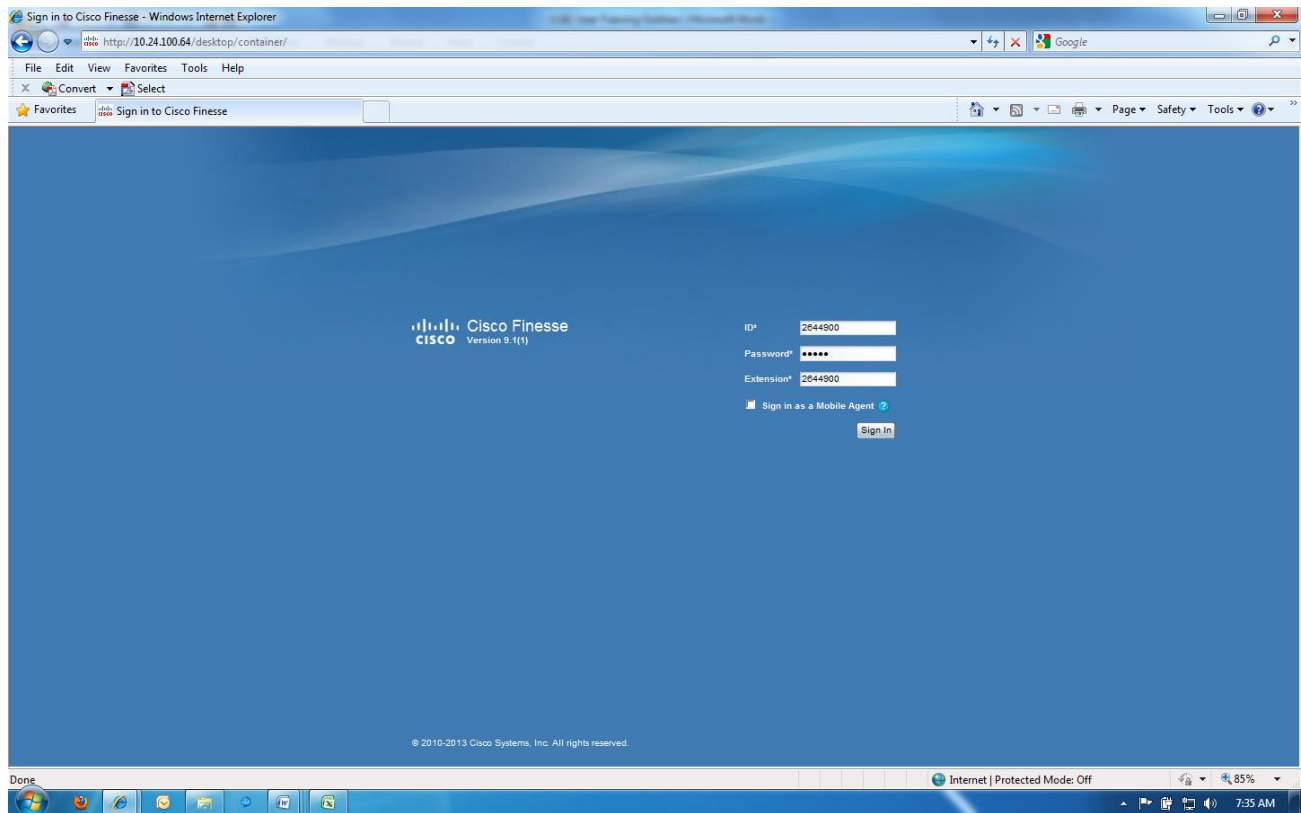


Finesse Agent Quick Reference Guide

Signing into Finesse

- Open up your internet browser. CUIC supports Internet Explorer 11, Firefox 45 ESR and higher ESR, and Chrome 48+
- Enter in the following URL:
<https://phxccefin1a.voip.aznet.gov> or <https://tucccefin1b.voip.aznet.gov>
- Bookmark this as you will be using this URL every day when you sign in.
- Enter your ID, Password, and ACD phone Extension
 - a. ID = your id matches your main phone number (ex: 6027715555)
 - b. PW =
 - c. ACD Extension = your second line extension, will show as “XXX” Agent (ex:6021770500)
- Click the Sign In button



