

Data Sheet

Comstice Desktop Agent For Cisco UCCX and UCCE/PCCE

1. Introduction

This document aims to provide the details of Comstice Desktop Agent application for Cisco Finesse, supporting Cisco UCCX and Cisco UCCE.

2. Comstice Desktop Agent for Cisco Finesse

Comstice creates a wide range of products for enterprise collaboration solutions. Comstice Desktop Agent for Cisco Finesse provides agent functionality on a desktop application that can be run in Windows, Linux and Mac OSX operating systems.

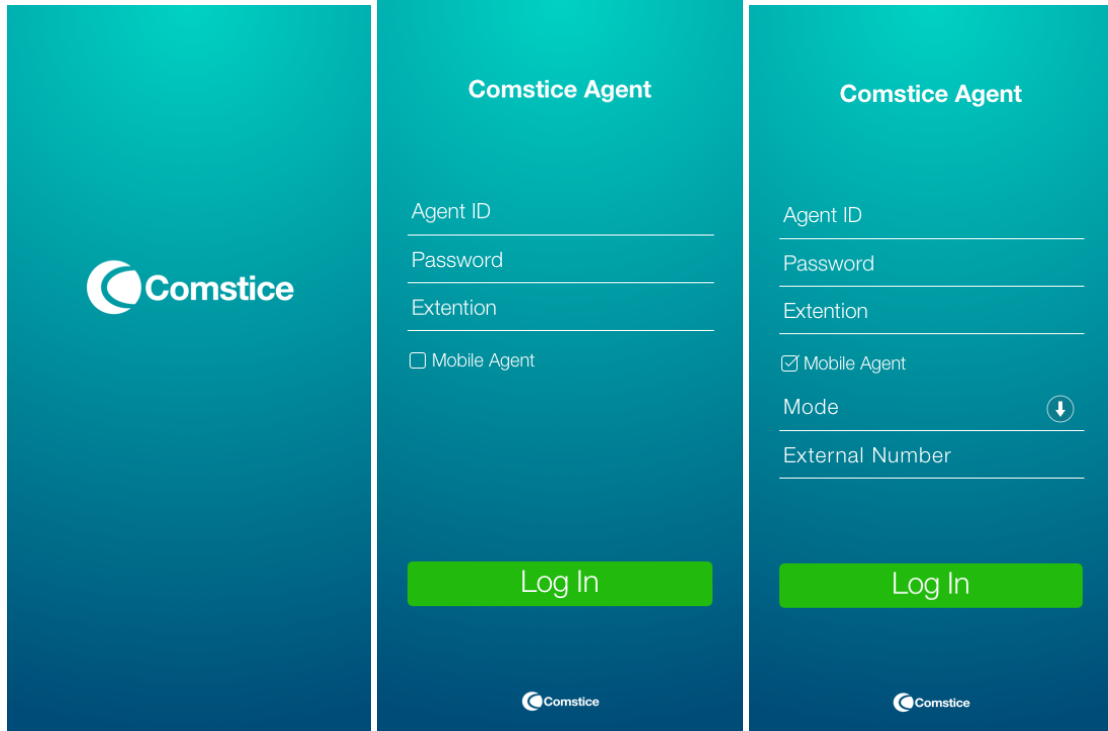
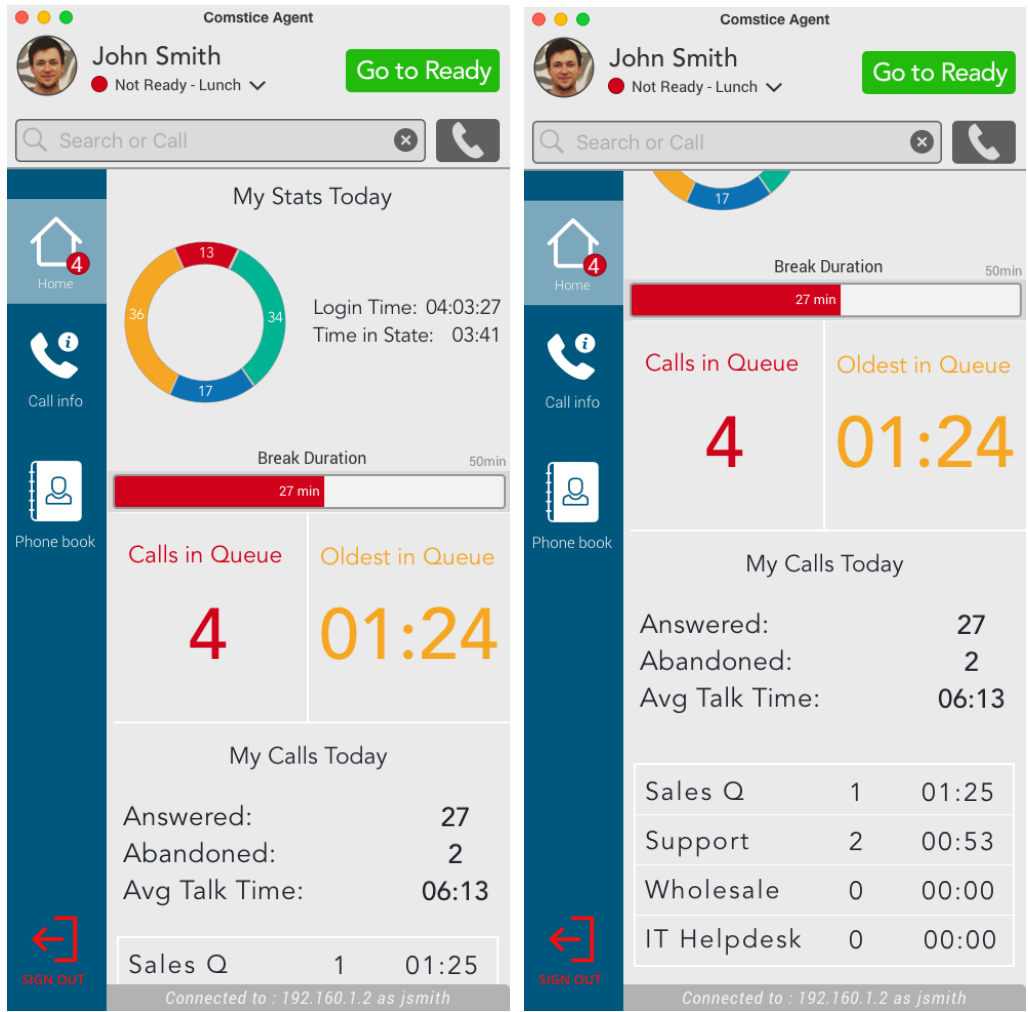
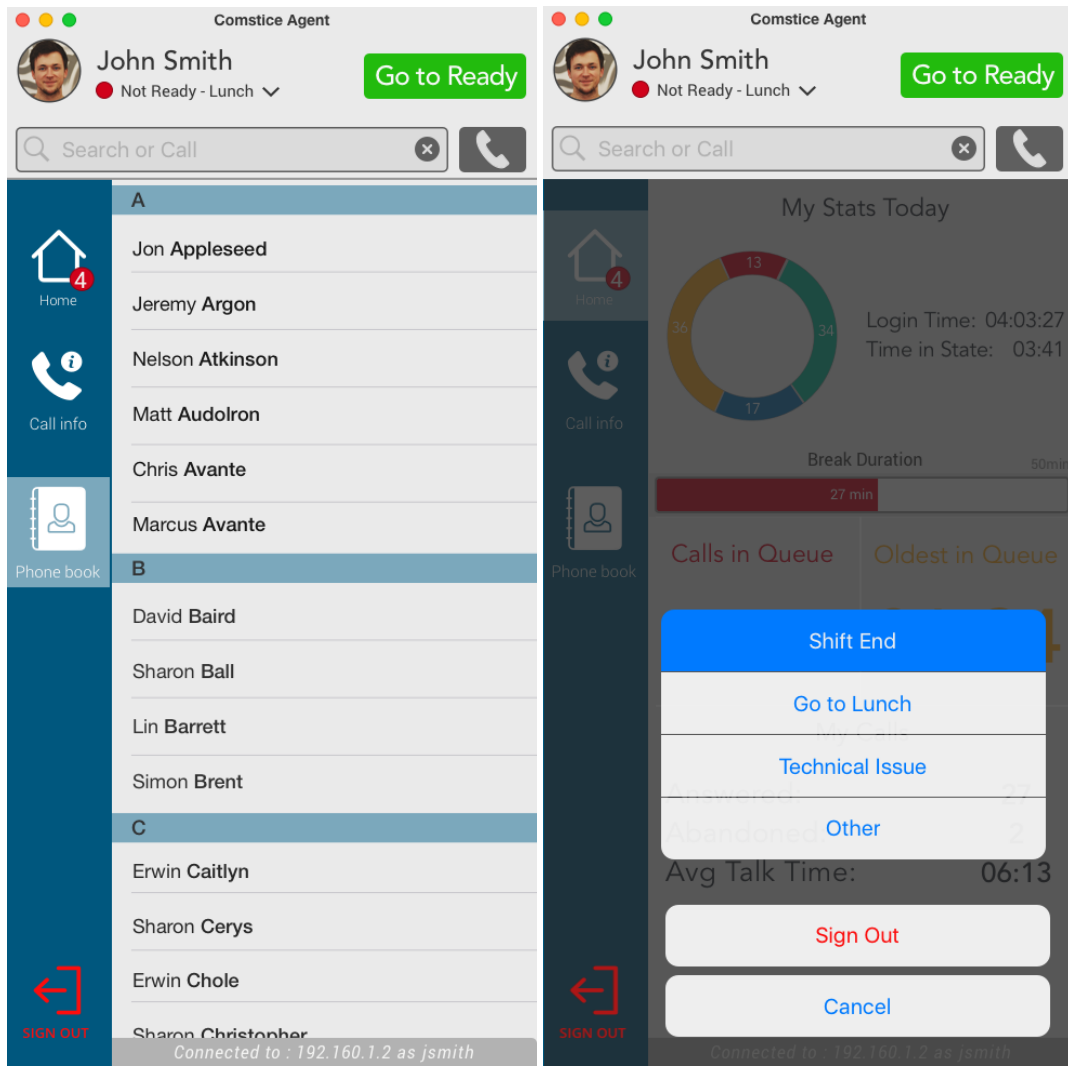


