



Manage Desktop Layout

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



Important

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

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Gadgets and Components

Gadgets

Cisco Finesse is an OpenSocial gadget, which is an XML document that defines metadata for an OpenSocial Gadget container. The gadgets are applications that are placed within the Cisco Finesse desktop. This helps administrator to provide access to the contact center agents for all the applications that is required to service calls inside a single application.

Cisco Finesse comes with default gadgets such as, the team performance gadget, call control gadget, and call popover. JavaScript library is available for any customers with specific requirements that are not available out of the box.

Gadgets are listed in the desktop layout using the `<gadget>` tag.



Note Finesse Desktop is tested to perform well with an average of 20 gadgets per Desktop (across all tabs), over a sign in period of 8 minutes for 2000 users (agents and supervisors). When you increase the total number of gadgets that are configured on the Desktop, the CPU consumption marginally increases during users sign in. When all the configured gadgets are enabled for all the users, it impacts the Finesse server. Higher number of gadgets will also need more browser memory and network bandwidth.

If considerably larger number of gadgets are configured or if more users sign in (more than the tested number of users) in a short time frame, you must monitor the CPU consumption and network bandwidth during users sign in and ensure that the end-point devices have enough memory.

Failover uses optimization to sign in the users quickly and is not considered the same as a new browser sign in.

Third-party gadgets are hosted on the Cisco Finesse server using the `3rdpartygadget` web application or on an external web server. Gadgets can make REST requests to services hosted on external servers using the Cisco Finesse JavaScript Library API. To avoid browser cross-origin issues, REST requests are proxied through the backend Shindig web application. Third-party gadgets must implement their own authentication mechanisms for third-party REST services.

For more information about gadgets, see <https://developer.cisco.com/docs/finesse/>.

Components

Components are simple scripts that are loaded into the desktop directly at predefined positions as directed by the layout, without an enclosing frame and its document.

Components are introduced in the desktop to overcome a few rendering limitations and performance considerations inherent to gadgets.

The `<component>` tag lists the components in the desktop layout. Currently, the layout validations prevent creating custom components. Hence, default components are allowed in the desktop layouts. The default desktop functionalities are currently registered as components to provide flexibility and to reduce the load on the server.

Finesse Desktop Layout XML

The Finesse Layout XML defines the layout of the Finesse desktop, and the gadgets and components displayed on the desktop.

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 are as follows.

- Edit the code using any of the following editors:
 - **Text Editor**
 - **XML Editor**
- **View Default Layout** - Displays the Cisco Finesse default layout.
- **Restore Default Layout** - Restores the Cisco 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 **Manage Desktop Layout** supports the following types of editors:

- **Text Editor**—A plain text editor. It is the default editor. You can use the **Expand All** option to see all the code details and Search text box to refine your search results.
- **XML Editor**—An XML editor.



Note

- You cannot add or edit comments (<!-- and -->) in the **XML Editor**.
- In this document, all the examples that are related to desktop layout are applicable for text editor.

Both the editors support the following features:

- Expand and collapse option.
- Syntax highlights and color code for the visual indication.
- Auto-complete suggestions and hints for valid elements in the tags.

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

Optional Live Data gadgets in the layout XML are commented out. After you install and configure Live Data, remove the comment tags from the reports that you want to appear on the desktop.

Following are the updates available in the default layout XML for Cisco Finesse desktop:

- Sample configurations for customizing desktop properties are added to the default layout (**Desktop Layout**) and team-specific layout (**Team Resources > Desktop Layout**).

For upgraded layouts, sample configurations for customizing desktop properties do not appear by default. The administrator must copy the XML from the **View Default Layout** and add to the respective custom layouts.

- Horizontal Header is available in the layout configuration and the Header can be customized.
- Title and Logo of Cisco Finesse desktop can be customized.
- Desktop Chat, TeamMessage, Dialer, Agent Identity, and Non-Voice State Control are added as part of the header component.

For upgraded layouts, TeamMessage and Desktop Chat will not appear by default. The XML must be copied from the default layout and added to the respective custom layouts. See *Cisco Cisco Finesse Installation & Upgrade Guide*.

- Vertical tabs in Cisco Finesse desktop are moved to collapsible left navigation bar for which the icons can be customized.
- Support for inbuilt java script components has been added.
- The **ID** attribute (optional) is the ID of the HTML DOM element used to display the gadget or component. The ID should start with an alphabet and can contain alphanumeric characters along with hyphen(-) and underscore(_). It can be set through the Cisco Finesse Administrative portal and has to be unique across components and gadgets.
- The **managedBy** attribute (optional) for Live Data gadgets defines the gadgets which manage these Live Data gadgets. The value of **managedBy** attribute for Live Data gadgets is **team-performance**. This means that the rendering of the gadget is managed by the Team Performance gadget. These gadgets are not rendered by default, but will be rendered when the options Show State History and Show Call History are selected in the Team Performance gadget.

