Cisco Jabber & Cisco Finesse Quick Start Guide

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Cisco Jabber and Cisco Finesse

Cisco Jabber and Cisco Finesse together will give you the capability to answer phone calls for your call center whether you are working onsite or remotely.

What is Cisco Jabber?

Cisco Jabber is an application for Windows that allows you to make and receive calls. Jabber functions as a virtual phone.

What is Cisco Finesse?

Cisco Finesse is an agent and supervisor desktop available through your web browser. Finesse connects you to your call center and your call center's phone queue.

Working From Home Setup

To begin using Cisco Jabber and Cisco Finesse from home to connect to your call center, you will first need to install Cisco AnyConnect VPN and Cisco Jabber on your personal home computer and register your mobile device for multi-factor authentication. Follow the instructions below.
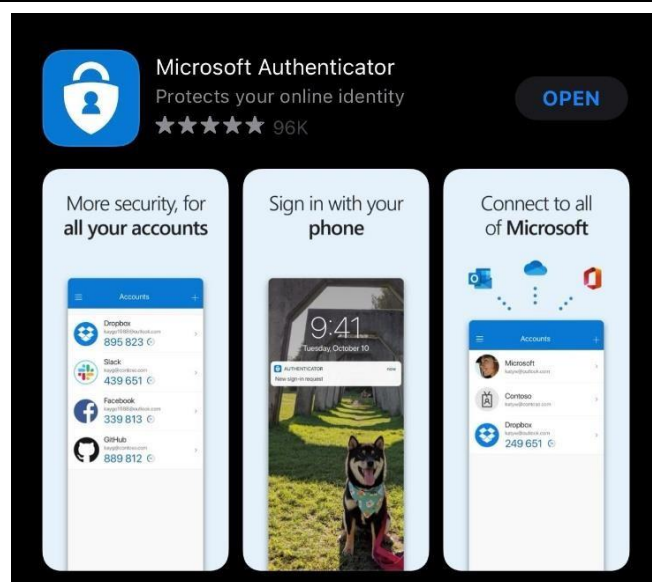
Microsoft Authenticator

The first-time users remotely login to a UMHW view session, registration in Multi-Factor Authentication is required. If you have already completed these steps, continue to Cisco AnyConnect VPN Install

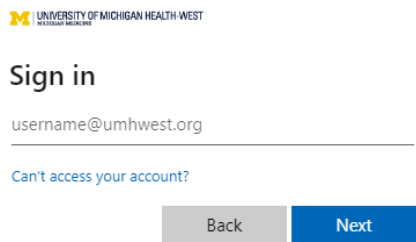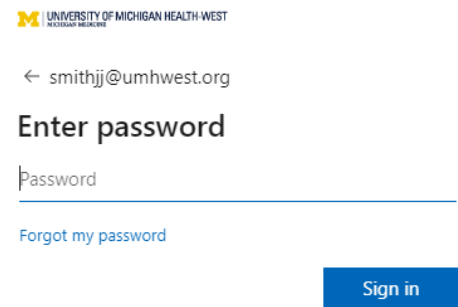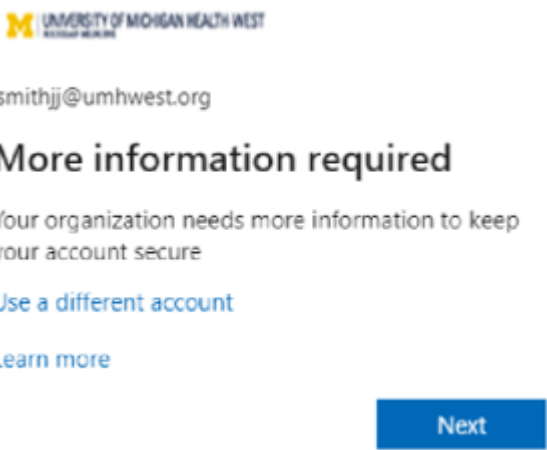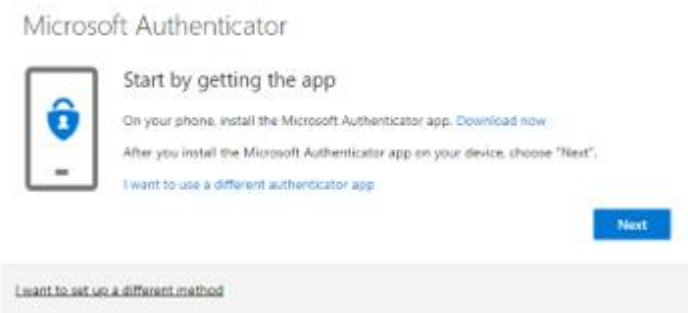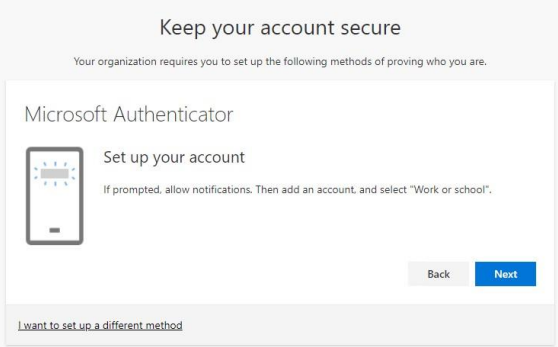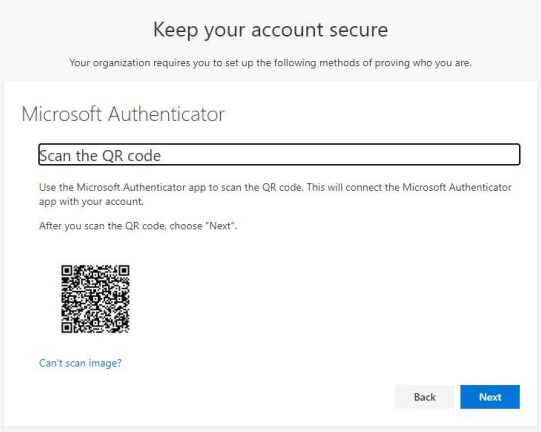|	
Step 1: **From your mobile device** Obtain the Microsoft Authenticator App from the App Store or Google/Android Play Store. If you already have the Microsoft Authenticator App, move to step 2.	
Step 2: **On Your Computer:** You may be prompted to pick an account. Pick your UMHW account or select "Use another account if you don't see your UMHW account isn't listed.	

