

# Product Datasheet

---

## telisca Finesse gadgets



## Finesse applications description

### Overview

**telisca** propose several Finesse gadgets and applications. Some of the application examples listed hereafter can be proposed as is or can be adapted to fulfil your company's specific requirements. telisca will be happy to develop new applications and features as required. These applications rely on Finesse SDK APIs and are installed on a Windows VM.

### Shortcuts, counters & statistics libraries

A customizable set of buttons & counters can be easily configured and organized.



The library includes the following features:

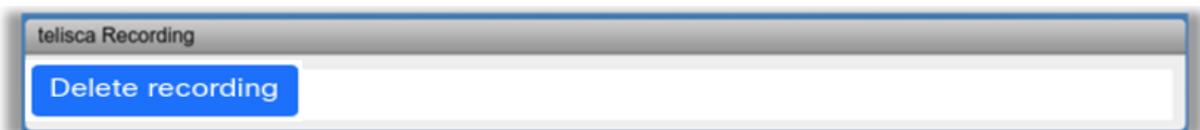
- Logout shortcut with reason code,
- Pause shortcut with reason code,
- Transfer shortcut,
- Daily pause duration counter (all)
- Daily pause duration counter (by reason code),
- Count of available agents available/paused per queue,
- QOS Statistics (Customizable SQL request),
- Attach a defined value to the call,
- Retrieve a data attached to call and copy to clipboard,
- Start selective recording button,
- Stop selective recording button.

### Park calls

A Finesse Gadget has been developed to park non-urgent calls and retrieve them easily by call order.

### Keep/delete recording

For telisca Recording users, set in automatic recording mode, it is possible to either decide to keep or delete current call's recording when required (for example in case of threat).



### Login/Logout/Ready/Pause IP Phone button

The agent can login/logout or change to pause/ready without using Finesse, by just pressing a BLF button on there IP Phone.