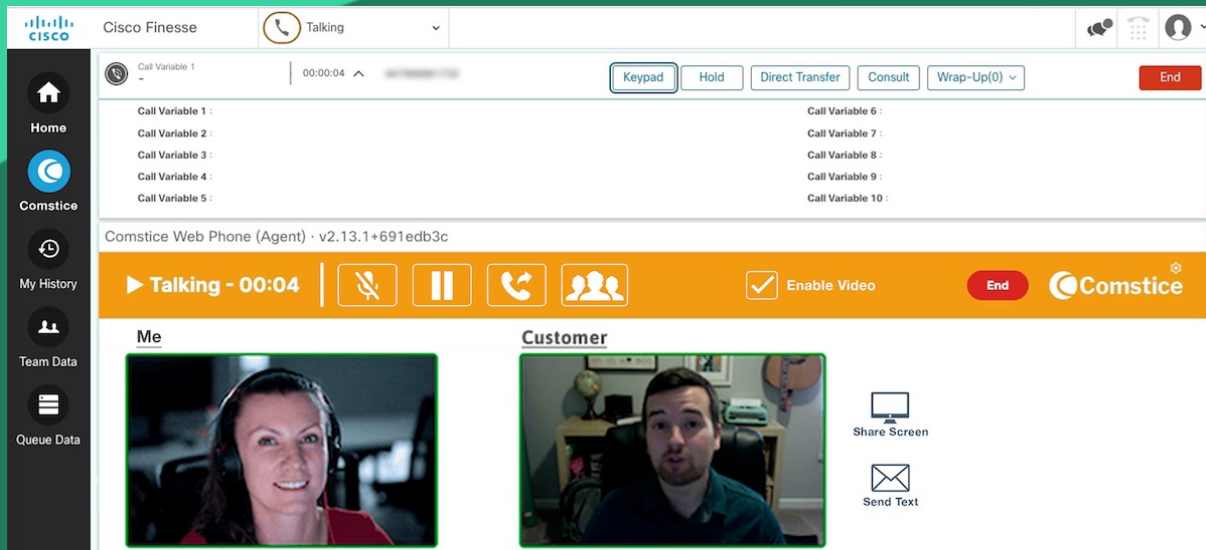


Cisco Finesse Gadgets

Data Sheet



Enhancing Agent Experience

Cisco Finesse gadgets help contact center stakeholders to access new features. Agents and supervisors can access many features without leaving Cisco Finesse portal.

All of these solutions can be hosted on-premises or at Comstice Cloud.

Comstice workspaces widgets include;

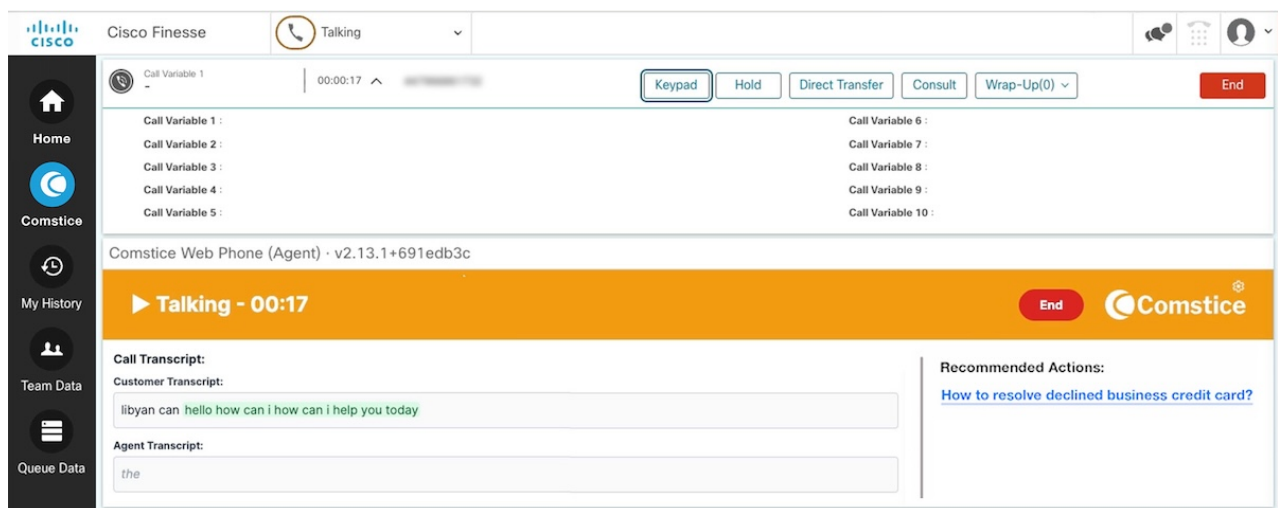
- webphone
- messaging (mobile text, WhatsApp, Email)
- screen recording
- workforce management
- video call center
- AI agent assist
- real-time sentiment analysis
- agent scorecard
- real-time dashboard