Step 3: **Follow the Microsoft Sign In process.** <mark>**You must sign in using your username@umhwest.org**</mark> <mark>Example –</mark> <mark>**SmithJJ@umhwest.org**</mark>	**M** UNIVERSITY OF MICHIGAN HEALTH-WEST MICHIGAN MEDICINE Sign in username@umhwest.org _____ Can't access your account? [Back] [**Next**]
Step 4: **Enter your UMHW network password and choose "Sign In".**	**M** UNIVERSITY OF MICHIGAN HEALTH-WEST MICHIGAN MEDICINE ← smithjj@umhwest.org **Enter password** Password _____ Forgot my password [**Sign in**]
Step 5: **Choose "Next" at the screen stating more information is required.**	**M** UNIVERSITY OF MICHIGAN HEALTH WEST MICHIGAN MEDICINE smithjj@umhwest.org **More information required** Your organization needs more information to keep your account secure Use a different account Learn more [**Next**]

Step 6: You will be presented with the following screen. **Please leave the default settings selected for the Microsoft Authenticator App.** **Select Next.**	Microsoft Authenticator **Start by getting the app** On your phone, install the Microsoft Authenticator app. Download now After you install the Microsoft Authenticator app on your device, choose "Next". I want to use a different authenticator app Next I want to set up a different method
Step 7: You will be presented with the following screen. Please leave the default settings selected for the Microsoft Authenticator App. **Select Next.**	Keep your account secure Your organization requires you to set up the following methods of proving who you are. Microsoft Authenticator Set up your account If prompted, allow notifications. Then add an account, and select "Work or school". Back Next I want to set up a different method
Step 8: You will be presented with the similar screen. Please leave the default settings selected for the Microsoft Authenticator App. Proceed to step 9 ****DO NOT HIT NEXT UNTIL YOU HAVE SUCCESSFULLY SCANNED YOUR PERSONAL QR CODE – THIS WILL BE DETAILED IN STEP 13****	Keep your account secure Your organization requires you to set up the following methods of proving who you are. Microsoft Authenticator Scan the QR code Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account. After you scan the QR code, choose "Next". Can't scan image? Back Next

Step 9:

On your mobile device:

Open the Authenticator app on your mobile device.

** At any point the authenticator may ask for permissions to send notifications, please select allow. This allows the authenticator to send push notifications for access approval.

At any point the authenticator may ask for permissions to access the camera, please select allow. This allows the authenticator to use your camera to scan QR codes **
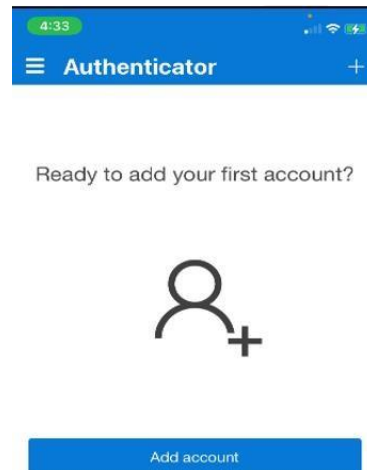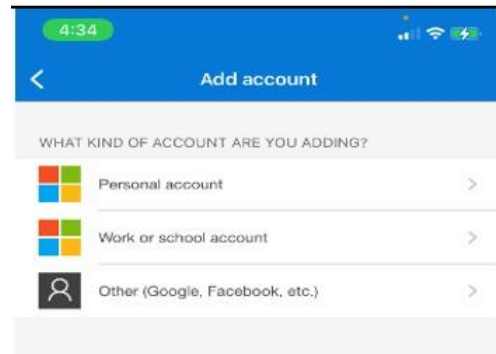

Microsoft Authenticator - Ap...

Step 10:

Choose +

If you are already using the Microsoft Authenticator App for any other accounts, also select the "+" symbol.

Step 11: **Choose "Work or school account".**	
Step 12: The notification to scan the QR code will appear. Select **Scan QR Code**.	
Step 13: Using your mobile device scan the QR code displayed on your computer browser using the authenticator application. After scanning you should now see your account populate on the authenticator application.	
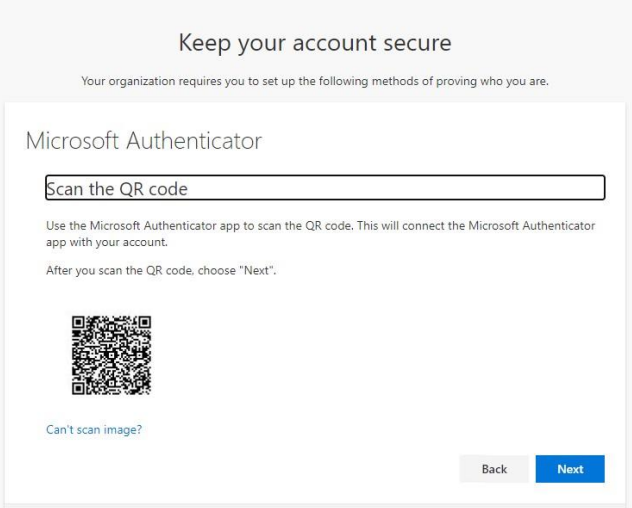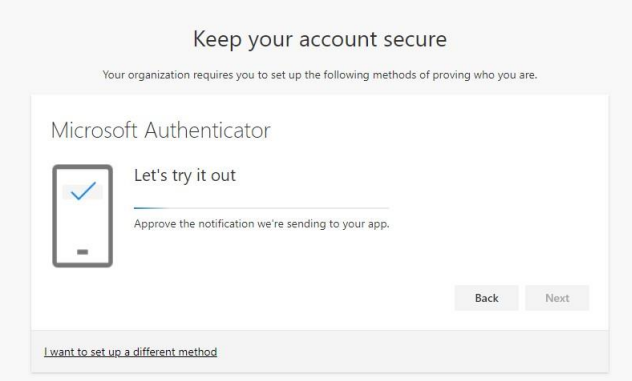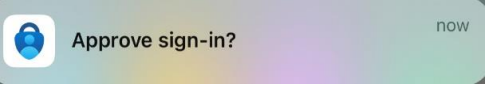
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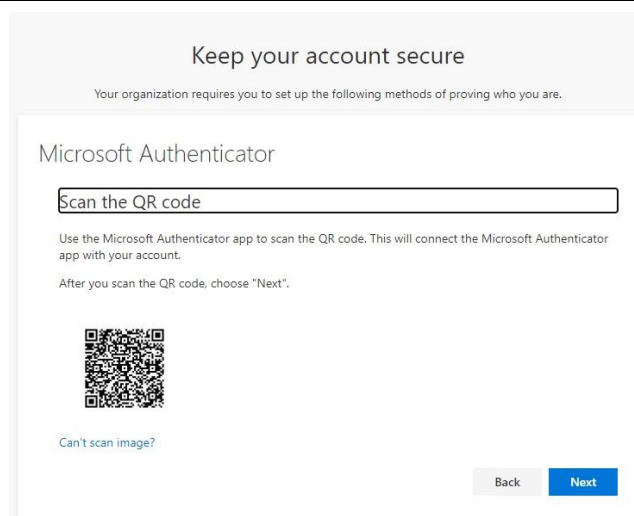
Step 14: **From your view session or onsite computer** Select **Next** from the browser window.	**Keep your account secure** Your organization requires you to set up the following methods of proving who you are. Microsoft Authenticator Scan the QR code Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account. After you scan the QR code, choose "Next". [QR code image] Can't scan image? Back **Next**
Step 15: Microsoft will send an approval request to your mobile device to verify the two-factor authentication functionality is working as expected.	**Keep your account secure** Your organization requires you to set up the following methods of proving who you are. Microsoft Authenticator Let's try it out Approve the notification we're sending to your app. Back Next I want to set up a different method
Step 16: **From your mobile device** Open the push notification received or the authenticator application.	Approve sign-in? now