For upgraded layouts, the **managedBy** attribute will be introduced, and will have the value of the **ID** of the Team Performance gadget in the same tab. If there are multiple instances of Team Performance gadgets and Live Data gadget pairs, they will be associated in that order. If the **ID** of the Team Performance gadget is changed, the value of the **managedBy** attribute should also be updated to reflect the same **ID** for the Live Data gadgets. Otherwise, the Team Performance gadget instance will not show its respective Live Data gadgets.

- The **Hidden** attribute (optional) is used to support headless gadgets. When an attribute is set to **hidden="true"**, then the gadget is loaded by the container, but will not be displayed. The default value set for the attribute is **"false"**.
- **maxRows** is changed from being a query parameter to an attribute.

Example of **maxRows** being a query parameter:

```
<gadget id="team-performance">/desktop/scripts/js/teamPerformance.js?maxRows=5</gadget>
```

Example of **maxRows** being an attribute:

```
<gadget id="team-performance" maxRows="5">/desktop/scripts/js/teamPerformance.js</gadget>
```

During an upgrade it will be removed from the URL of the team performance gadget and added as an attribute. The **maxRows** attribute (optional) is used to adjust the height of the Team Performance gadget. If there are multiple instances of the Team Performance gadget, each instance height can be set by using

this attribute. During an upgrade the height of the team performance gadget will be retained. By default the **maxRows** attribute value is set to 10 rows.

If any changes are made to the component IDs or URLs in the default XML layout, the following features may not work as expected.

Note that the components can be rearranged in any order to show on the Cisco Finesse desktop.

Feature	Component ID	URL
Title and Logo	cd-logo	<url>/desktop/scripts/js/logo.js</url>
Voice State Control	agent-voice-state	<url>/desktop/scripts/js/agentvoicestate.component.js</url>
Non-voice state control	nonvoice-state-menu	<url>/desktop/scripts/js/nonvoice-state-menu.component.js</url>
TeamMessage	broadcastmessagepopover	<url>/desktop/scripts/js/teammessage.component.js</url>
Desktop Chat	chat	<url>/desktop/scripts/js/chat.component.js</url>
Dialer	make-new-call-component	<url>/desktop/scripts/js/makenewcall.component.js</url>
Agent identity	identity-component	<url>/desktop/scripts/js/identity-component.js</url>

Update Default Desktop Layout

When you modify the layout of the Finesse desktop, the changes you make take effect on the desktop after 3 seconds. However, agents who are signed in when the changes are made must sign out and sign in again to see those changes reflect 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/scripts/js/callcontrol.js</gadget>) is placed within the <page></page> tag for it to work correctly. Don't place this gadget within a <tab></tab> tag.

The version tag of Desktop Layout XML can't be edited.

For the changes to take effect, refresh the page, or sign out and sign in again into Cisco Finesse.

Procedure

- Step 1** Click **Desktop Layout**.
- Step 2** Select from the following editors:
 - **Text Editor**
 - **XML Editor**
- Step 3** 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:

```
<tab>
  <id>reports</id>
  <icon>Reports</icon>
  <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.

```
<gadgets>
<gadget>https://<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.

```
<tabs>
  <tab>
    <id>home</id>
    <icon>home</icon>
    <label>finesse.container.tabs.agent.homeLabel</label>
    <columns>
      <column>
        <gadgets>
          <gadget>/desktop/scripts/js/queueStatistics.js</gadget>
        </gadgets>
      </column>
    </columns>
  </tab>
  <tab>
    <id>myHistory</id>
    <icon>history</icon>
    <label>finesse.container.tabs.agent.myHistoryLabel</label>
    <columns>
      <column>
        <!-- The following gadgets are used for viewing the call history
and state history of an agent. -->
      </column>
    </columns>
  </tab>
```

Step 4 Click Save.

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

Step 5 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 won't be updated. Click on **Restore Default Layout** to get the latest changes.