Webphone

Eliminate any installations on Agent PCs

Your customer service agents can make and receive calls just like a cloud call center but on your network. By using Cisco Finesse VPN Less working methodology, we can securely run Cisco Finesse webpage on the remote network.

<https://comstice.com/cisco-finesse-webrtc-softphone-webphone-ucce-uccx>



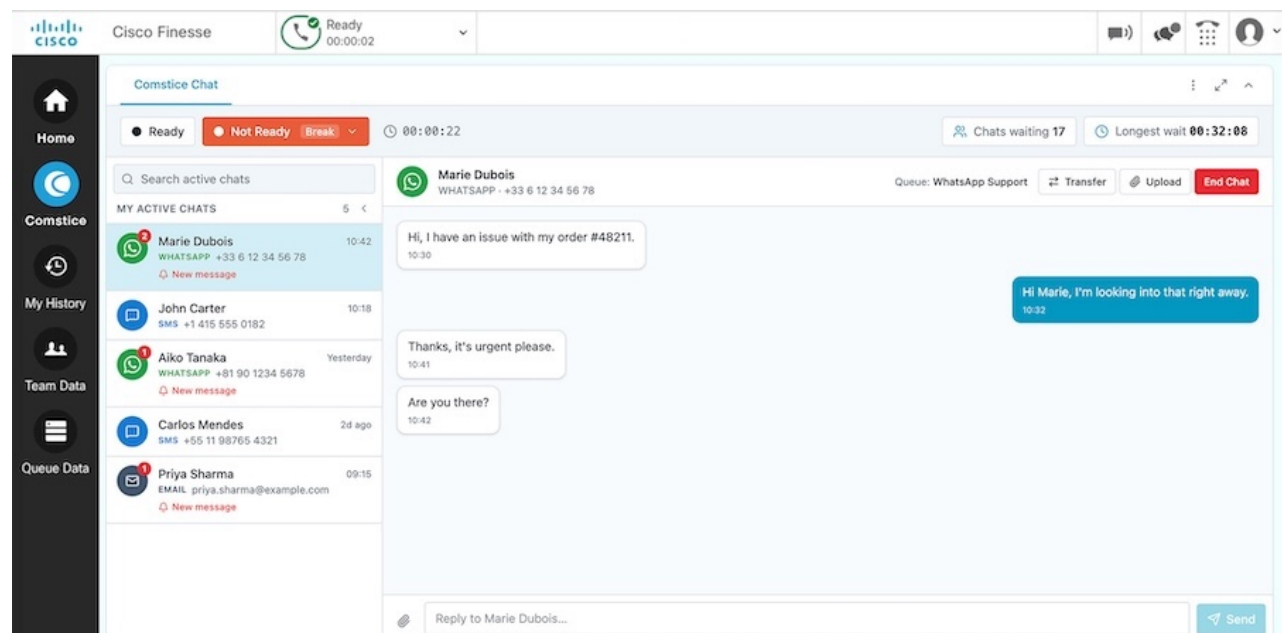
Messaging

Power of Persistent Messaging

One of the biggest challenges of live web chat is that it times out a lot; customers get distracted easily and the session times out. Customers use persistent chat such as mobile text and Whatsapp and they are willing to wait for the response.

Messaging widget helps agents to handle customer texts, Whatsapp requests and emails. Below is the product page for more information;