Step 17:	
From your mobile device	
Enter the number displayed on the computer screen and select **Yes**.	
You may be prompted to scan Biometrics or enter a Device Pin depending on the configuration within the Microsoft Authenticator App – App Lock settings. App Lock also helps ensure that you're the only one who can approve notifications by prompting for your PIN or biometric any time you approve a sign-in notification. You can turn App Lock on or off on the Authenticator Settings page. By default, App Lock is turned on when you set up a PIN or biometric on your device.	
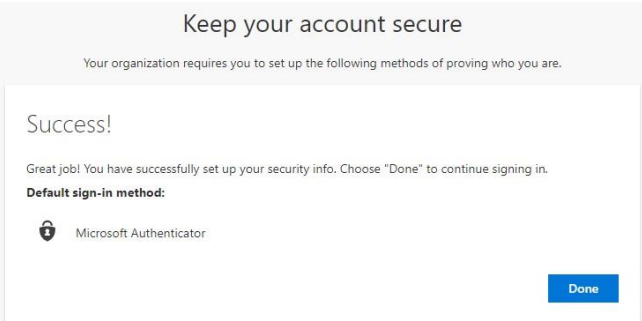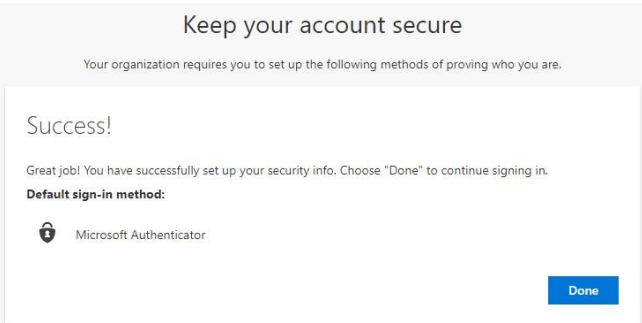
Step 18: **From your view session or onsite computer** Once you've approved the notification, select "Next".	Keep your account secure Your organization requires you to set up the following methods of proving who you are. Success! Great job! You have successfully set up your security info. Choose "Done" to continue signing in. **Default sign-in method:** 🔒 Microsoft Authenticator Done
Step 18: You will be presented with the following screen. Great job! You have successfully set up your security info.	Keep your account secure Your organization requires you to set up the following methods of proving who you are. Success! Great job! You have successfully set up your security info. Choose "Done" to continue signing in. **Default sign-in method:** 🔒 Microsoft Authenticator Done

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Cisco AnyConnect VPN Install

To install Cisco AnyConnect VPN, please follow these steps below on your personal workstation at home. **Do not install or complete steps in a UMHW view session.**

1. Download the AnyConnect VPN client software from the UMHW website https://uofmhealthwest.org/staff-portal/, scroll down to the bottom under Cisco AnyConnect and click **Client Download** to download software.
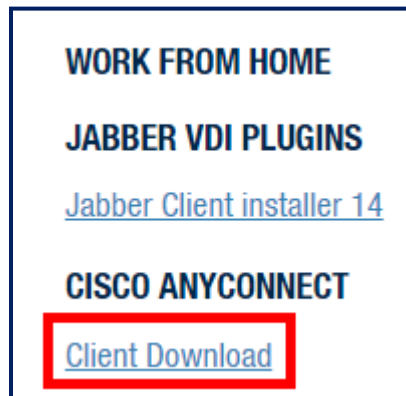
2. Once the software has finished downloading, **double-click** on the **installer package** in your downloads folder to begin the installation process.
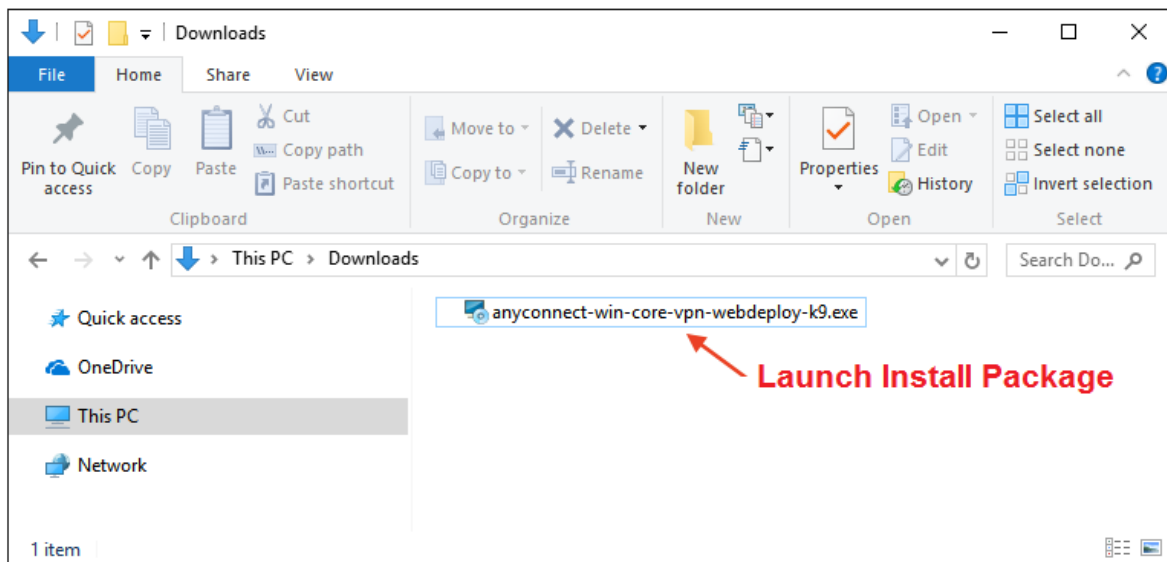
3. Follow the on-screen instructions to install the software. Select **Next**. You may be prompted to enter your administrator password if you are installing on a Mac.
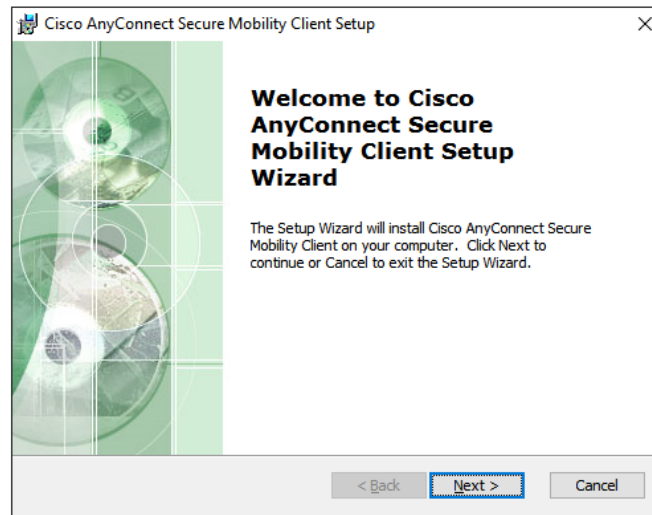
4. Select **I accept the terms in the License Agreement** and select **Next**.
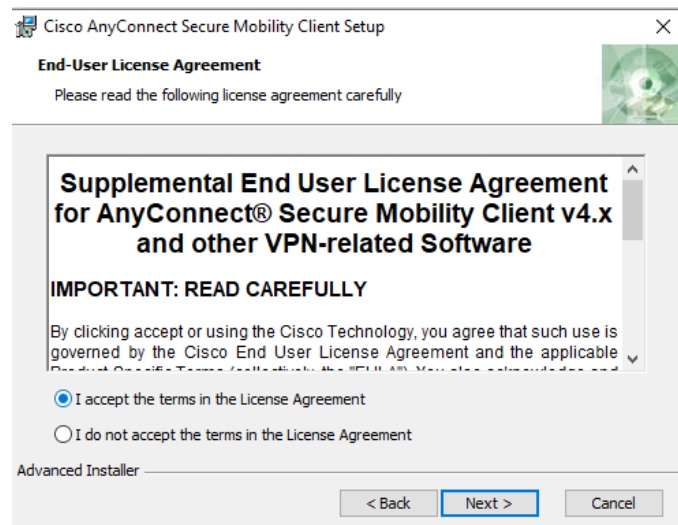
5. Select **Install** to continue and allow any modifications to your device.
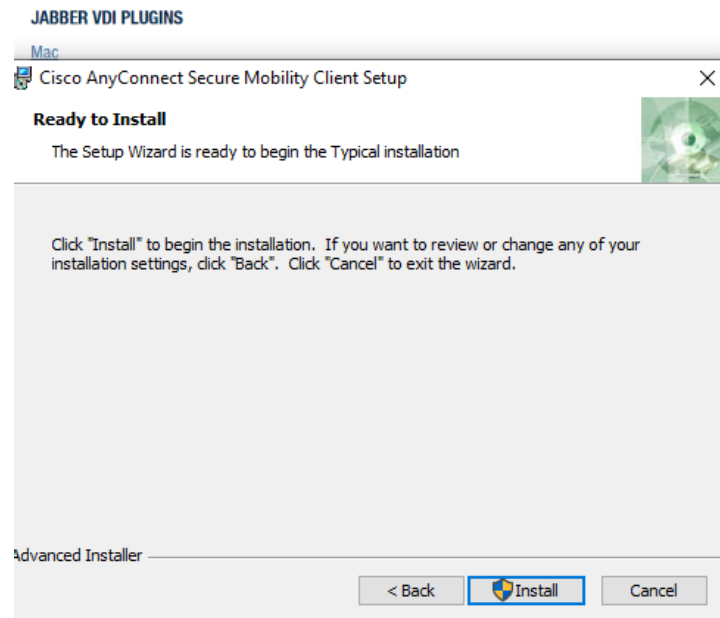
6. When the installation is complete, open the **AnyConnect VPN client software** from your start menu.