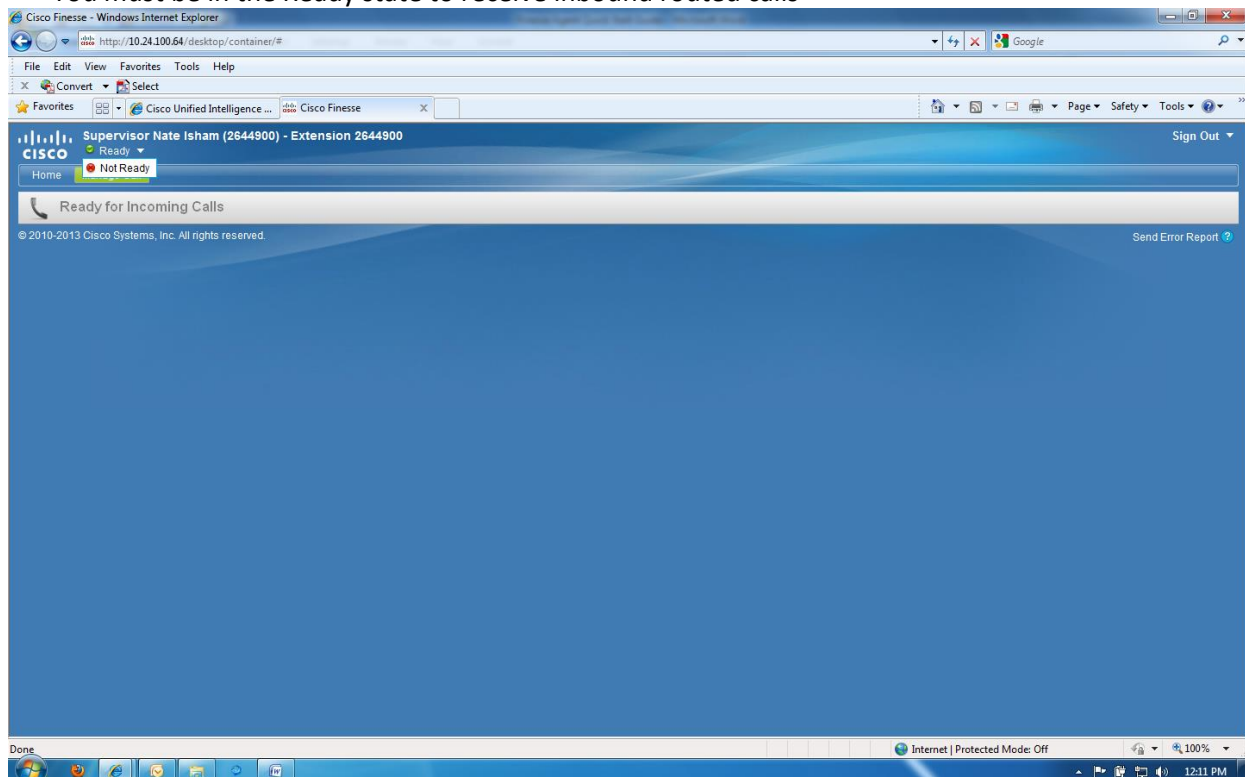
Finesse Agent Quick Reference Guide

Agent States

- You are always in 1 of 6 agent states when you are signed into Finesse
 - a. Not Ready – you are not ready to receive inbound routed calls
 - b. Ready – you are ready to receive inbound routed calls
 - c. Reserved – the system has reserved you and is sending an inbound routed call to you and your phone is ringing
 - d. Talking – you are talking on a call
 - e. Hold – you have a call on hold
 - f. Wrap – you are in after call work

