervisor desktop designed to provide a collaborative experience for the various communities that interact with your customer service organization. It helps improve the customer experience while offering a user-centric design to enhance customer care representative satisfaction as well. Cisco Finesse runs on a Cisco Finesse server that delivers various IP-phone capabilities of contact center agents. The server takes all the calls coming from customers and distributes them to the agents.

Improved efficiency & productivity

Jabra CC Agent App is a small integration program that, when installed on the Cisco Finesse server, enables Cisco Finesse to have new and unique functions controlled directly by the Contact Center agents via their headset's controller. This controller is available on USB variants of Jabra Biz 2300 and 2400 II headsets or Jabra Link 260/265 controller. Jabra CC Agent App can apply specific functions to two of the headset's controller buttons – 'triangle' and 'circle'.

Works with:

Softphone, Jabra Link 260/265, Jabra Biz 2300 USB and Jabra Biz 2400 II CC USB headsets

Reasons to choose
Jabra CC Agent App for end-users (CC agents)

- Agents have easy and intuitive control over their work mode by pressing a button directly from their headset's controller to toggle from conversation mode (ready state), to concentration or away mode (not ready state), and seamlessly jump again in the call queue (ready state).
- Increased efficiency as agents save time by pressing only one button to indicate their status, rather than several mouse clicks and a keyboard action in a Cisco Finesse user interface.
- Critical call recording at the touch of a button.

Jabra CC Agent App for IT administrators (Finesse server administrator)

- Simple integration program to install (see installation guide to get an overview on how to deploy this software to your organization)
- Fully compliant with Cisco Finesse
- Only a small component is installed on the agents' workstations - managed centrally from the Cisco Finesse server
- As an alternative to having the Finesse server record all calls, agents can record individual calls

GN Making Life Sound Better

jabra.com/ccagentapp

01 Get the CC Agent App

Download the Jabra CC Agent App installation package, install and configure it on the Cisco Finesse server used in the Contact Center, and deploy it to your organization.

The Jabra CC Agent App package contains an Installation Guide to be used for the setup and the configuration of the features to be applied to the headset's controller's buttons.

02 Configure the controller's buttons

Select 2 functions out of 3 available to configure both the controller's buttons.

The Jabra CC Agent App will be able to send a ready/not ready status to be shown in the Finesse windows when toggling the ready/not-ready state from the controller.
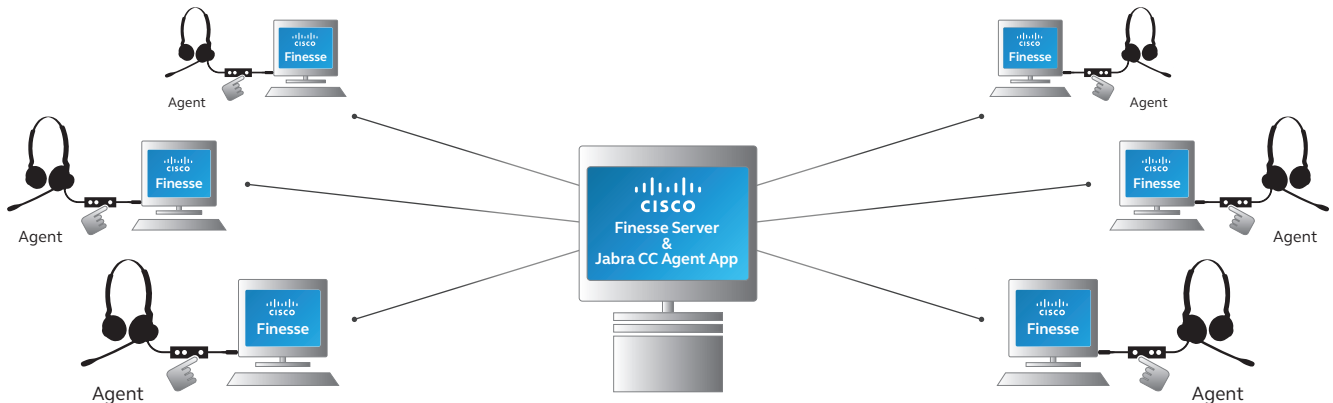
Technical requirements	Description
Compatible Cisco client	Finesse version 11.0
Compatible Jabra audio devices	All USB variants of Jabra Biz 2300, Jabra Biz 2400 II CC (not Bluetooth® version) and Jabra Link 260/265
Compatible webbrowser used by agent	Google Chrome from version 60
Compatible Operating Systems (server and agent)	Windows 7, 8, 8.1 and 10

Works with	Function	Description	Benefit
Jabra Biz 2300 USB Jabra Biz 2400 II CC USB Jabra Link 260/265	**Record call**	This is a new functionality not currently offered to agents within the Cisco Finesse user interface. The Jabra CC Agent App allows the agent to seamlessly start a call recording directly from the headset's controller. Note that this functionality depends on the Cisco Finesse Server being set up to support call recording.	**Benefits for end-users (CC agents)** A great option for training purposes and to evaluate a critical call and ensure future customer satisfaction. **Benefits for IT administrator (Finess server Admistrator)** Facilitate customer satisfaction evaluation and enhance agents efficiency.
	Ready/Not Ready state change	Ready or not ready states can be displayed by a single touch on the headset's controller. Reduces time and mouse clicks by not needing to be indicated through the Cisco Finesse user interface.	Gives agents control of their work mode by choosing when to toggle between modes and seamlessly jump into awaiting calls.
	Sign off state	This state can be activated by agents once or twice a day (e.g. lunch break and leaving for the day).	Faster and easier way to update their availability and wrap up a work day.

CISCO
Solution Partner