Cisco Finesse

Set up integration with Cisco Finesse

Version 8.0

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PRODUCTS: ALL CREATIO PRODUCTS

> This article describes integration with Cisco Finesse version 11.5 and later. We recommend using new phone service versions to ensure secure and reliable operation. If you need to set up integration with Cisco Finesse version 11.0 and earlier for testing purposes or to look for errors, follow the instructions for Creatio version 7.16.

To set up integration with Cisco Finesse, take the following steps:

1. Set up the service message exchange library. Read more >>>

2. Set up the Cisco Finesse parameters Read more >>>

In Creatio, the Cisco Finesse integration functionality requires a separate license. To license the phone service, generate a license request, send it to our support team, upload the received license file to Creatio, and distribute the licenses among users. Learn more in separate articles: Creatio licensing, Manage user licenses.

Before you set up the integration, make sure that the phone service administrator has already configured Cisco Finesse.

> **Attention.** To ensure the integration operates as intended, enable the CORS technology support in Cisco Finesse settings. You can do this using the following commands
>
> `utils finesse cors enable_all`
>
> `utils service restart Cisco Finesse Tomcat`
>
> `utils service restart Unified CCX Notification Service`

Select the message exchange library

The setup is performed once by the system administrator.

1. Open the System Designer, e. g., by clicking ⚙ in the top right.

2. Click "System settings" in the "System setup" block.

3. Set the "Default messages exchange library" ("SysMsgLib" code) system setting to "Cisco Finesse telephony integration library (Finesse 11.5+)."

4. Click [*Save*].

Set up the Cisco Finesse parameters

Set up the common parameters

The setup is performed once by the system administrator for all Creatio users.

1. Open the System Designer, e. g., by clicking ⚙ in the top right.

2. Click "System settings" in the "System setup" block.

3. Specify the address of your Cisco Finesse server in the "Finesse 11.5+ server address" ("FinesseServerAddress" code) system setting. Use the following format: https://:8445. For example, https://hq-uccx.abc.inc:8445.

4. Click [Save].

5. Specify the WSS protocol address of your Cisco Finesse server in the "Finesse 11.5+ websocket address" ("FinesseWebsocketAddress" code) system setting. Use the following format: wss://:8445. For example, wss://hq-uccx.abc.inc:8445.

6. Click [Save].

Set up the individual parameters

The setup is performed for each Creatio user who received the Cisco Finesse integration license. Use the user login credentials to log in to Creatio.

1. Open the user profile page, e. g., by clicking [Your profile] on the Creatio homepage.

2. Click [Call Center parameters setup]. This opens a page.

3. Fill out the required fields:

   a. Select the [Disable Contact Centre integration] checkbox to disable Creatio integration with the phone service. This hides the call button from the Creatio communication panel.

   b. Specify the Cisco Finesse user parameters in the [Agent Id], [Extension], [Password] fields.

   c. Select [Enable debugging] checkbox to display troubleshooting information within the browser console. For example, you can use the information if you encounter phone service and customer contact issues.

4. Click [Save].

5. Refresh the browser page to apply the changes.