Taking Calls

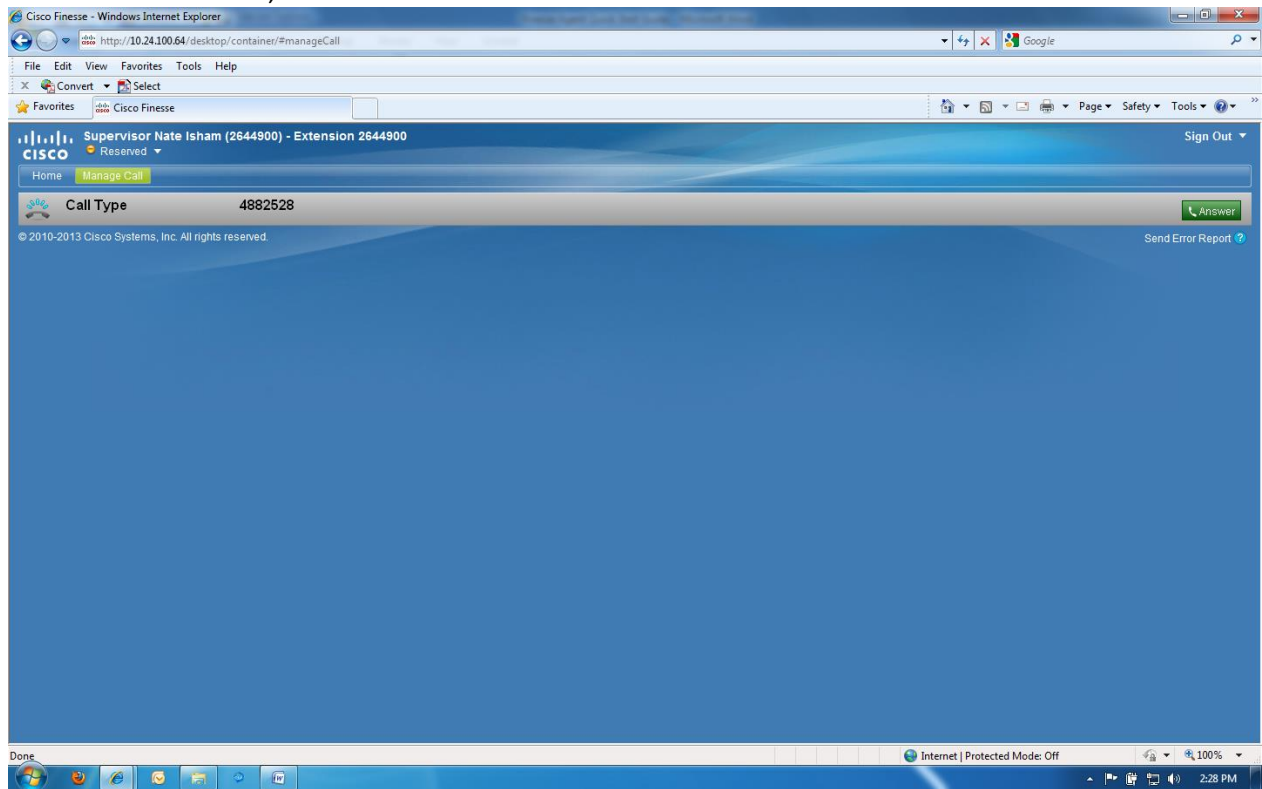
- You must be in the Ready state to receive inbound routed calls



