

Finesse Desktop for agents lets you handle calls from queues, consult, transfer and dial outbound calls.

### Accessing Jabber softphone and logging in

1. Locate the Jabber application on your desktop and double click to open.



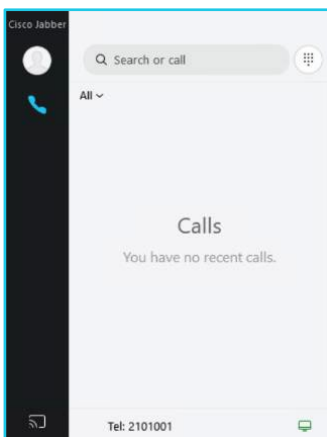
2. On first login, enter your email address and click **Continue**.



3. Your username is confirmed.
4. Next, enter your password and click **Sign In**.

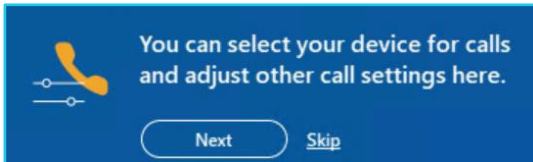
### Home screen

The left-hand menu options may vary depending on your system configuration.



You are presented with useful tips on first log in, click **Next** to view further pop-ups.

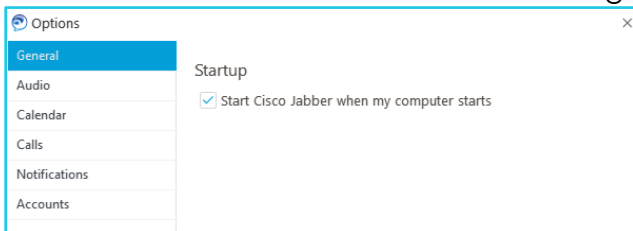
**Note:** Some steps, screenshots and options may differ slightly depending on the application, browser, operating system and software version you are using.



## Suggested Jabber setting changes

When working with Finesse you may want to enable or disable a few settings.

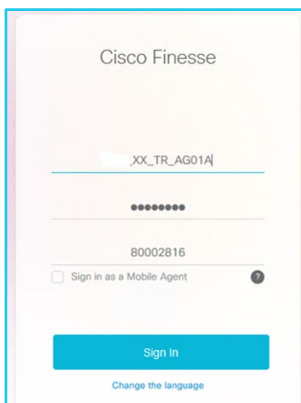
1. Select your profile icon.
2. Click **Settings**.
  - o **General**: tick Start Cisco Jabber when my computer starts.
  - o **Audio**: ensure the headset or device settings are correct.



- o **Notifications & Calls**: if you do not want the Jabber call or notification windows to pop-up alongside the Finesse Desktop change these settings to **Never**.

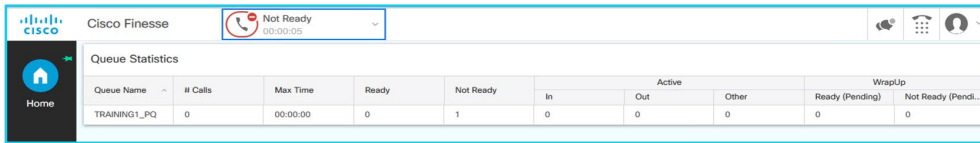
## Accessing Finesse Desktop and logging in

1. Access the portal using a standard Internet browser, or your preferred company browser. URL example: <https://xxxfin01.xxx.ccc.bt.com/> (URL is unique for your company account).
2. Enter your login credentials (check with your system administrator for your login credentials).
  - o **User ID**: this is your agent username.
  - o **Password**: a default password will be supplied.
  - o **Extension**: enter the extension number of the Jabber or softphone device logged in (you must log in to Jabber or associated softphone first).
3. Click **Sign In**.

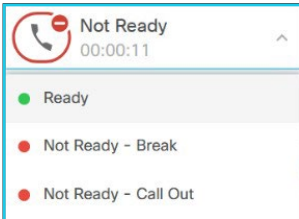


**Note:** Some steps, screenshots and options may differ slightly depending on the application, browser, operating system and software version you are using.

