Manage Desktop Layout

You can define the layout of the Finesse desktop on the Desktop Layout tab.

Requirements, such as processor speed and RAM, for clients that access the Finesse desktop can vary. Desktops that receive events for more than one agent (such as agent and supervisor desktops running Live Data reports that contain information about other agents and skill groups) require more processing power than desktops that receive events for a single agent.

Factors that determine how much power is required for the client include, but are not limited to, the following:

• Contact center traffic
• Additional integrated gadgets in the desktop (such as Live Data reports or third-party gadgets)
• Other applications that run on the client and share resources with the Finesse desktop

Important

• Finesse Desktop Layout XML, on page 1
• Default Layout XML, on page 2
• Update Default Desktop Layout, on page 5
• XML Schema Definition, on page 6
• Live Data Reports, on page 9

Finesse Desktop Layout XML

The Finesse Layout XML defines the layout of the Finesse desktop, including tab names and the gadgets that appear on each tab.

Use the Manage Desktop Layout gadget to upload an XML layout file to define the layout of the Finesse desktop for agents and supervisors.
Actions on the Manage Desktop Layout gadget:

- **Finesse Default Layout XML:** Expands to show the layout XML for the default Finesse desktop.
- **Restore Default Layout:** Restores the Finesse desktop to the default layout.
- **Save:** Saves your configuration changes.
- **Revert:** Retrieves and applies the most recently saved desktop layout.

## Default Layout XML

The Finesse default desktop layout XML for Unified CCE and Packaged CCE contains optional gadgets and notes that describe how to modify the layout for your deployment type.

For Unified CCE deployments:

Live Data gadgets are not supported for Unified CCE and must either be removed or remain commented out.

For Packaged CCE deployments:

The Agent Queue Statistics gadget is not supported and must either be removed from the layout or commented out (<gadget>/desktop/gadgets/QueueStatistics.jsp</gadget>).

Optional Live Data gadgets are provided in the layout XML but are commented out. Remove the comment tags from the reports you want to appear on the desktop.

```xml
<finesseLayout xmlns="http://www.cisco.com/vtg/finesse">
    <layout>
        <role>Agent</role>
        <page>
            <gadget>/desktop/gadgets/CallControl.jsp</gadget>
        </page>
        <tabs>
            <tab>
                <id>home</id>
                <label>finesse.container.tabs.agent.homeLabel</label>
                <columns>
                    <column>
                        <gadgets>
                            <!-- Optional gadgets here -->
                        </gadgets>
                    </column>
                </columns>
            </tab>
        </tabs>
    </layout>
</finesseLayout>
The following Gadget (Agent Queue Statistics) is *not* supported in Packaged CCE deployment. If you are using Packaged CCE you must comment out or remove this gadget.

<!--
<gadget>/desktop/gadgets/QueueStatistics.jsp</gadget>
-->

The following Gadgets are for LiveData. They are *ONLY* supported in a Packaged CCE Deployment. If you are using Packaged CCE and wish to show LiveData Reports, then do the following:
1) Uncomment out each Gadget you wish to show.
2) Replace all instances of "my-cuic-server" with the Fully Qualified Domain Name of your Intelligence Center Server.
3) [OPTIONAL] Adjust the height of the gadget by changing the "gadgetHeight" parameter.

IMPORTANT NOTES:
- In order for these Gadgets to work, you must have performed all documented pre-requisites steps.
- The use of HTTP/HTTPS *must* match what your Users use for the Finesse Desktop (HTTP or HTTPS).
- If you wish to use HTTP, then HTTP must be enabled on both Finesse and Intelligence Center.
- Do *NOT* change the viewId (unless you have built a custom report and know what you are doing).
- The "teamName" will be automatically replaced with the Team Name of the User logged into Finesse.

<!-- HTTPS Version of LiveData Gadgets -->

<!-- "Agent" Report -->
<!--
<gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&
viewId=99E6C8E210000141000000D80A00006C4&
filterId=agent.id=CL%20teamName</gadget> -->

<!-- "Agent Skill Group" Report -->
<!--
<gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&
viewId=9AB7848B10000141000001C50A00006C4&
filterId=agent.id=CL%20teamName</gadget> -->

<!-- "Agent All Fields" Report -->
<!--
<gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&
viewId=9A08E23510000141000001230A00006C4&
filterId=agent.id=CL%20teamName</gadget> -->

<!-- "Agent Skill Group All Fields" Report -->
<!--
<gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&
viewId=A30EC25810000141000003A60A00006C4&
filterId=agent.id=CL%20teamName</gadget> -->

<!-- HTTP Version of LiveData Gadgets -->

<!-- "Agent" Report -->
<!--
<gadget>http://my-cuic-server:8081/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&
viewId=99E6C8E210000141000000D80A00006C4&
filterId=agent.id=CL%20teamName</gadget> -->

<!-- "Agent Skill Group" Report -->
<!--
<gadget>http://my-cuic-server:8081/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&
viewId=9AB7848B10000141000001C50A00006C4&
filterId=agent.id=CL%20teamName</gadget> -->
The following Tab and Gadgets are for LiveData. They are *ONLY* supported in a Packaged CCE Deployment.

If you are using Packaged CCE and wish to show LiveData Reports, then do the following:
1) Remove these comments leaving the tab and gadgets you wish to show.
2) Uncomment out each gadget you wish to show.
3) Replace all instances of "my-cuic-server" with the Fully Qualified Domain Name of your Intelligence Center Server.
4) [OPTIONAL] Adjust the height of the gadget by changing the "gadgetHeight" parameter.

**IMPORTANT NOTES:**
- In order for these Gadgets to work, you must have performed all documented pre-requisite steps.
- The use of HTTP/HTTPS *must* match what your Users use for the Finesse Desktop (HTTP or HTTPS).
- If you wish to use HTTP, then HTTP must be enabled on both Finesse and Intelligence Center.
- Do *NOT* change the viewId (unless you have built a custom report and know what you are doing).
- The "teamName" will be automatically replaced with the Team Name of the User logged into Finesse.

If you are showing the tab, then also uncomment this section.

