User friendly gadgets for Cisco Finesse

b+s Fusion for Finesse is a set of out of the box gadgets which provides additional functionality to agents and supervisors using Finesse.

b+s Fusion for Finesse is an enabling application which allow agents to manage customer interactions, see the availability status of coworkers and take advantage of time saving tools such as phone directories, call histories and Real Time Displays. Easy access to all tools and information from a single window increases agent productivity and improves customer service.

b+s Fusion for Finesse gadgets include:

- **CallHistory**
- **PhoneBook**
- **RealTime**
- **CRM (described in the** Fusion CRM Datasheet**)**
- **CallForwardNote**
- **RemotePage**
- **SpeedDial**

Product Highlights

- Intuitive and easy to install gadgets
- Greatly enhances Finesse's functionality

Key Benefits

- Click to dial from Real Time Display or from list of recent calls
- Access corporate phone book via LDAP
- See agent state truly in real time without 15 second delays
- See agent state for multichannel, not just voice
- Transfer notes to a second agent
- Easily include 3rd party web-sites into Finesse
- Search & dial a number within 3 clicks
- Manage a personal SpeedDial list

b+s Fusion CallHistory

This b+s gadget allows agents to see a **detailed list of their inbound, outbound and missed calls** which helps them **follow up with customers more efficiently via click to dial**. The agent can filter the list by phone number, call type or time frame and perform searches using almost any criteria such as customer account number, department chosen in the IVR, duration etc.

b+s Fusion for Finesse CallHistory

Action▾	Number	Type	Duration	Start date ▾
	Filter by number ✖	▾ Show all calls ✖		▾ All ✖
> ✖ ☎	↩ 41319175260	Missed		3/3/2016 at 02:13 PM
> ✖ ☎	→ 319175258	Dialed	3 min 5 sec	3/3/2016 at 02:12 PM
> ✖ ☎	→ 319175258	Dialed	25 sec	3/3/2016 at 02:11 PM
> ✖ ☎	→ 319175260	Dialed	57 sec	3/3/2016 at 02:09 PM
⌄ ✖ ☎	← 41319175222	Received	4 min 48 sec	3/3/2016 at 02:03 PM

Call Type:	routed	Ref. ID:	7007
Department:	Sales	Tel. Number:	41319175222
Customer:	Xtreme Hotline	Reference	1543668
		Language:	English
		Location	Worblaufen

Overall filter	Filter... ✖			powered by b+s

b+s Fusion PhoneBook

This b+s gadget allows agents to **access their corporate phone book via LDAP**. Agents can quickly and easily search for internal contacts by typing in part of a name or phone number and then **call, transfer or conference without leaving the Finesse GUI**. This gadget saves administrators time and resources by allowing them to only maintain a single corporate phone book.

b+s Fusion RealTime

This b+s gadget allows agents to **see the real time state of other agents** who are members of their skill groups. It makes it easy for agents to get assistance from other agents by **knowing what their coworkers are doing** and being able to **communicate with them quickly via click to dial**. Supervisors get a more **complete view of their team's work load** and can help out where needed.

b+s Fusion CallForwardNote

CallForwardNote is a gadget that allows the agent to **set a note for a call** (caller). This note could be transferred to a second agent with a regular call transfer. If there's a note available, it will be shown on incoming call.

b+s Fusion RemotePage

Fusion RemotePage gives the customer the possibility to **easily include 3rd party websites into Cisco Finesse**. They can be defined in the configuration and will be loaded when the Fusion RemotePage is displayed. For example, if the agent receives a customer call, Fusion RemotePage can open the CRM website and passing customer data (phone number, call variables, etc.).

b+s Fusion SpeedDial

SpeedDial is a Gadget that allows the Agent to **manage a personal SpeedDial list.** For companies there are multiple global lists that could be configured. An agent could have access to only one personal list but multiple global lists. Global lists can be edited by defined persons only. The speed is the most important value on this gadget. **To dial a number, it will need three clicks only.** The SpeedDial gadget works for outcalls, transfers and direct transfers.

Make a New Call		
SpeedDial		

Client Advisor and Analyst Hotlist

	Name	Phone number
Available SpeedDial Lists		
Client Advisor and Analyst Hotlist		
Global contacts		
📞	Sean Connery (Client advisor Zuerich)	+41 79 892 83 61
📞	Jack Black (Client advisor London)	+44 1727 87 64
📞	George Clooney (Analyst Rome) Mon to Thurs only	+06 667 67 34
📞	Vito Bartolucci (Analyst Rome) Thurs,Fri Only	+06 667 67 35
📞	Tom Shephard (Client liaison East Coast)	+001 717 2123
📞	Maria Bartiromo (Analytics East Coast)	+001 717 56 34
📞	Tony Soprano (Client advisor New Jersey)	+001 717 68 89
📞	Mario Cuomo (Analyst Rome)	+06 667 6477
📞	Haribo Baerli (Client advisor Bern)	+41 319 20 20
📞	Scott Glenn (East Coast liaison)	+001 717 44 33
📞	John J Abrams (Analyst East coast)	+001 717 45 56
📞	M Marple (Analyst London)	+44 727 98 88

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Call Variable 1	+41798928361	Dialing...	End
SpeedDial			

Client Advisor and Analyst Hotlist

		Name	Phone number
Available SpeedDial Lists			
Client Advisor and Analyst Hotlist			
Global contacts			
👤+	➡	Sean Connery (Client advisor Zuerich)	+41 79 892 83 61
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