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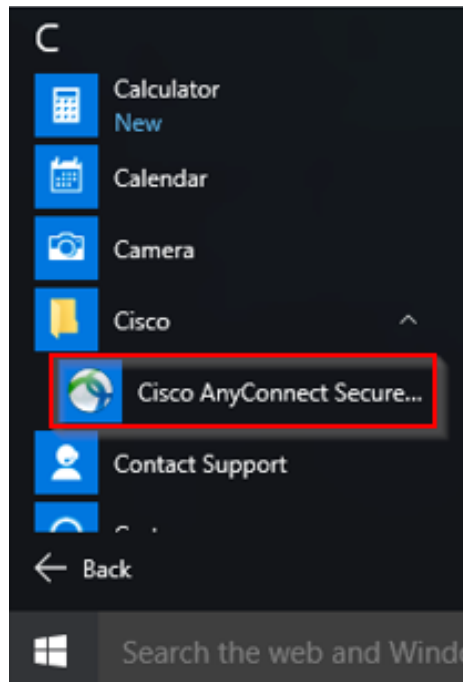
7. In the AnyConnect VPN client window, enter the server address
VPN.METROGR.ORG.
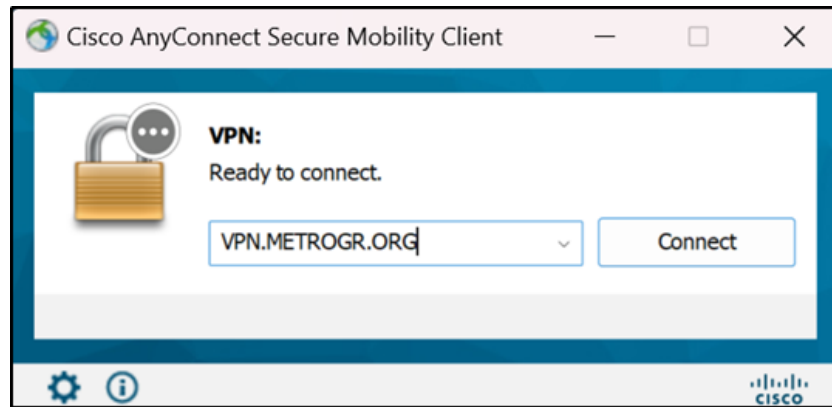
8. Select **UOM-WEST-VOICE** from the Group drop down window**.**
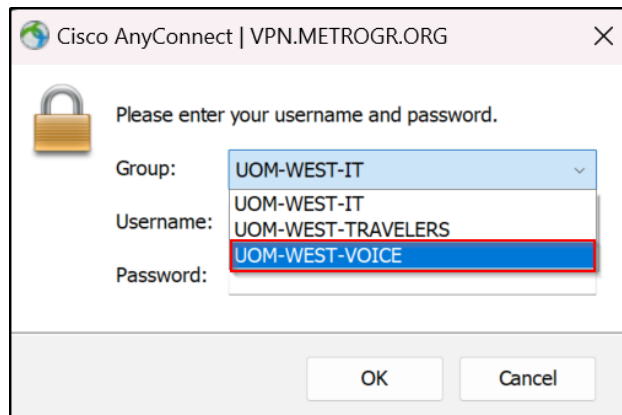
9. Single Sign On (SSO) window opens. Enter in your **Username@umhwest.org** and Password. Select Sign In. Microsoft Authenticator must be set up to complete the sign in.
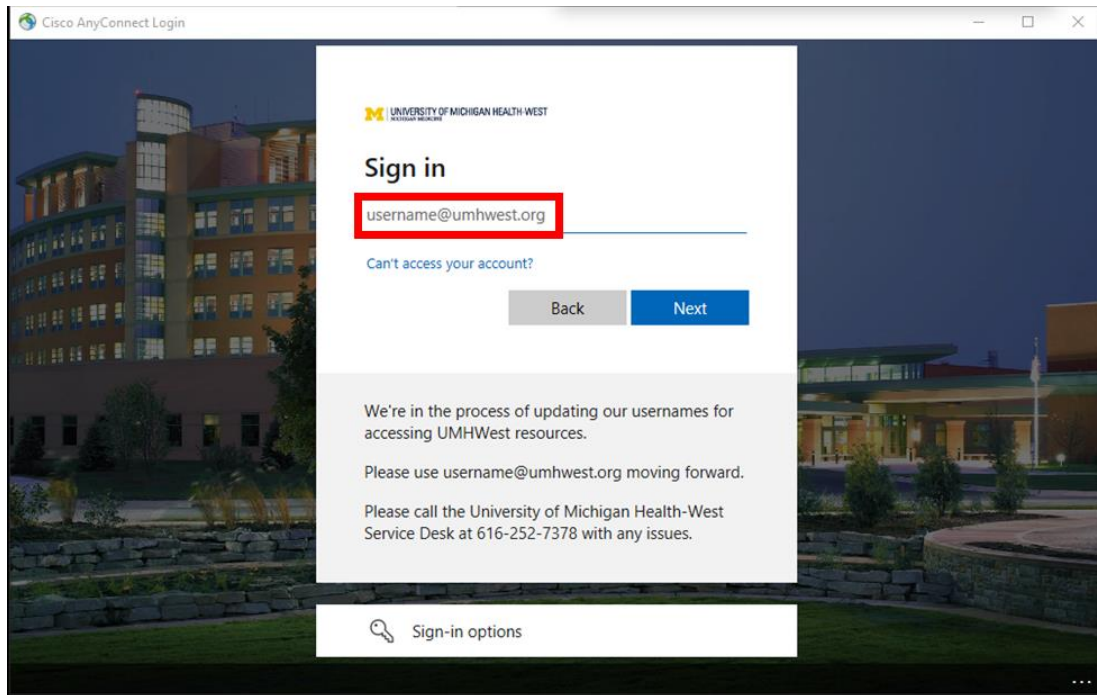
10. You may receive a Security Alert for site certificate. Select **Yes**.
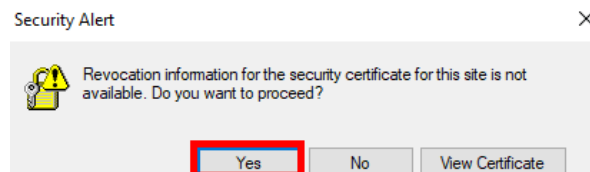
11. Then select **Yes** on the web site security alert.
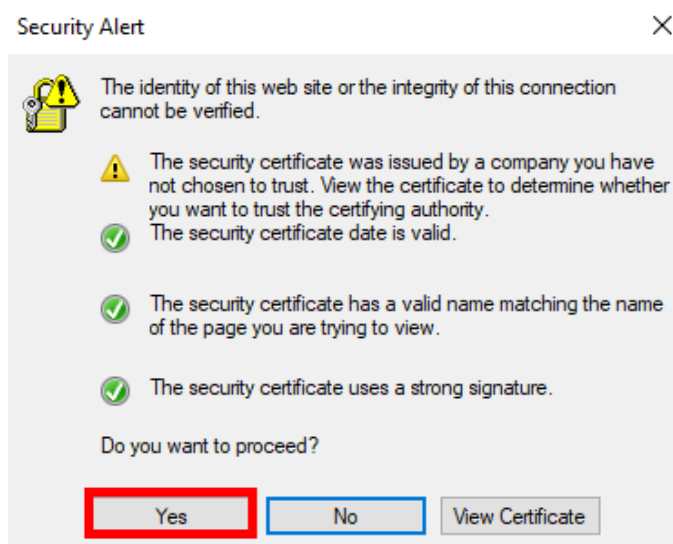
12. Once connected, you will be able to access resources on the organization's network as if you were physically located on that network.
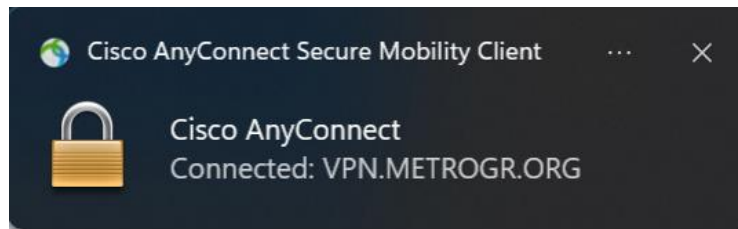
Cisco Jabber Install