Figure 1: Comstice Desktop Agent supports Cisco UCCE and UCCX

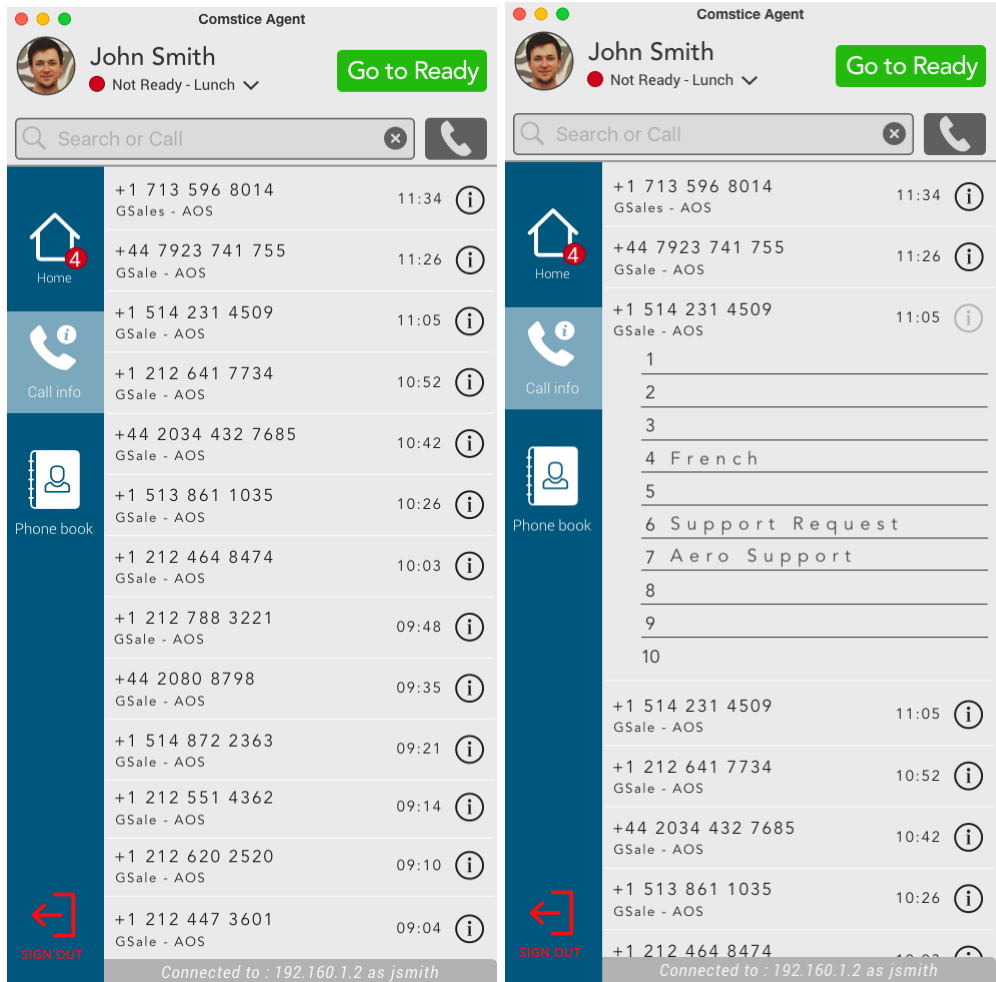
Comstice desktop agent is a Java-based client, supporting Cisco Finesse Agent features.



Agent can monitor their daily stats as well as the queue information. We can configure certain reason codes as "Break" and count the cumulative break duration. For example: Lunch Break, Toilet Break, Coffee Break reason code durations can be calculated for that day and break duration consumed can be shown.



