

Configure Finesse 12.0 Agent to Agent Chat

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Introduction

This document describes how to configure Finesse agent to agent chat in Finesse 12.0 release.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE)
- Cisco Unified Communication Manager
- Cisco IM&P Presence
- Cisco Finesse

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Finesse version 12.0 and above

The screenshot displays the 'Server Configuration' interface. At the top, there are buttons for 'Save', 'Delete', and 'Add New'. Below this is a 'Status' section showing 'Status: Ready'. The main 'Server Information' section contains the following fields:

Server Type	CUCM IM and Presence
Database Replication	Publisher
Fully Qualified Domain Name/IP Address*	10.66.75.138
IM and Presence Domain**	voice11.tac
IPv6 Address (for dual IPv4/IPv6)	
Description	

Below the 'Server Information' section is the 'IM and Presence Server Information' section, which includes links for 'Presence Redundancy Group' (DefaultCUPSubcluster), 'Assigned Users' (5 users), and 'Presence Server Status'.

Installation of Cisco Unified IM and Presence Service

Step 1. Install the IM and Presence server as subscriber to Cisco Unified Communication Manager

Step 2. Multiple subscribers to Cisco Unified Communication Manager can be added.

Post-Installation Tasks for IM and Presence Service

Create UC Service Profile Optional for finesse agent chat user, this is standard for Jabber client)

Step 1. Log in to Cisco Unified Communication Manager Administration.

Step 2. Navigate to **User Management > User Settings > UC Service**.

Step 3. Click on Add New.

Step 4. Select UC Service Type as **IM and Presence**.

Step 5. Fill details, as shown in the image, and click on Save.

UC Service Configuration

Save Delete Copy Reset Apply Config Add New

- Status -

Status: Ready

- UC Service Information -

UC Service Type: IM and Presence

Product Type*

Name*

Description

Host Name/IP Address*

Save Delete Copy Reset Apply Config Add New

Create Service Profile (Optional for finesse agent chat user, this is standard for Jabber client)

Step 1. Log in to Cisco Unified Communication Manager Administration.

Step 2. Navigate to **User Management > User Settings > Service Profile**.

Step 3. Click on Add New.

Step 4. Fill details, as shown in the image, and click on Save.

Service Profile Configuration

Save Delete Copy Add New

Status

Status: Ready

Service Profile Information

Name*

Description

Make this the default service profile for the system

IM and Presence Profile

Primary

Secondary

Tertiary

Create SIP Trunk Security Profile Configuration

step 1. Log in to Cisco Unified Communication Manager Administration.

Step 2. Navigate to **System > Security > SIP truck Security Profile**.

Step 3. Click on Add New.

Step 4. Fill details, as shown in the image, and click on Save.

SIP Trunk Security Profile Configuration

Save Delete Copy Reset Apply Config Add New

Status

- Add successful
- Reset of the trunk is required to have changes take effect.

SIP Trunk Security Profile Information

Name*

Description

Device Security Mode

Incoming Transport Type*

Outgoing Transport Type

Enable Digest Authentication

Nonce Validity Time (mins)*

Secure Certificate Subject or Subject Alternate Name

Incoming Port*

Enable Application level authorization

- Accept presence subscription
- Accept out-of-dialog refer**
- Accept unsolicited notification
- Accept replaces header

Create SIP Trunk to IM & Presence

Step 1. Log in to Cisco Unified Communication Manager Administration.

Step 2. Navigate to **Device > Trunk**.

Step 3. Click on Add New.

Step 4. Fill details, as shown in the image, and click on Save.

The screenshot displays the 'Trunk Configuration' page in Cisco Unified Communication Manager Administration. The page is divided into several sections:

- Status:** Shows 'Status: Ready'.
- SIP Trunk Status:** Shows 'Service Status: Unknown' and 'Duration: Unknown'.
- Device Information:** A table of configuration fields:

Product:	SIP Trunk
Device Protocol:	SIP
Trunk Service Type:	None(Default)
Device Name*:	uc125cups-sip-trunk
Description:	uc125cups-sip-trunk
Device Pool*:	Default
Common Device Configuration:	< None >
Call Classification*:	Use System Default
Media Resource Group List:	< None >
Location*:	Hub_None
AAR Group:	< None >
Tunneled Protocol*:	None
QSIG Variant*:	No Changes
ASN.1 ROSE OID Encoding*:	No Changes
Packet Capture Mode*:	None
Packet Capture Duration:	0
- SIP Information:** A table of configuration fields:

<input type="checkbox"/> Destination Address is an SRV		
Destination Address	Destination Address IPv6	Destination Port
1* 10.66.75.138		5060
MTP Preferred Originating Codec*	711ulaw	
BLF Presence Group*	Standard Presence group	
SIP Trunk Security Profile*	Non Secure SIP Trunk Profile for IMP	
Relouting Calling Search Space	< None >	
Out-Of-Dialog Refer Calling Search Space	< None >	
SUBSCRIBE Calling Search Space	< None >	
SIP Profile*	Standard SIP Profile View Details	
DTMF Signaling Method*	No Preference	

Add SIP Trunk in IM & Presence

Step 1. Log in to Cisco Unified IM & Presence Administration.