To install Cisco Jabber on Windows, please follow these steps below on your personal computer at home. **Do not install or complete steps in a UMHW view session.**

1. Go to the Cisco Jabber download page on the UMHW website. https://uofmhealthwest.org/staff-portal/ , scroll down to the bottom to Jabber VDI Plugins. Select Jabber Client installer 14.
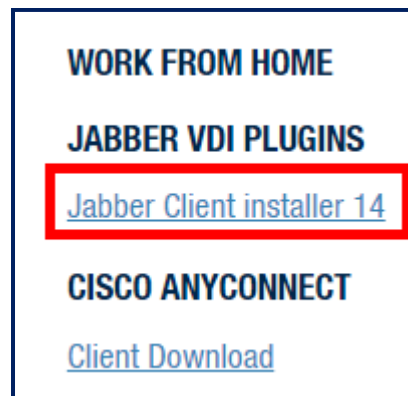
2. Once the download is complete, **double-click** on the **installer file** to start the installation process.
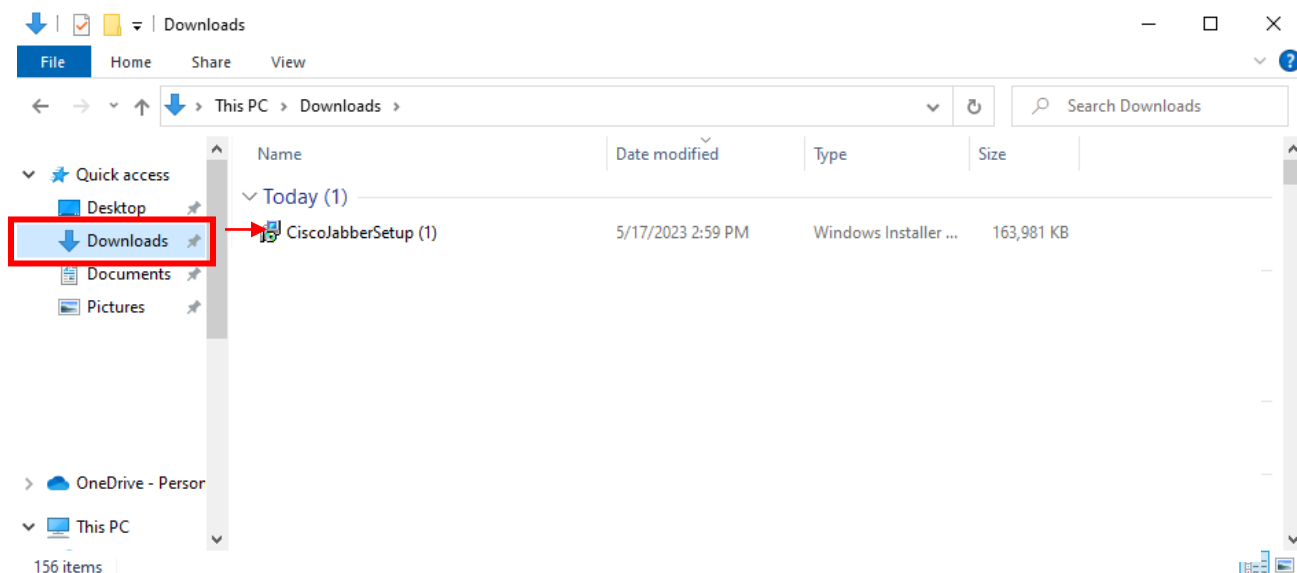
3. Follow the on-screen instructions to install Cisco Jabber on your computer, select **Accept and Install**.