Finesse Agent Quick Reference Guide

Answering Calls

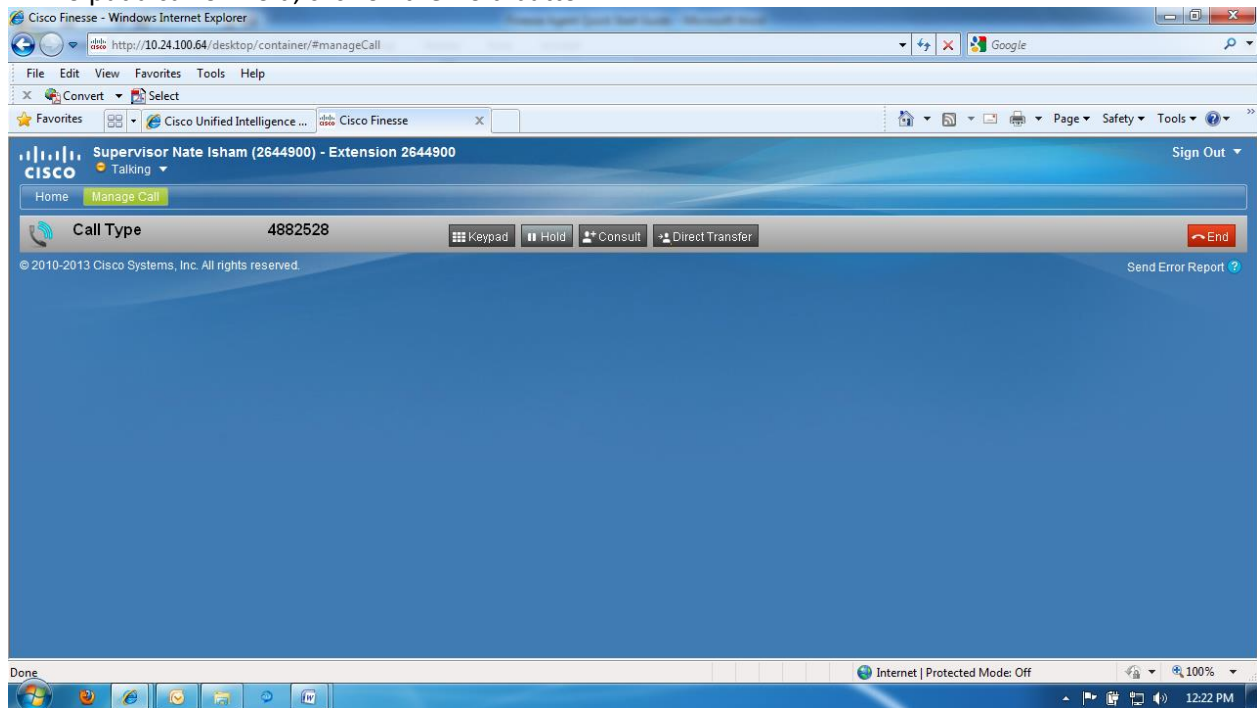
- When the phone rings, the system will put you in a Reserved state.
- To answer the call, click on the Answer button.