<https://comstice.com/cisco-finesse-sms-whatsapp-email>



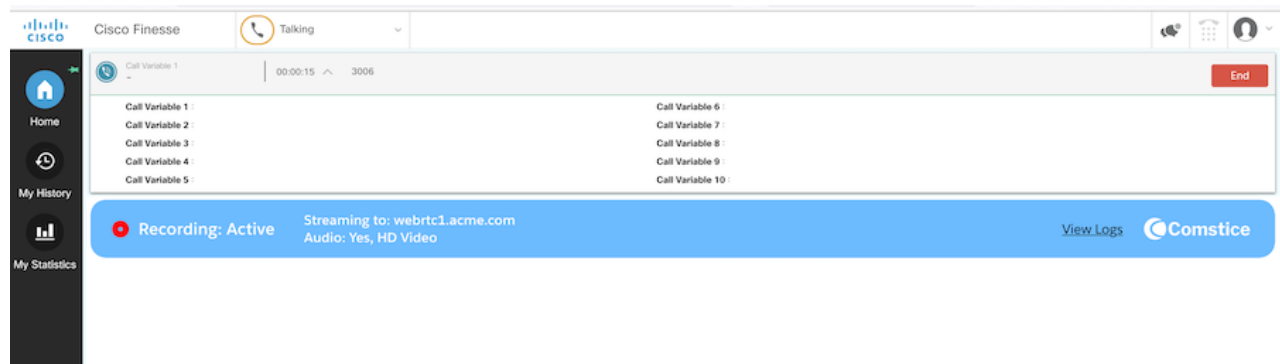
Screen Recording

Record Any Agent Activity with No Installation

Comstice Screen recording gadget helps to record any agent activity, including messaging and other Finesse gadget. The best part is that you do not need to install anything on the agent PC.

All th recordings are then pushed to the Comstice servers running on your network.

<https://comstice.com/cisco-finesse-screen-recording-gadget>



Workforce Management

Comstice Workforce Management offers agent and supervisor widgets to access shift schedule, shift swap and other WFM features. Agents and supervisors can use all the WFM features without leaving Cisco Finesse portal.

<https://comstice.com/wfm>

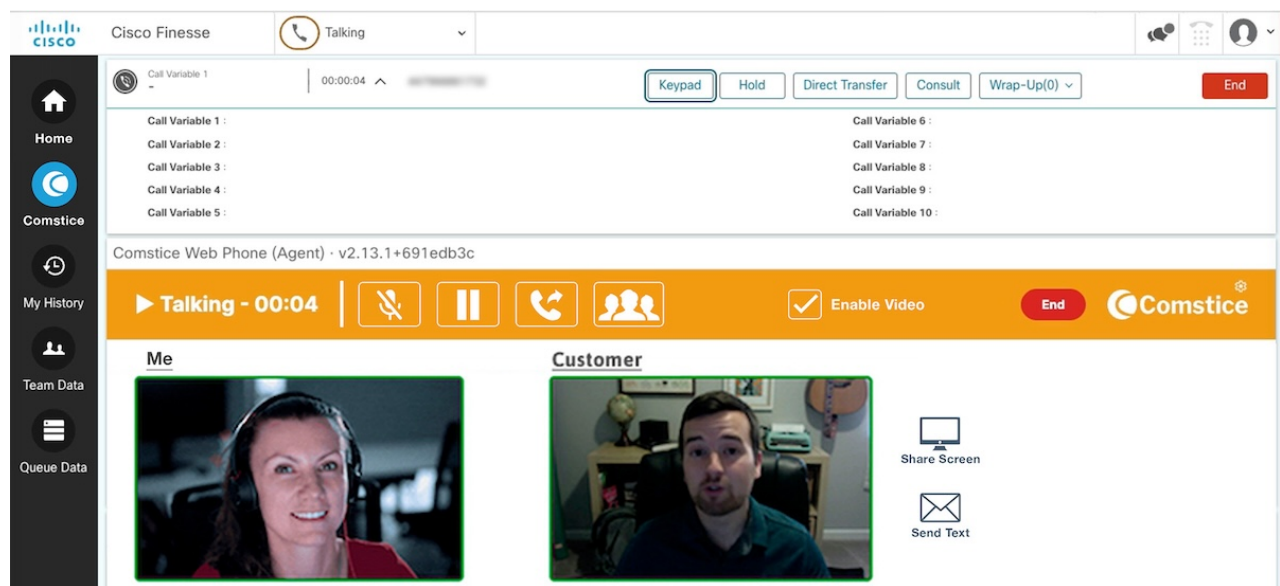
The screenshot displays the Comstice WFM interface integrated into the Cisco Finesse portal. The top navigation bar includes the Cisco logo, the text "Cisco Finesse", a status indicator "Ready 00:00:02", and icons for chat, voice, and user profile. A left-hand sidebar contains navigation links: Home, Comstice, My History, Team Data, and Queue Data. The main content area is titled "Comstice WFM" and "Emma Clarke - Agent". It features a horizontal timeline for "TODAY" from 08:30 to 17:30, showing a sequence of activities: Shift (green), Team Meeting (blue), Break (orange), Shift (green), Lunch (red), Shift (green), Break (orange), and Shift (green). Below the timeline, a "BLOCKS" section lists individual activities with their durations: Shift (08:30 - 10:30), Team Meeting (10:30 - 11:00), Break (11:00 - 11:15), Shift (11:15 - 13:00), Lunch (13:00 - 13:30), Shift (13:30 - 15:00), Break (15:00 - 15:15), and Shift (15:15 - 17:30). At the bottom of the blocks list is a button labeled "Notify late / absent".