4. When the installation is complete, launch **Cisco Jabber** from your Start menu.
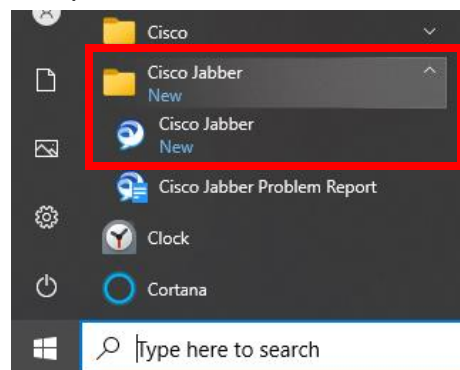
5. Enter your **Username@metrogr.org** and select **Continue**.
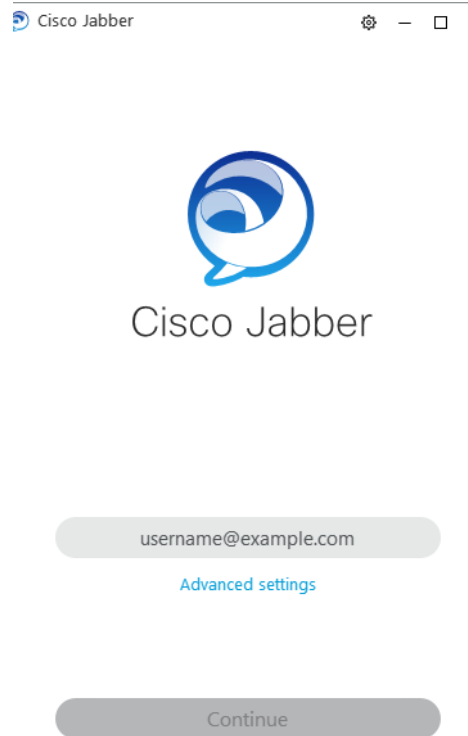
6. To authenticate phone services, enter your **Username** and network **Password** in the Cisco Unified Collaboration window. For example: Smithjj, Summer2023. Then select **Login**.

7. Once you are logged in, you can start using Cisco Jabber as a virtual phone.

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How to use Jabber Voice

1. In the bottom left-hand corner, Click on the computer icon.

2. Click on **Use my computer for calls**

3. In the top right -hand corner click on the menu icon and select **Settings**.

4. Click on **Audio** and select YOUR local audio device or headset.

You are now ready to use Jabber as a phone.

Placing a call

1. To place a call. Put in the 4-digit extension for in-house calls and hit return.

For outside calls dial 9 in front of the 10-digit number you are calling and hit return.

Receiving a call

Calls will appear as a pop-up. You can either click to **Answer, Chat reply** or **Decline** the call.

Playing voicemail

With Cisco Jabber, there is a voicemail capability. Please note that everyone does not have this feature. The following are steps to access your voicemail if you are set up to receive voicemail. ***Not all users will have Voicemail access.**

1. Click on the voice mail icon

2. Click on the play icon to play a message, pause, etc.

3. Right click on the voice mail caller to delete

Connect to Cisco Finesse

After connecting to VPN and logging into Cisco Jabber, you can use Cisco Finesse.

1. From an internet browser on your personal workstation at home (not in your view session), navigate to Cisco Finesse. You can do this now by clicking the link in this document here→ Sign in to Cisco Finesse (metrogr.org)

> *Select the Star to add this website as a favorite for your browser.
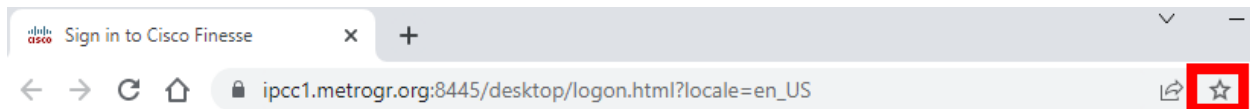
2. Log in with your username, password and your four-digit assigned agent extension.

You are now ready to make and receive calls for your call center while working remotely.

Connect to a Remote View Session

Now that you are connected to a VPN and are signed into Cisco jabber and Cisco Finesse on your workstation at home, connect to a View Session. When working from home you will utilize a view session specifically set up for optimal performance.

1. Navigate to **view.metrogr.org**. Select HTML access or download the full client to your desktop.
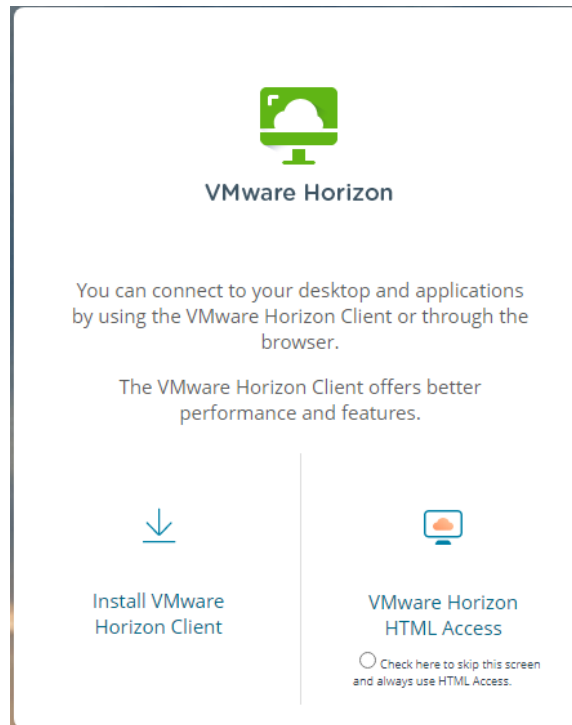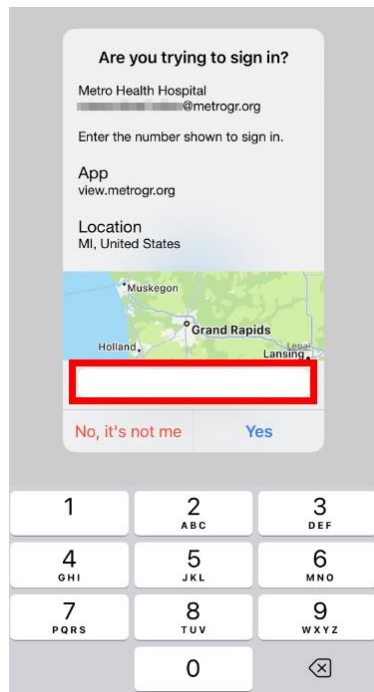