The Finesse default XML layout is as follows:

```
<finesseLayout xmlns="http://www.cisco.com/vtg/finesse">
  <!-- DO NOT EDIT. The version number for the layout XML. -->
  <version>1250.03</version>
  <configs>
    <!-- The Title for the application which can be customized. -->
    <config key="title" value="Cisco Finesse"/>
    <!-- The following entries are examples of changing defaults for desktop properties.

    To change any property, uncomment the respective line and set the appropriate value.

    For more details on the properties that can be customized, refer to the Cisco Finesse
    Administration Guide.
    Note: The customized properties can only be set in the configs section and are not
    role-specific. -->
    <!-- <config key="enableDragDropAndResizeGadget" value="false"/> -->
    <!-- <config key="wrapUpCountDown" value="true"/> -->
    <!-- <config key="desktopChatAttachmentEnabled" value="true"/> -->
    <!-- <config key="forceWrapUp" value="true"/> -->
    <!-- Possible Values: supervisor_only, conference_controller_and_supervisor, all
-->
    <!-- <config key="enableDropParticipantFor" value="supervisor_only"/> -->
    <!-- Possible Values: agents, all -->
    <!-- <config key="dropParticipant" value="agents"/> -->
    <!-- The logo file for the application -->
    <!-- For detailed instructions on using custom icons for logos and tabs,
    please refer to the section "Customize Title and Logo in the Header"
    in the Finesse Administration Guide. -->
    <!-- <config key="logo" value="/3rdpartygadget/files/cisco_finext_logo.png"/> -->
  </configs>
  <header>
    <!-- Please ensure that at least one gadget/component is present within every
    headercolumn tag -->
    <leftAlignedColumns>
      <headercolumn width="300px">
        <component id="cd-logo">
          <url>/desktop/scripts/js/logo.js</url>
        </component>
      </headercolumn>
      <headercolumn width="230px">
        <component id="agent-voice-state">
          <url>/desktop/scripts/js/agentvoicestate.component.js</url>
        </component>
      </headercolumn>
      <headercolumn width="251px">
        <component id="nonvoice-state-menu">
          <url>/desktop/scripts/js/nonvoice-state-menu.component.js</url>
        </component>
      </headercolumn>
    </leftAlignedColumns>
    <rightAlignedColumns>
      <headercolumn width="50px">
        <component id="broadcastmessagepopover">
          <url>/desktop/scripts/js/teammessage.component.js</url>
        </component>
      </headercolumn>
      <headercolumn width="50px">
        <component id="chat">
          <url>/desktop/scripts/js/chat.component.js</url>
        </component>
      </headercolumn>
    </rightAlignedColumns>
  </header>
</finesseLayout>
```

```

<headercolumn width="50px">
  <component id="make-new-call-component">
    <url>/desktop/scripts/js/makenewcall.component.js</url>
  </component>
</headercolumn>
<headercolumn width="72px">
  <component id="identity-component">
    <url>/desktop/scripts/js/identity-component.js</url>
  </component>
</headercolumn>
</rightAlignedColumns>
</header>
<layout>
  <role>Agent</role>
  <page>
    <gadget>/desktop/scripts/js/callcontrol.js</gadget>

    <!-- The following gadget is for WXM Customer Experience Journey.
    If WXM is onboarded successfully with all configurations, then replace the url

    with the actual url obtained by exporting the Cisco Finesse gadget from WXM -->

    <!-- <gadget>/3rdpartygadget/files/CXService/CiscoCXJourneyGadget.xml</gadget>
-->
  </page>
  <tabs>
    <tab>
      <id>home</id>
      <icon>home</icon>
      <label>finesse.container.tabs.agent.homeLabel</label>
      <columns>
        <column>
          <gadgets>
            <!-- The following gadget is for recording and displaying Call
            Transcripts.
            If Voicea is onboarded successfully and all configuration done
            correctly then uncomment this gadget-->
            <!--
<gadget>/3rdpartygadget/files/calltranscript/CallTranscriptGadget.xml</gadget> -->

            <!-- The following gadget is for WXM Customer Experience
            Analytics.
            If WXM is onboarded successfully with all configurations, then
            replace the url
            with the actual url obtained by exporting the Cisco Finesse
            gadget from WXM -->
            <!--
<gadget>/3rdpartygadget/files/CXService/CiscoCXAnalyticsGadget.xml</gadget> -->

            <gadget>/desktop/scripts/js/queueStatistics.js</gadget>

            <!--
            The following Gadgets are for LiveData.
            If you wish to show LiveData Reports, then do the following:
            1) Uncomment each Gadget you wish to show.
            2) Replace all instances of "my-cuic-server.com" 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-requisite steps.
            - 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 (for Team-specific layouts).
-->
        <!-- HTTPS Version of LiveData Gadgets -->
        <!-- TEAM STATUS REPORTS: 1. Agent Default view (default), 2.
Agent Skill Group Default view -->
        <!--
<gadget>https://my-cuic-server.com:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&

viewId_1=99E6C8E210000141000000D80A0006C4&filterId_1=agent.id=CL%20teamName&viewId_2=9AB7848B10000141000001C50A0006C4&

        filterId_2=agent.id=CL%20teamName</gadget> -->
        <!-- QUEUE STATUS REPORTS: 1. Skill Group Default view (default),
2. Skill Group Utilization view, 3. Precision Queue Default view, 4. Precision Queue
Utilization view -->
        <!--
<gadget>https://my-cuic-server.com:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&

viewId_1=B7371BE210000144000002870A0007C5&filterId_1=skillGroup.id=CL%20teamName&

viewId_2=9E760C8B1000014B0000005A0A0006C4&filterId_2=skillGroup.id=CL%20teamName&

viewId_3=B71A630C10000144000002480A0007C5&filterId_3=precisionQueue.id=CL%20teamName&

viewId_4=286B86F01000014C000005330A0006C4&filterId_4=precisionQueue.id=CL%20teamName</gadget>
-->
        </gadgets>
    </column>
</columns>
</tab>
<tab>
    <id>myStatistics</id>
    <icon>column-chart</icon>
    <label>finesse.container.tabs.agent.myStatisticsLabel</label>
    <columns>
        <column>
            <gadgets>

<gadget>https://my-cuic-server.com:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=150&

viewId=0B8D11317ED54A80B64F3AE28C5139E5&filterId=agentStats.id=CL%20teamName</gadget>
            </gadgets>
        </column>
    </columns>
</tab>
<tab>
    <id>myHistory</id>
    <icon>history</icon>
    <label>finesse.container.tabs.agent.myHistoryLabel</label>
    <columns>
        <column>
            <!-- The following gadgets are used for viewing the call history
and state history of an agent. -->
            <gadgets>

<gadget>https://my-cuic-server.com:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=280&

viewId=5FA44C6F930C4A64A6775B21A17EED6A&filterId=agentTaskLog.id=CL%20teamName</gadget>