Video Call Center Widget

Convert an existing PSTN call to Video Chat

Agents can send the customer on the phone a video link via mobile text. Customer can move to a video call while existing call still remains available.

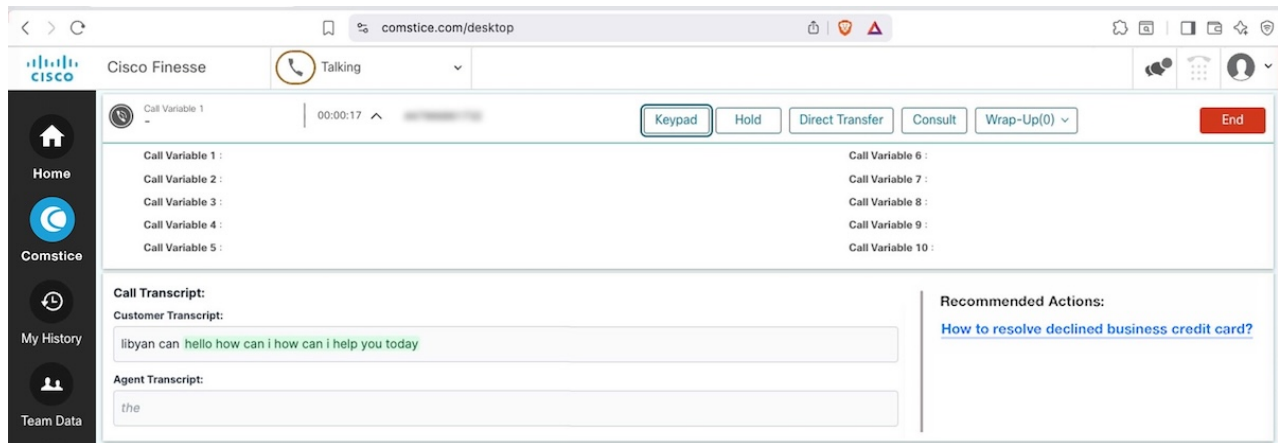
There are also other ways such as making a call directly from mobile browser and company's mobile apps. [Learn more](#);



AI Agent Assist Widget

Comstice can create the real-time transcript of an active customer call. We can also analyse the conversation and find a knowledge base flashcard as a potential resolution.

<https://comstice.com/ai-agent-assist>



Real-Time Sentiment Analysis

Another feature that uses the real-time call transcript is the Real-Time Sentiment Analysis.



<https://comstice.com/cisco-finesse-real-time-sentiment-analysis>

Widget can offer the following parameters for the call;