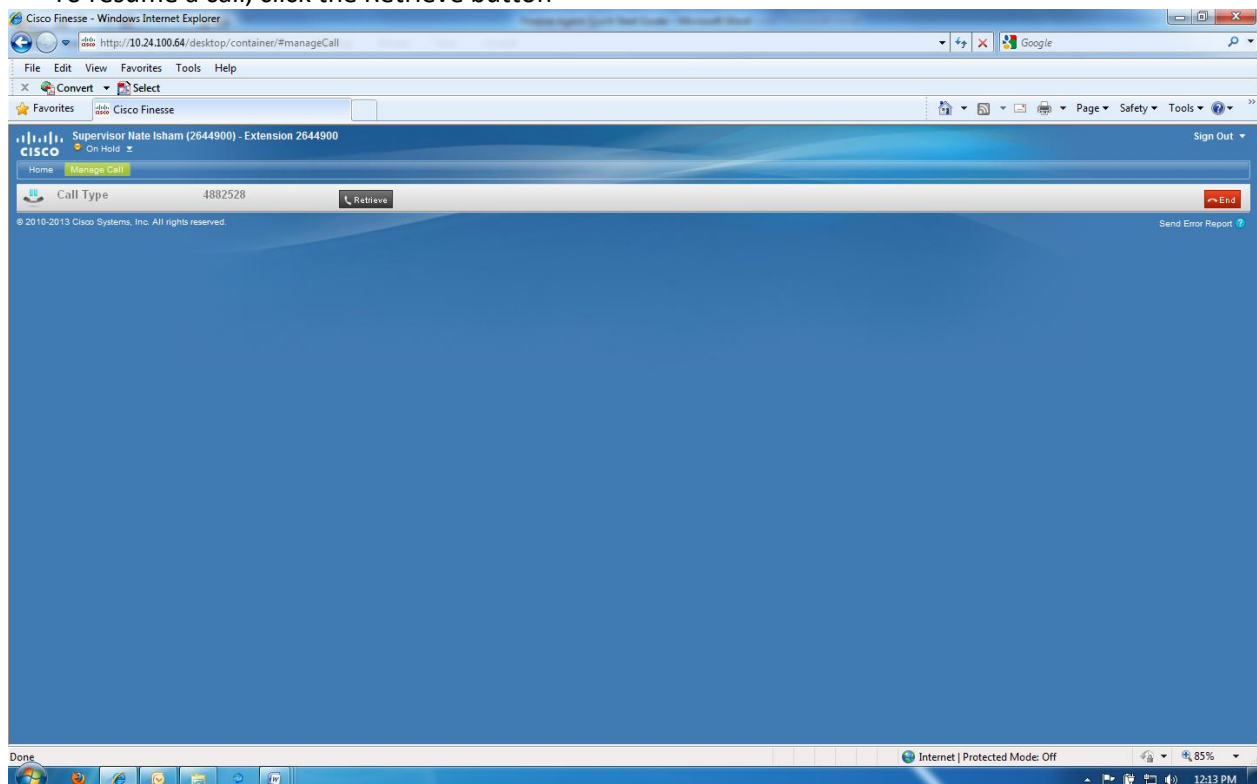
Finesse Agent Quick Reference Guide

Putting a call on hold

- To put a call on hold, click on the Hold button



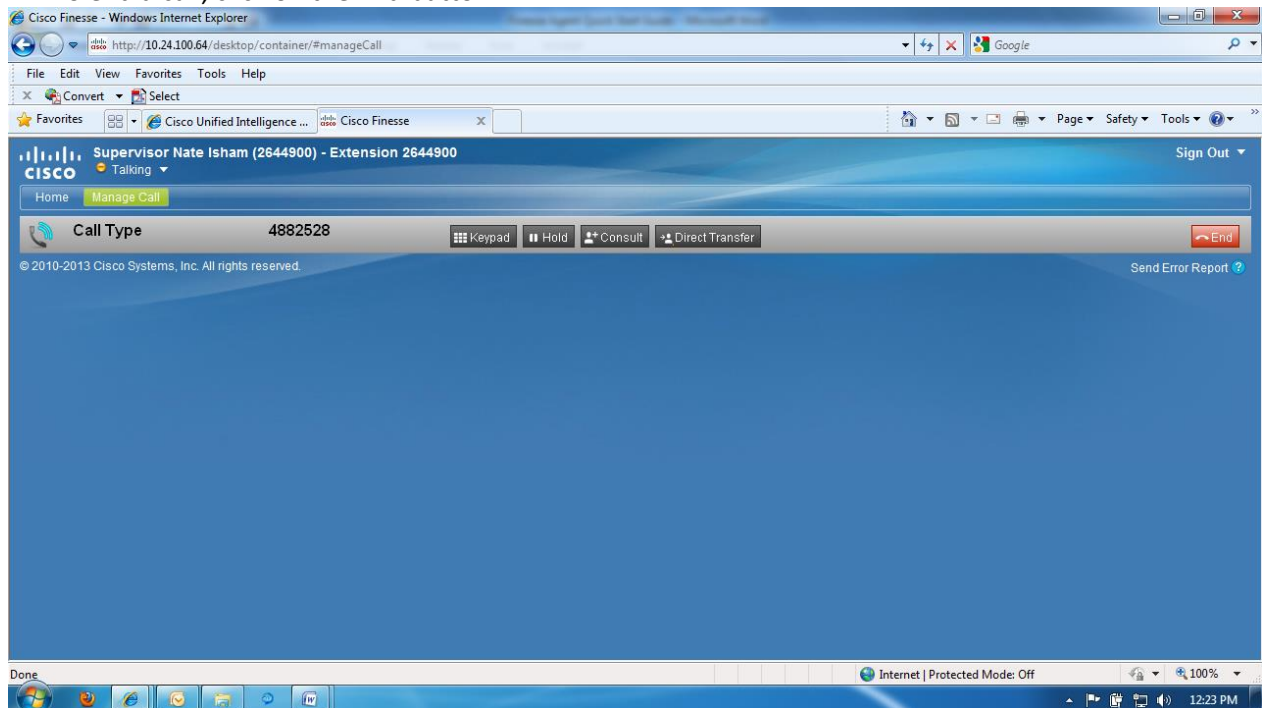
- To resume a call, click the Retrieve button



Finesse Agent Quick Reference Guide

Ending Calls

- To end a call, click on the End button.