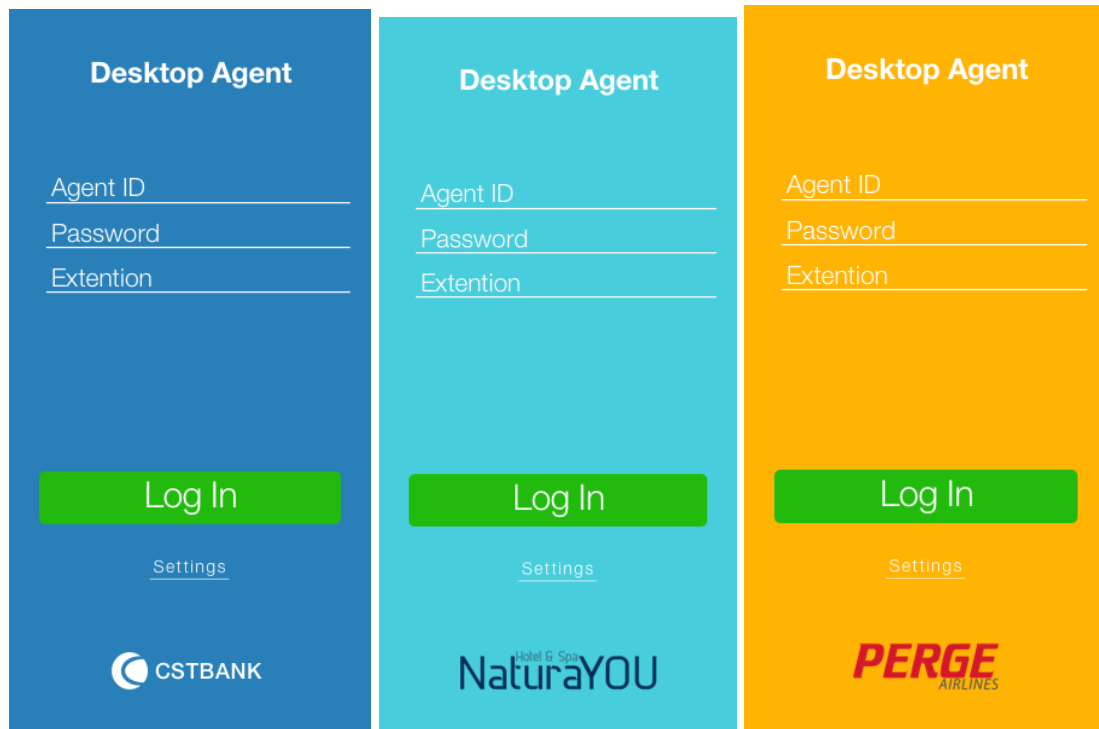
Comstice Desktop Agent can also access Phone Book created in Cisco Finesse as well as other directories through Comstice PhoneBook Middleware APIs.



Each call received will be logged and stored with its call variables, something completely new for Cisco UCCX and UCCE. The data will be stored in a local file with a maximum file size of 100MB.

3. Customisation

Comstice can customise the Desktop Agent based on your business requirements and branding.



We can also integrate any third party data resource to the clients to retrieve some customer data from your CRM platform. Layouts, real time reports and the agent functions can be redesigned by Comstice based on your requirements.

4. Supportability and Licensing

- Licensing is per agent login. Comstice Desktop Agents need to communicate with Comstice Licensing Server, either on-site or in the cloud.
- No additional license required on Cisco Finesse. Existing licenses can be reused for Comstice Desktop Agent.
- A maintenance contract is mandatory for the annual license renewal. Standard or premium support can be selected.
- Comstice Desktop Agent Citrix Support is subject to Citrix version and testing in the customer environment.
- Comstice Desktop Agent is based on Java, therefore requires Java 8 RE
- Comstice Desktop Agent can be run on any operating system that supports Java 8 RE

5. Support

What does it cover?

Comstice provides a software maintenance support for the Comstice Desktop Agent software.

Standard Support is provided on a 48-hr response and up to 7 business days fix basis due to all the dependencies around the solution.

Priority Support is provided on up to 4-hr response and up to 48 hours fix basis due to all the dependencies around the solution.

Support service provided by qualified engineers via email or WebEx. Either by using the VPN account provided to Comstice Support team or via WebEx with customer engineer, troubleshooting steps are performed.

Customer will provide a test agent and softphone/Jabber account for Comstice Engineers to troubleshoot the issue.

5.1 How to raise a support ticket?

End customers or partners can raise a support tickets online from www.comstice.com/support or by calling Comstice Support Desks from +1-713-929-3714.