- interaction score
- customer sentiment
- agent tone
- trend
- agent alerts

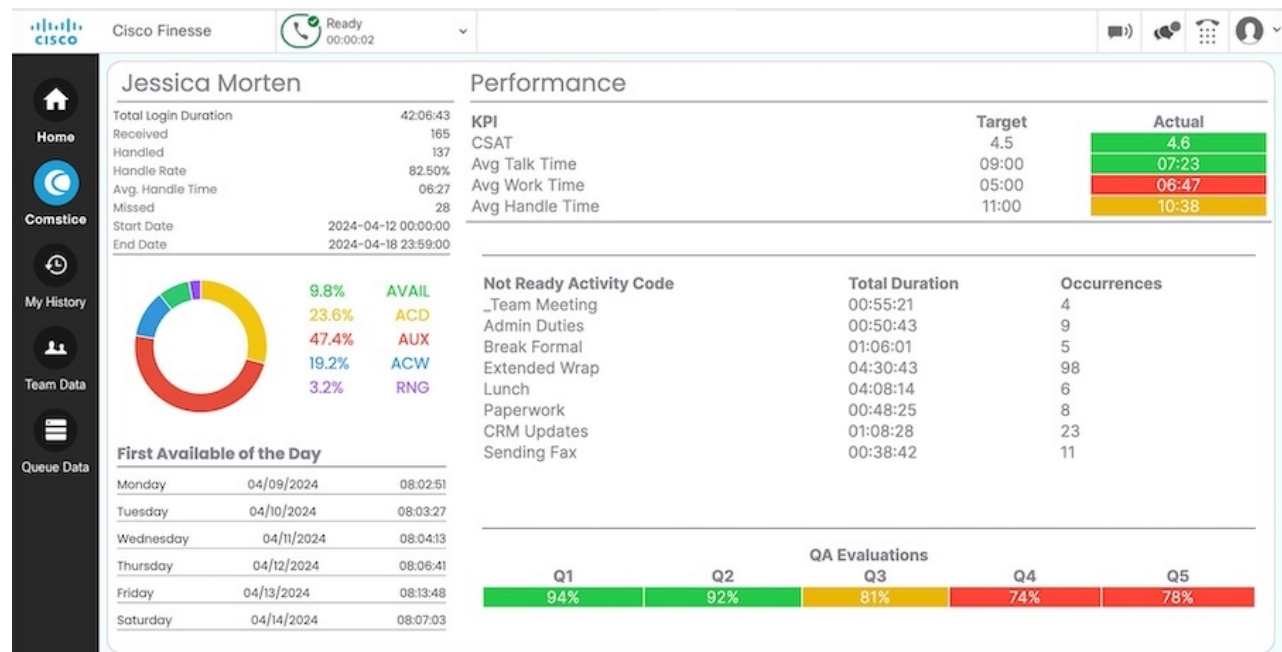


Agent Scorecard Widget

Agent scorecard displays the historical performance data of the agent. They can access their daily, weekly monthly widgets without leaving the workspaces interface.

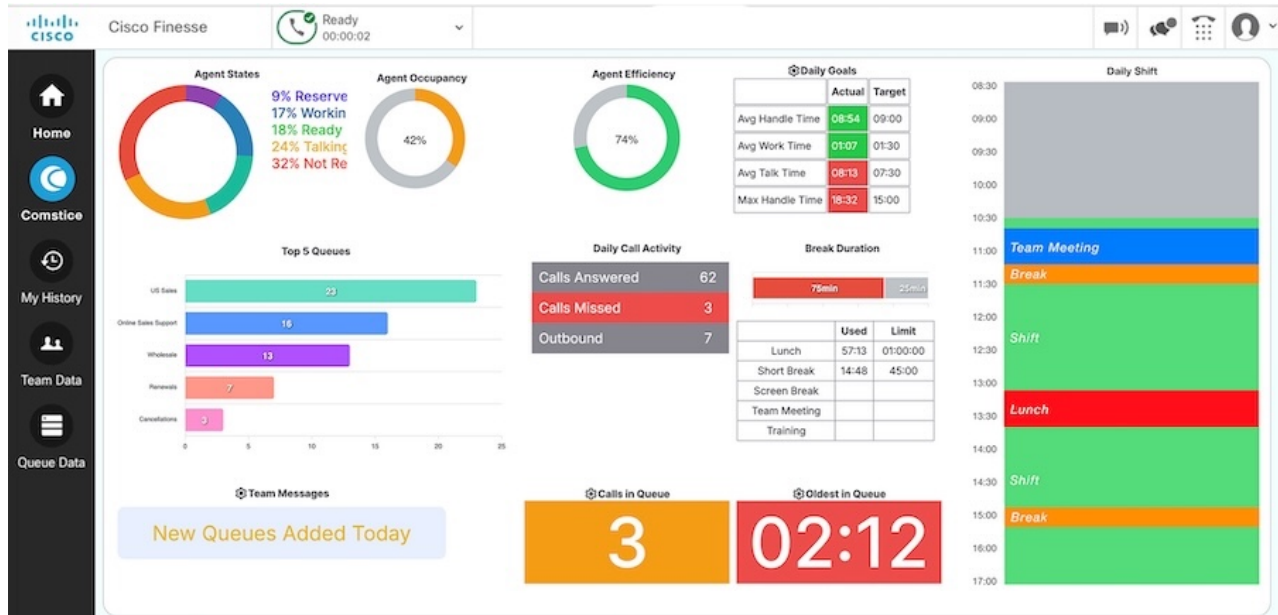
<https://comstice.com/cisco-uccx-reporting-analytics>

<https://comstice.com/cisco-ucce-reporting-analytics>



Agent Real-Time Dashboard

Real-time dashboard provides the real-time and daily stats of an agent, including the workforce management shift schedule.



<https://comstice.com/cisco-uccx-wallboard>

<https://comstice.com/cisco-ucce-wallboard>



Thank You

Please contact sales@comstice.com
for demos and callback.