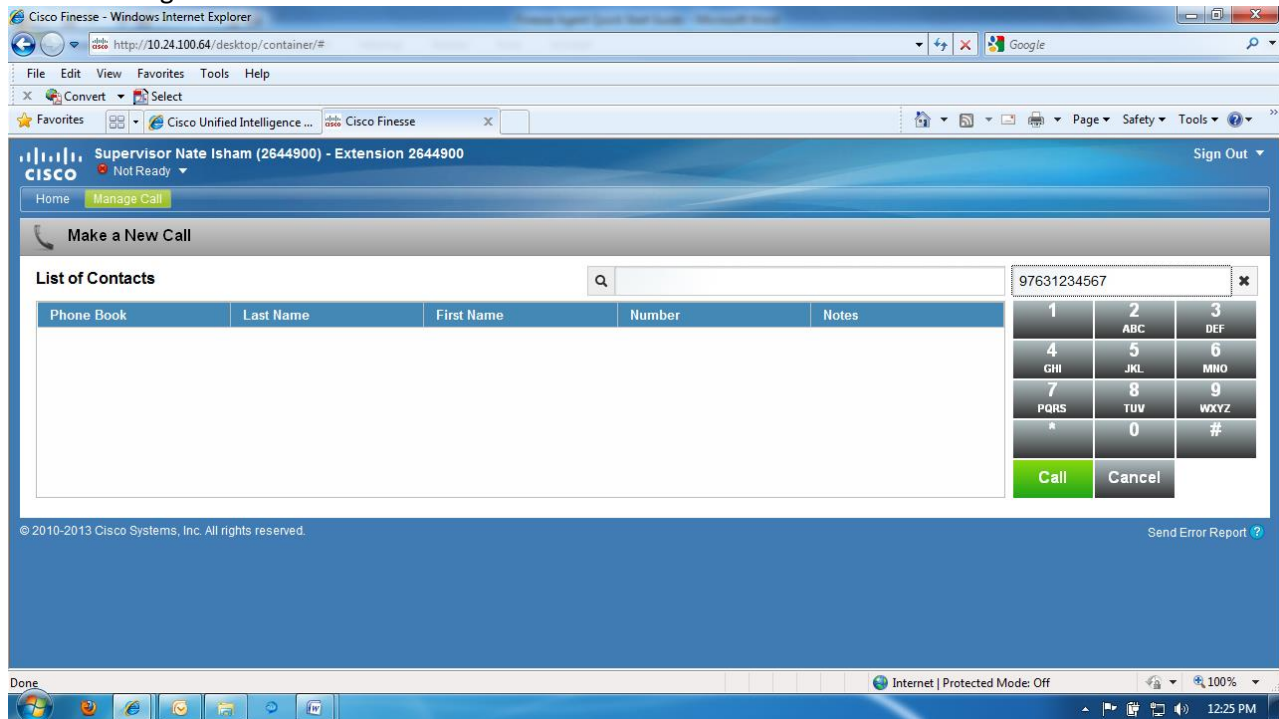
Transfer and Conference

- Direct Transfer – also known as blind transfer, cold transfer, unannounced transfer
 - While on a call, click the Direct Transfer button
 - Enter the transfer number in the dial pad
 - Click the green transfer button
- Consult / Conference
 - While on a call, click the Consult button
 - Enter the number in the dial pad
 - Click the green call button
 - The original call is on hold, and you are now talking/consulting with another person
 - From here you can end the call with the person you are consulting with, transfer the call to the person you are consulting with, or conference in the person you are consulting with.

Finesse Agent Quick Reference Guide

Outbound Calls

- You must be in the Not Ready state to be able to initiate outbound calls
- Click the Make a New Call button/bar
- Enter the number in the dial pad
- Click the green call button



Finesse Agent Quick Reference Guide

Signing out of Finesse

- When you are finished for the day, please remember to sign out of Finesse first
- Do not just close your browser
- Put yourself in the Not Ready state
- Click the Sign Out button and select any appropriate sign out reason code
- Close your browser