```xml
<!-- If you are showing the tab, then also uncomment this section. -->
<tab>
  <id>moreReports</id>
  <label>finesse.container.tabs.agent.moreReportsLabel</label>
  <gadgets>"Agent All Fields" Report -->
    <!-- HTTPS Version of LiveData Gadgets -->
    <!-- "Agent Skill Group" Report -->
    <!-- HTTP Version of LiveData Gadgets -->
    <!-- "Agent Skill Group" Report -->
</gadgets>
```
If you are showing the tab, then also uncomment this section as well.

```xml
</gadgets>
</tab>
</tabs>
</layout>
<layout>
<role>Supervisor</role>
<page>
<gadget>/desktop/gadgets/CallControl.jsp</gadget>
</page>
<tabs>
<tab>
/id>home</id>
<label>finesse.container.tabs.supervisor.homeLabel</label>
<columns>
<column>
<gadgets>
<gadget>/desktop/gadgets/TeamPerformance.jsp</gadget>
<gadget>/desktop/gadgets/QueueStatistics.jsp</gadget>
</gadgets>
</column>
</columns>
</tab>
<tab>
/id>manageCall</id>
<label>finesse.container.tabs.supervisor.manageCallLabel</label>
</tab>
</tabs>
</layout></finesseLayout>

### Update Default Desktop Layout

When you modify the layout of the Finesse desktop, the changes you make take effect on the desktop after 10 seconds. However, agents who are signed in when the changes are made must sign out and sign back in to see those changes reflected on the desktop.

#### Note

The call control gadget is only supported at the page level. You must ensure that the call control gadget (`<gadget>/desktop/gadgets/CallControl.jsp</gadget>`) is placed within the `<page></page>` tag for it to work correctly. Do not place this gadget within a `<tab></tab>` tag.

#### Procedure

**Step 1**

In the Finesse Layout XML area, make changes to the XML as required.

**Example:**

If you want to add a new tab called Reports, add the following XML within the tabs tags under the `<role>Agent</role>` tag.

```xml
<tab>
/id>reports</id>
<label>Reports</label>
</tab>
```
If you want to add this tab to the supervisor desktop, add the XML within the tabs tags under the <role>Supervisor</role> tag.