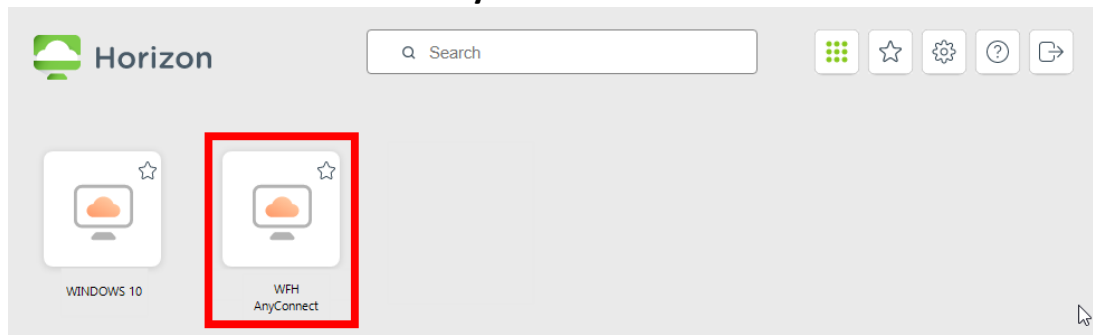2. Enter your network **username** and **password**. Select **Login**.

3. Complete Microsoft Authenticator steps.
   a. Approve sign in request window opens on the computer.
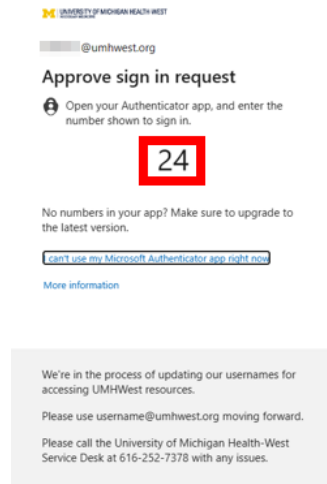
   b. Select your Authenticator app or open from the push notification on your **mobile phone**.
   c. Enter the number from your computer screen and select **Yes** if appropriate.

4. Select View Session named **WFH AnyConnect**.

5. The view session will be used for access to EPIC, WebexWest, and Outlook. Utilize your home workstation for Cisco Jabber and Finesse to make and receive phone calls.

Working Onsite Setup

Connect to a View Session or Desktop

1. Login to the workstation using your network credentials (Username, Password).

2. Select **Windows 10** View pool. **Do not select the WFH AnyConnect view pool when working onsite.**
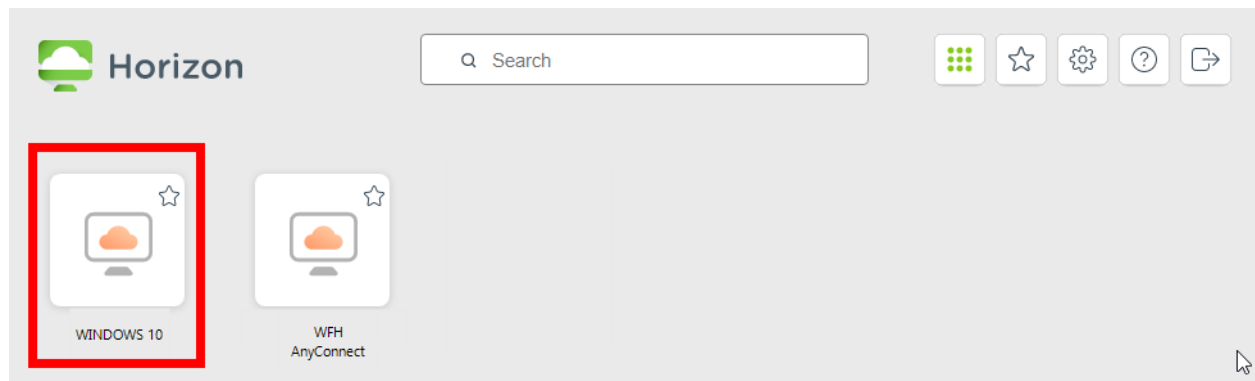
Login to Cisco Jabber
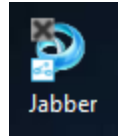
Jabber

1. From the desktop, select **Jabber.**
2. Enter your **username@metrogr.org**, select **continue**.
3. To authenticate phone services, enter your **Username** and network **Password** in the Cisco Unified Collaboration window. For example: Smithjj,

Cisco Jabber

username@example.com

Advanced settings

Continue

Summer2023. Then select **Login**.

Cisco Jabber

Cisco Unified Collaboration
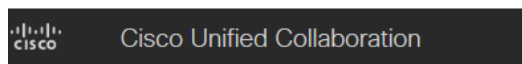
Username

Password

Login

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How to use Jabber Voice

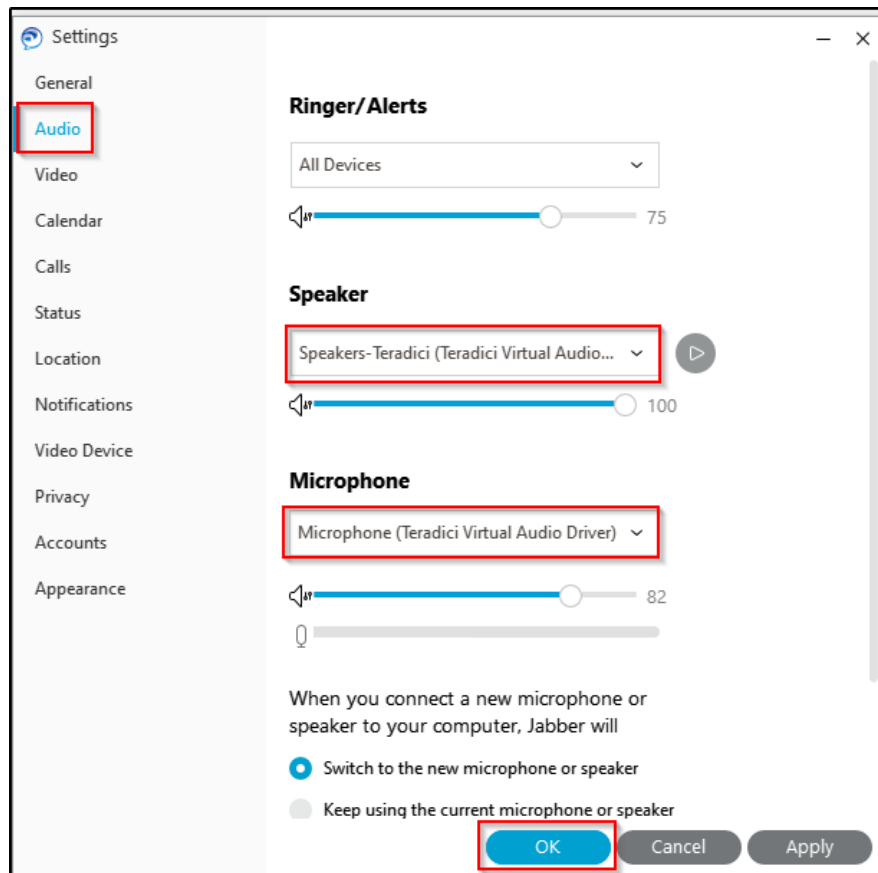1. In the bottom left-hand corner, Click on the computer Icon.