Step 2. Navigate to **Presence > Gateways**.

Step 3. Click on Add New.

Step 4. Fill details, as shown in the image, and click on Save.

Presence Gateway Configuration

Save Delete Add New

Status

Status: Ready

Presence Gateway Settings (Cisco Unified Communications Manager)

You can configure a Cisco Unified Communications Manager server as a presence gateway. The IM and Presence Service will then trigger status).

Presence Gateway Type* CUCM

Description* uom125

Presence Gateway* 10.66.75.137

Step 5. Navigate to **Presence > Settings > Standard Configuration**.

Step 6. Configure the presence settings, as shown in the image and click on Save.

Presence Settings

Save

Status

Status: Ready

Presence Settings

Cluster ID* StandAloneCluster7c776

Enable availability sharing

Allow users to view the availability of other users without being prompted for approval
NOTE: this option must be turned on for SIP clients to function properly

Enable use of Email Address for Inter-domain Federation

Maximum Contact List Size (per user)* 200 No Limit

Maximum Watchers (per user)* 200 No Limit

CUCM IM and Presence Publish Trunk uc125cups-sip-trunk

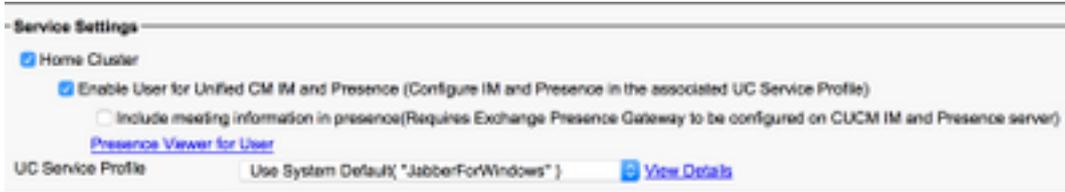
Associate agents with IM & Presence

Step 1. Log in to Cisco Unified Communication Manager Administration.

Step 2. Go to **User Management > End User**.

Step 3. Find and select one of the Agent.

Step 4. Configure, as shown in the image, and click on Save.



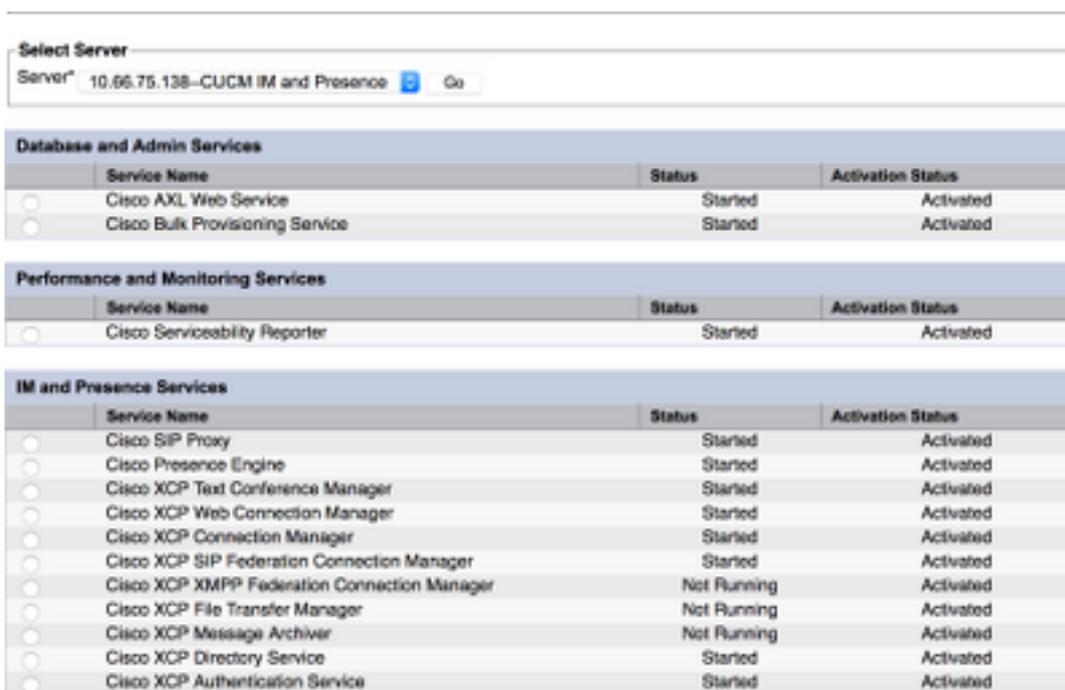
Activation of Services in IM & Presence

Step 1. Log in Cisco Unified IM & Presence Serviceability.