To add a gadget to a tab, add the XML for the gadget within the gadgets tag for that tab.

```xml
<gadgets>
  <gadget>http://<ipAddress>/gadgets/<gadgetname>.xml</gadget>
</gadgets>
```

Replace <ipAddress> with the IP address of the server where the gadget resides.

If you want to add multiple columns to a tab on the Finesse desktop, add the gadgets for each column within the columns tags for that tab. You can have up to four columns on a tab.

```xml
<tab>
  <id>tab-id</id>
  <label>Tab Label</label>
  <columns>
    <column>
      <gadgets>
        <gadget>/gadget/1/url.xml</gadget>
        <gadget>/gadget/2/url.xml</gadget>
      </gadgets>
    </column>
    <column>
      <gadgets>
        <gadget>/gadget/3/url.xml</gadget>
        <gadget>/gadget/4/url.xml</gadget>
      </gadgets>
    </column>
  </columns>
</tab>
```

**Step 2**

Click **Save**.

Finesse validates the XML file to ensure that it is valid XML syntax and conforms to the Finesse schema.

**Step 3**

After you save your changes, if you want to revert to the last saved desktop layout, click **Revert**. If you want to revert to the default desktop layout, click **Restore Default Layout**.

**Note**

During upgrade, any changes made to the Cisco Finesse Default Layout will be not be updated. You need to click on **Restore Default Layout** to get the latest changes.

**Related Topics**

- [Upload Third-Party Gadgets](#)
- [Add Live Data Reports to Custom Desktop Layout](#)

**XML Schema Definition**

You must ensure the XML you upload conforms to the XML schema definition for Finesse. The XML schema definition for Finesse is as follows:

```xml
<?xml version="1.0" encoding="ISO-8859-1" ?>
<xs:schema xmlns:xs="http://www.w3.org/2001/XMLSchema"
```
<xs:simpleType name="role">
  <xs:restriction base="xs:string">
    <xs:enumeration value="Agent"/>
    <xs:enumeration value="Supervisor"/>
    <xs:enumeration value="Admin"/>
  </xs:restriction>
</xs:simpleType>

<!-- definition of simple elements -->
<xs:element name="id">
  <xs:simpleType>
    <xs:restriction base="xs:string">
      <xs:pattern value="[a-zA-Z][-_\d.a-zA-Z0-9]+"/>
    </xs:restriction>
  </xs:simpleType>
</xs:element>
<xs:element name="label">
  <xs:simpleType>
    <xs:restriction base="xs:string">
      <xs:minLength value="1"/>
    </xs:restriction>
  </xs:simpleType>
</xs:element>
<xs:element name="gadget">
  <xs:simpleType>
    <xs:restriction base="xs:anyURI">
      <xs:minLength value="1"/>
    </xs:restriction>
  </xs:simpleType>
</xs:element>
<xs:element name="role" type="role"/>
<xs:element name="gadgets">
  <!-- Grouping of a set of gadgets -->
  <xs:complexType>
    <xs:sequence minOccurs="0" maxOccurs="unbounded">
      <!-- No limit to number of gadget URIs for now -->
      <xs:element ref="gadget"/> <!-- URI of the gadget xml -->
    </xs:sequence>
  </xs:complexType>
</xs:element>
<xs:element name="column">
  <!-- Grouping of a set of gadgets within a column -->
  <xs:complexType>
    <xs:sequence minOccurs="0" maxOccurs="unbounded">
      <!-- No limit to number of gadget URIs for now -->
      <xs:element ref="gadgets"/>
    </xs:sequence>
  </xs:complexType>
</xs:element>
<xs:element name="columns">
  <!-- Grouping of a set of columns -->
  <xs:complexType>
    <xs:sequence>
      <xs:element ref="column" minOccurs="0" maxOccurs="unbounded"/>
    </xs:sequence>
  </xs:complexType>
</xs:element>
<xs:sequence minOccurs="0" maxOccurs="unbounded">
  <xs:element ref="gadget"/>
</xs:sequence>
</xs:complexType>
</xs:element>

<xs:element name="tab">
  <xs:complexType>
    <xs:sequence>
      <xs:element ref="id"/>
      <xs:element ref="label"/>
      <xs:choice>
        <xs:element ref="gadgets" minOccurs="0" maxOccurs="1"/>
        <xs:element ref="columns" minOccurs="0" maxOccurs="1"/>
      </xs:choice>
    </xs:sequence>
  </xs:complexType>
</xs:element>