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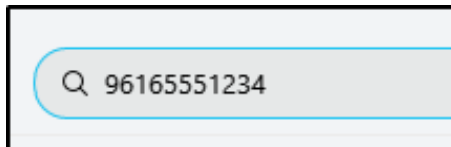4. Click on **Audio** and select YOUR local audio device or headset.

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Placing a call

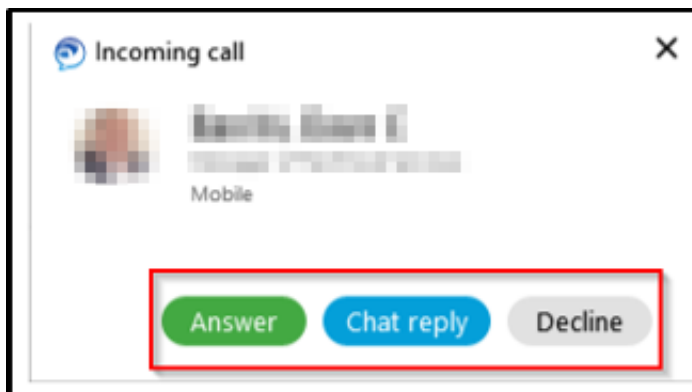1. To place a call. Put in the 4-digit extension for in-house calls and hit return.

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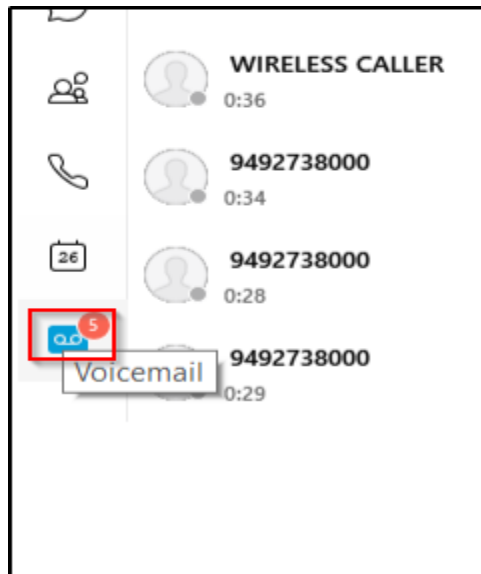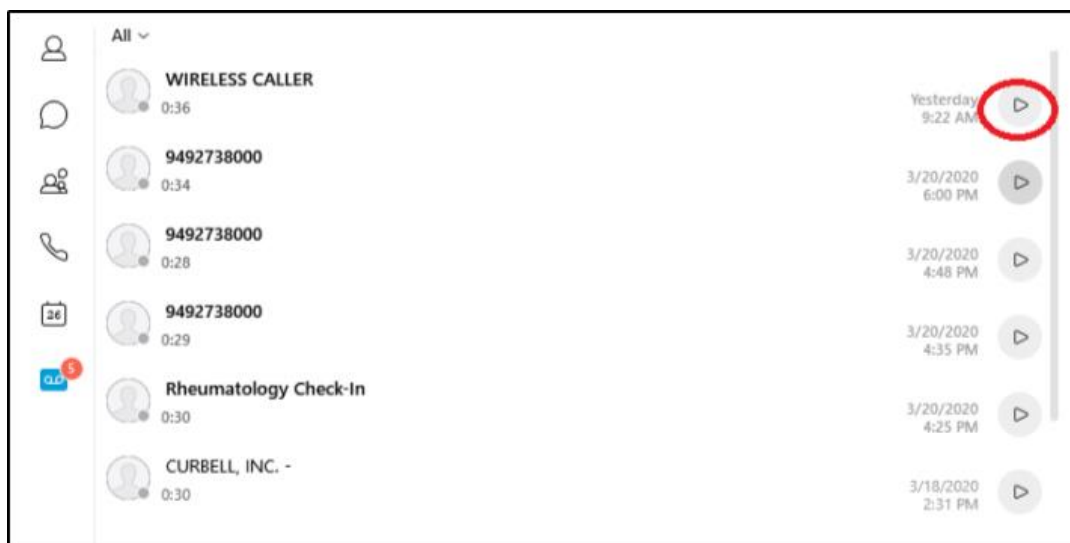
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2. Click on the play icon to play a message, pause, etc.
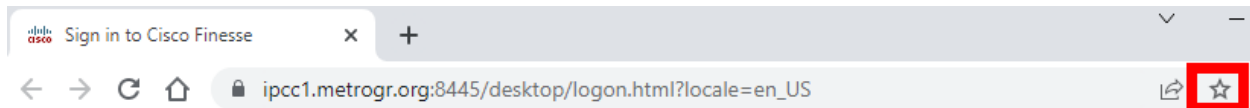
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Connect to Cisco Finesse

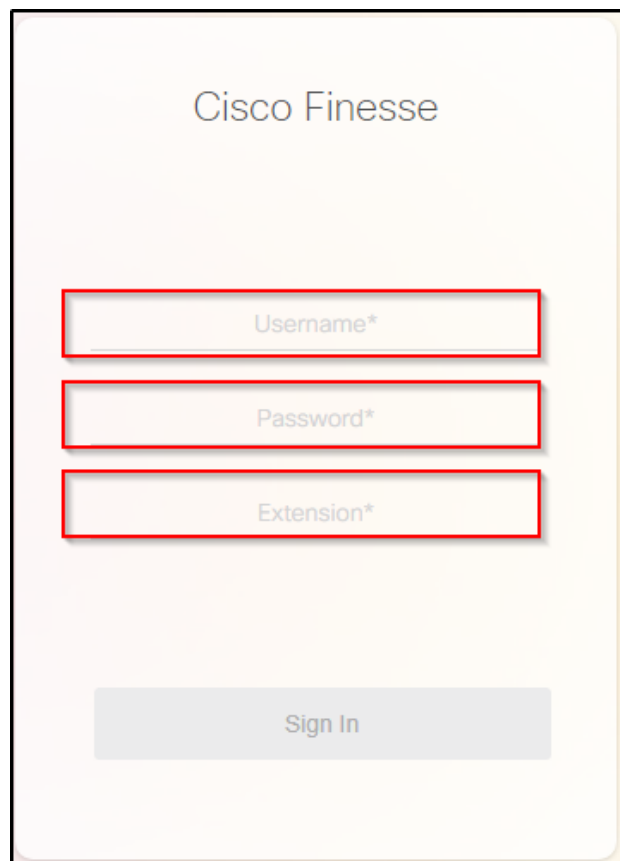After logging into Cisco Jabber, you can use Cisco Finesse.

1. Open Cisco Finesse application following one of the methods below.
   a. Select Cisco Finesse from your desktop
   b. Or you can do this now by clicking the link in this document here→ Sign in to Cisco Finesse (metrogr.org)

   *Select the Star to add this website as a favorite for your browser.

2. Log in with your username, password and your four-digit assigned agent extension.

You are now ready to make and receive calls for your call center.

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