- The Finesse Agent Desktop will be displayed. Your availability status will be in **'Not Ready'** at log In.

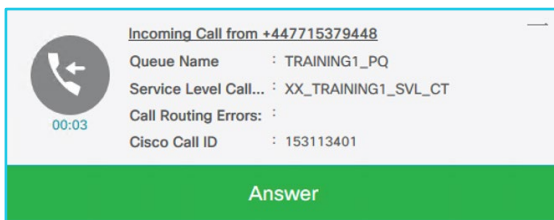


- Change your status to **'Ready'** to accept inbound calls from your allocated queues.
- Use this feature throughout the day to manage your availability using the **Not Ready** reason codes available.

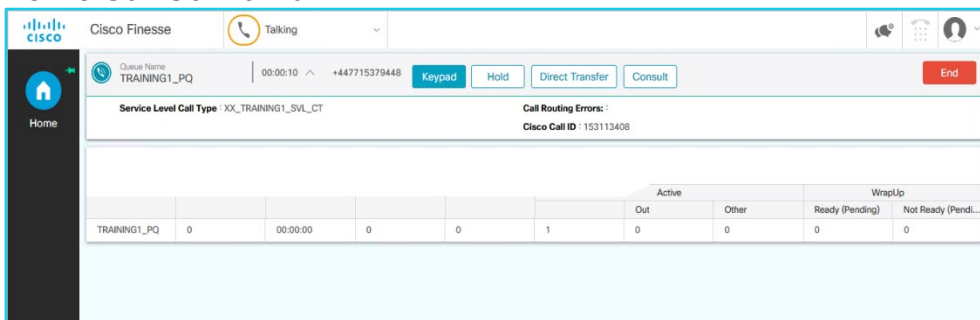


## Call handling

- Manual answer:** incoming call alert – the caller details and queue information will be displayed. Click the green **Answer** button to accept the call.



- Auto answer:** a headset beep or whisper will alert of an incoming call. Status will change to **Reserved** and then **Talking**, you are live with the caller.
- Active Call Control Bar**



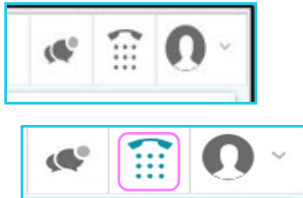
- **Call ID** – the call duration and caller ID (if released) will be displayed.
- **Keypad** – to interact with a menu selection \* / # keys.
- **Hold** – places the caller on hold with music.
- **Retrieve** – retrieve a call placed on hold.
- **Direct Transfer** – transfer a call to a colleague without announcement.
- **Consult** – use consult to announce calls to your colleagues first, you can then transfer or remain in a 3-way conference.

**Note:** Some steps, screenshots and options may differ slightly depending on the application, browser, operating system and software version you are using.

- **Wrap-Up Codes** – (If configured) associate a reason code for the call type.
- **End** – use the end call button to complete the call

## Make an outbound call

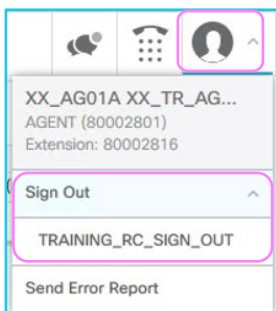
Use the keypad icon on top right menu bar to make outbound calls. It is recommended you make yourself **Not Ready** before calling out.



## Logging out

It is important you **sign out** of from Finesse before closing the application or browser as this may affect call routing and reporting statistics while you are still logged in.

1. Select your profile icon on top right menu bar. You need to be in a **Not Ready** state to sign out.
2. Select **Sign Out**.
3. Confirmation received. Click **OK** to confirm.



## Learn more

- [Jabber training videos >](#)
- [Finesse agent desktop training videos >](#)

Discover more at the [BT Support Centre >](#)