<xs:element name="tabs">
  <xs:complexType>
    <xs:sequence maxOccurs="unbounded">
      <xs:element ref="tab"/>
    </xs:sequence>
  </xs:complexType>
</xs:element>

<xs:element name="layout">
  <xs:complexType>
    <xs:sequence>
      <xs:element ref="role"/>
      <xs:element ref="page"/>
      <xs:element ref="tabs"/>
    </xs:sequence>
  </xs:complexType>
</xs:element>

<xs:element name="finesseLayout">
  <xs:complexType>
    <xs:sequence maxOccurs="3">
      <xs:element ref="layout"/>
    </xs:sequence>
  </xs:complexType>
</xs:element>
</xs:element></xs:schema>
Live Data Reports

Cisco Unified Intelligence Center provides Live Data real-time reports that you can add to the Finesse desktop.

Note

Finesse supports Live Data reports only with Packaged Contact Center Enterprise.

Prerequisites for Live Data

Before you add Live Data reports to the desktop, you must meet the following prerequisites:

- You must have the Live Data reports configured and working in Cisco Unified Intelligence Center.

- You must use either HTTP or HTTPS for both Cisco Unified Intelligence Center and Finesse. You cannot use HTTP for one and HTTPS for the other. The default setting for both after a fresh installation is HTTPS. If you want to use HTTP, you must enable it on both Cisco Unified Intelligence Center and Finesse. For information about enabling HTTP for Cisco Unified Intelligence Center, see the [http://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html](http://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html).

- Ensure that user synchronization is enabled for Cisco Unified Intelligence Center. For more information, see the [Administration Console User Guide for Cisco Unified Intelligence Center](http://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html).

- If your deployment uses HTTPS, you must upload security certificates to the Finesse and Cisco Unified Intelligence Center servers. Both Finesse and Cisco Unified Intelligence Center are installed with self-signed certificates. However, if you use the self-signed certificates, agents and supervisors must accept certificates in the Finesse desktop when they sign in before they can use the Live Data gadget. To avoid this requirement, you can provide a CA certificate instead. You can obtain a CA certificate from a third-party certificate vendor or produce one internal to your organization.

Related Topics

- Certificates for Live Data
- Cisco Finesse HTTPS Redirect
- Administration Console User Guide for Cisco Unified Intelligence Center

Add Live Data Reports to Finesse

The following sections describe how to add the Live Data reports to the Finesse desktop. The procedure that you follow depends on several factors, described in the following table.

<table>
<thead>
<tr>
<th>Procedure</th>
<th>When to use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add Live Data reports to default desktop layout</td>
<td>Use this procedure if you want to add Live Data reports to the Finesse desktop after a fresh installation or after an upgrade if you have not customized the default desktop layout.</td>
</tr>
<tr>
<td>Add Live Data reports to custom desktop layout</td>
<td>Use this procedure if you have customized the Finesse desktop layout.</td>
</tr>
</tbody>
</table>
Add Live Data Reports to Default Desktop Layout

The Finesse default layout XML contains commented XML code for the Live Data report gadgets available for the Finesse desktop. The gadgets are divided into two categories: HTTPS version of Live Data gadgets and HTTP version of Live Data gadgets.

This procedure explains how to add the Live Data report gadgets to the default desktop layout. Use this procedure after a fresh installation of Finesse. If you upgraded Finesse but do not have a custom desktop layout, click **Restore Default Layout** on the Manage Desktop Layout gadget and then follow the steps in this procedure.

**Procedure**

**Step 1** Sign in to the Finesse administration console.

**Step 2** Click the **Desktop Layout** tab.

**Step 3** Remove the comment characters (<!-- and -->) from each report that you want to add to the desktop layout. Make sure you choose the reports that match the method your agents use to access the Finesse desktop (HTTP or HTTPS).