Step 2. navigate to Tools > Service Activation.

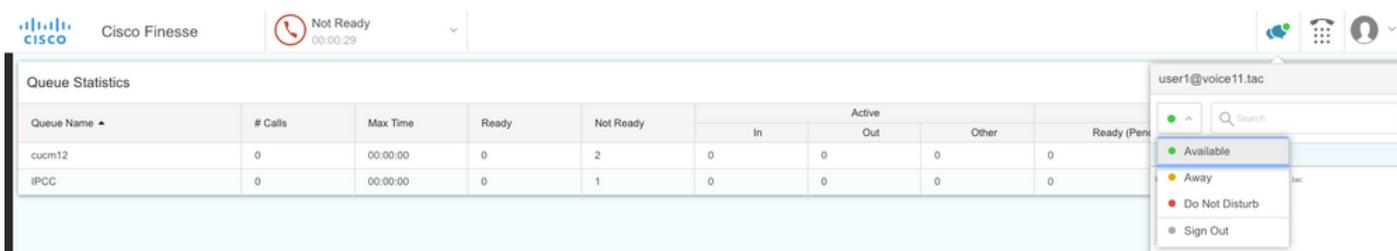
Step 3. Select IM & Presence Server.

Step 4. Activate Cisco SIP Proxy, Cisco Presence Engine, Cisco XCP Text Conference Manager, Cisco XCP Web Connection Manager, Cisco XCP Connection Manager and Cisco XCP Authentication Service, as shown in the image.



Step 5. Verify Agents are sync to IM & Presence Administration (System Presence Topology).

After these steps, you are able to log in to the IM&P enabled users in the Finesse agent desktop



3. For the contact search to work in Finesse agent chat, you need to configure the 3rd party clients LDAP server and LDAP setting.

Step 1. Log in Cisco Unified IM & Presence Administration.

Step 2. Navigate to **Application > Third-Party Clients > Third-Party LDAP Servers.**

Step 3. Click on Add New.

Step 4. Fill details, as shown in the image, and click on Save.

The screenshot displays the Cisco Unified CM IM and Presence Administration web interface. The top navigation bar includes 'System', 'Presence', 'Messaging', 'Application', 'Bulk Administration', 'Diagnostics', and 'Help'. The main heading is 'LDAP Server - Third-Party XMPP Clients'. Below this, there are action buttons: 'Save', 'Delete', 'Copy', and 'Add New'. A 'Status' section shows 'Status: Ready'. The main configuration area contains the following fields:

Server ID*	imp125
Hostname*	10.66.75.211
Port*	389
Username*	administrator@voice11.tac
Password*
Confirm Password*

There is also an unchecked checkbox for 'Enable SSL'. At the bottom, there are buttons for 'Save', 'Delete', 'Copy', and 'Add New'.

Step 5. Log in Cisco Unified IM & Presence Administration.

Step 6. Navigate to **Application > Third-Party Clients > Third-Party LDAP Settings.**

Step 7. Click on LDAP Server 1*.

Step 8. Select the above LDAP Server.

LDAP Settings - Third-Party XMPP Clients

Save Delete

Status

Status: Ready

LDAP Settings - Third-Party XMPP Clients

You must specify the LDAP settings that will allow the IM and Presence Service to successfully perform contact search for third party XMPP clients

LDAP Server Type*	Microsoft Active Directory	<input type="button" value="Reset Defaults"/>
User Object Class*	<input type="text" value="user"/>	
Base Context*	<input type="text" value="cn=Users,dc=voice11,dc=tac"/>	
User Attribute*	<input type="text" value="SamAccountName"/>	
LDAP Server 1*	imp125	
LDAP Server 2	< None >	
LDAP Server 3	< None >	

You can search the contact in the Finesse agent Chat window now.

The screenshot shows the Finesse agent Chat window interface. At the top, there are three icons: a chat bubble, a telephone keypad, and a user profile icon with a dropdown arrow. Below these icons, the contact name "user1@voice11.tac" is displayed. A search bar is active, containing the text "use". A "Directory List" dropdown menu is open, showing a list of contacts:

- user2@voice11.tac | user2@voice11.tac
- user3@voice11.tac | user3@voice11.tac

On the left side of the chat window, a "Contacts" list is partially visible, showing "fin2@voice" and "user1@voice11.tac".

Note: The local users in the Cisco Unified IM&P server can not be searched, only LDAP users can be added into the contacts in the Cisco Finesse agent chat.

Note: The XCP Router service needs to be restarted for the changes.

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

There is currently no specific troubleshoot information available for this configuration.

Related Information

- [Cisco Finesse Desktop User Guide for Unified Contact Center Enterprise Release 12.0\(1\)](#)
- [Cisco Finesse Administration Guide Release 12.0\(1\)](#)
- [Cisco Collaboration System 12.x Solution Reference Network Designs \(SRND\)](#)
- [Technical Support & Documentation - Cisco Systems](#)