**Step 4** Replace my-cuic-server with the fully-qualified domain name of your Cisco Unified Intelligence Server.

**Step 5** Optionally, change the gadget height.

**Example:**

The height specified in the Live Data gadget URLs is 310 pixels. If you want to change the height, change the gadgetHeight parameter in the URL to the desired value. For example, if you want the gadget height to be 400 pixels, change the code as follows:

```
<gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=400&viewId=99E6C8E210000141000000D80A00064&filterId=agent.id=CL%20teamName</gadget>
```

If you do not specify anything for the gadget height (if you remove the 310 from the URL), it defaults to 170 pixels.

**Step 6** Click **Save**.

**Note**

After you add a gadget, sign in to the Finesse desktop and make sure it appears the way you want. If you use a report with a large number of columns, you may want to adjust the gadget height or the screen resolution on the computer used to access the desktop to make the report easier to read or make more rows appear on the screen without needing to scroll down.

Agents who are signed in when you change the desktop layout must sign out and sign back in to see the change on their desktops.
Add Live Data Reports to Custom Desktop Layout

The Finesse default layout XML contains commented XML code for the Live Data report gadgets available for the Finesse desktop. The gadgets are divided into two categories: HTTPS version of Live Data gadgets and HTTP version of Live Data gadgets.

This procedure explains how to add the Live Data report gadgets to a custom desktop layout.

Procedure

**Step 1**  
Sign in to the Finesse administration console.

**Step 2**  
Click the Desktop Layout tab.

**Step 3**  
Click Finesse Default Layout XML to show the default layout XML.

**Step 4**  
Copy the XML code for the report you want to add from the Finesse default layout XML. If your agents use HTTP to access Finesse, copy the XML code for the HTTP report. If they use HTTPS, copy the XML code for the HTTPS report.

**Example:**
To add the Agent Report for HTTPS, copy the following:

```xml
<gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId=99E6C8E2100001410000000D80A0006C4&filterId=agent.id=CL%20teamName</gadget>
```

**Step 5**  
Paste the XML within the tab tags where you want it to appear.

**Example:**
To add the report to the home tab of the agent desktop:

```xml
<layout>
  <role>Agent</role>
  <page>
    <gadget>/desktop/gadgets/CallControl.jsp</gadget>
  </page>
  <tabs>
    <tab>
      <id>home</id>
      <label>finesse.container.tabs.agent.homeLabel</label>
      <gadgets>
        <gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId=99E6C8E2100001410000000D80A0006C4&filterId=agent.id=CL%20teamName</gadget>
      </gadgets>
    </tab>
    <tab>
      <id>manageCall</id>
      <label>finesse.container.tabs.agent.manageCallLabel</label>
    </tab>
  </tabs>
</layout>
```

**Step 6**  
Replace my-cuic-server with the fully-qualified domain name of your Cisco Unified Intelligence Server.
**Add Live Data Reports to Team Layout**

The Finesse default layout XML contains commented XML code for the Live Data report gadgets available for the Finesse desktop. The gadgets are divided into two categories: HTTPS version of Live Data gadgets and HTTP version of Live Data gadgets.

This procedure explains how to add the Live Data report gadgets to the desktop layout of a specific team.

**Procedure**

1. **Step 1** Sign in to the Finesse administration console.
2. **Step 2** Click the **Desktop Layout** tab.
3. **Step 3** Click **Finesse Default Layout XML** to show the default layout XML.
4. **Step 4** Copy the XML code for the report you want to add from the Finesse default layout XML. If your agents use HTTP to access Finesse, copy the XML code for the HTTP report. If they use HTTPS, copy the XML code for the HTTPS report.

**Example:** To add the Agent Report for HTTPS, copy the following:

```
<gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId=99E6C8E210000141000000D80A0006C4&filterId=agent.id=CL%20teamName</gadget>
```

5. **Step 5** Click the **Team Resources** tab.

---

**Step 7** Optionally, change the gadget height.

**Example:**
The height specified in the Live Data gadget URLs is 310 pixels. If you want to change the height, change the gadgetHeight parameter in the URL to the desired value. For example, if you want the gadget height to be 400 pixels, change the code as follows:

```
<gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=400&viewId=99E6C8E210000141000000D80A0006C4&filterId=agent.id=CL%20teamName</gadget>
```

If you do not specify anything for the gadget height (if you remove the 310 from the URL), it defaults to 170 pixels.

**Step 8** Click **Save**.

**Note**
After you add a gadget, sign in to the Finesse desktop and make sure it appears the way you want. If you use a report with a large number of columns, you may want to adjust the gadget height or the screen resolution on the computer used to access the desktop to make the report easier to read or make more rows appear on the screen without needing to scroll down.

Agents who are signed in when you change the desktop layout must sign out and sign back in to see the change on their desktops.
Step 6  Select the team from the list of teams for which you want to add the report.
Step 7  In the Resources for <team name> area, click the Desktop Layout tab.
Step 8  Check the Override System Default check box.
Step 9  Paste the XML within the tab tags where you want it to appear.

**Example:**

To add the report to the home tab of the agent desktop:

```
<layout>
  <role>Agent</role>
  <page>
    <gadget>/desktop/gadgets/CallControl.jsp</gadget>
  </page>
  <tabs>
    <tab>
      <id>home</id>
      <label>finesse.container.tabs.agent.homeLabel</label>
      <gadgets>
        <gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId=99E6C8E2100001410000000D80A0006C4&filterId=agent.id=CL%20teamName</gadget>
      </gadgets>
    </tab>
    <tab>
      <id>manageCall</id>
      <label>finesse.container.tabs.agent.manageCallLabel</label>
    </tab>
  </tabs>
</layout>
```

Step 10  Replace my-cuic-server with the fully-qualified domain name of your Cisco Unified Intelligence Server.
Step 11  Optionally, change the gadget height.

**Example:**

The height specified in the Live Data gadget URLs is 310 pixels. If you want to change the height, change the gadgetHeight parameter in the URL to the desired value. For example, if you want the gadget height to be 400 pixels, change the code as follows:

```
<gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=400&viewId=99E6C8E2100001410000000D80A0006C4&filterId=agent.id=CL%20teamName</gadget>
```

If you do not specify anything for the gadget height (if you remove the 310 from the URL), it defaults to 170 pixels.

Step 12  Click Save.
Modify Live Data Stock Reports for Finesse

This procedure describes how to modify the Live Data stock reports in Cisco Unified Intelligence Center and add the modified report to the Finesse desktop layout.

Procedure

Step 1
Copy the gadget URL for the report you want to modify from the Finesse default layout XML and paste it into a text editor.

Example:
If you want to modify the Agent Report for HTTPS, copy the following URL and paste it into a text editor:

```
<gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId=99E6CBE210000141000000D80A0006C4&filterId=agent.id=CL%20teamName</gadget>
```

Step 2
In Cisco Unified Intelligence Center, in Edit view of the report, select the view for which you want to create a gadget URL and then click Links.

The HTML Link field displays the permalink of the customized report.

Step 3
Copy the permalink of the customized report from the HTML Link field, and paste it in a text editor, and then copy the viewID value from this link.

Example:
Copy the viewId, which is underlined in this example, from the permalink for the report.

```
https://<Server Name>:8444/cuic/permalink/PermalinkViewer.htm?viewId=5C90012F1000014000000830A4E5B33&linkType=htmlType&viewType=Grid
```

Step 4
Replace the viewID value in the gadget URL with the viewID value from the permalink of the customized report.

Step 5
Replace my-cuic-server with the FQDN of the Cisco Intelligence Center Server.

Step 6
Add the customized gadget URL to the desktop layout XML in the Manage Desktop Layout gadget and click Save.
After you add the gadget, sign in to the Finesse desktop and make sure it appears the way you want. 
If you use a report with a large number of columns, you may want to adjust the gadget height or 
the screen resolution on the computer used to access the desktop to make the report easier to read 
or make more rows appear on the screen without the need to scroll.

Agents who are signed in when you change the desktop layout must sign out and sign back in to 
see the change on their desktops.

---

Note: After you add the gadget, sign in to the Finesse desktop and make sure it appears the way you want. 
If you use a report with a large number of columns, you may want to adjust the gadget height or 
the screen resolution on the computer used to access the desktop to make the report easier to read 
or make more rows appear on the screen without the need to scroll.

Agents who are signed in when you change the desktop layout must sign out and sign back in to 
see the change on their desktops.
Modify Live Data Stock Reports for Finesse