```

```

<gadget>https://my-cuic-server.com:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=280&

viewId=56BC5CCE8C37467EA4D4EFA8371258BC&filterId=agentStateLog.id=CL%20teamName</gadget>

        </gadgets>
    </column>
</columns>
</tab>
<!--
The following Gadgets are for LiveData.
If you wish to show More LiveData Reports, then do the following:
    1) Uncomment each Gadget you wish to show.
    2) Replace all instances of "my-cuic-server.com" 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-requisite
steps.
    - 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 (for Team-specific layouts).
-->
        <!-- If you are showing the "More Live Data Reports" tab, then also uncomment
this section.
        <tab>
            <id>moreLiveDataReports</id>
            <icon>reports-more</icon>
            <label>finesse.container.tabs.agent.moreLiveDataReportsLabel</label>
            <gadgets>
-->
        <!-- HTTPS Version of LiveData Gadgets -->
        <!-- AGENT REPORTS: 1. Agent Default view (default) -->
        <!--
<gadget>https://my-cuic-server.com:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&

viewId_1=99E6C8E210000141000000D80A0006C4&filterId_1=agent.id=CL%20teamName</gadget>-->

        <!-- AGENT SKILL GROUP REPORTS: 1. Agent Skill Group Default view (default) -->
        <!--
<gadget>https://my-cuic-server.com:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&

viewId_1=9AB7848B100001410000001C50A0006C4&filterId_1=agent.id=CL%20teamName</gadget>-->

        <!-- QUEUE STATUS SKILL GROUP REPORTS: 1. Skill Group Default view (default),
2. Skill Group Utilization view -->
        <!--
<gadget>https://my-cuic-server.com:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&

viewId_1=B7371BE2100001440000002870A0007C5&filterId_1=skillGroup.id=CL%20teamName&
viewId_2=9E760C8B1000014B0000005A0A0006C4&filterId_2=skillGroup.id=CL%20teamName</gadget>-->

        <!-- QUEUE STATUS PRECISION QUEUE REPORTS: 1. Precision Queue Default view
(default), 2. Precision Queue Utilization view -->
        <!--
<gadget>https://my-cuic-server.com:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&

```

```

viewId_1=B71A630C10000144000002480A0007C5&filterId_1=precisionQueue.id=CL%20teamName&

viewId_2=286B86F01000014C000005330A0006C4&filterId_2=precisionQueue.id=CL%20teamName</gadget>-->

    <!-- If you are showing the "more reports" tab, then uncomment this section
too.
        </gadgets>
    </tab>
-->
</tabs>
</layout>
<layout>
    <role>Supervisor</role>
    <page>
        <gadget>/desktop/scripts/js/callcontrol.js</gadget>

        <!-- The following gadget is for WXM Customer Experience Journey.
        If WXM is onboarded successfully with all configurations, then replace the url

        with the actual url obtained by exporting the Cisco Finesse gadget from WXM -->

        <!-- <gadget>/3rdpartygadget/files/CXService/CiscoCXJourneyGadget.xml</gadget>
-->
    </page>
    <tabs>
        <tab>
            <id>home</id>
            <icon>home</icon>
            <label>finesse.container.tabs.supervisor.homeLabel</label>
            <columns>
                <column>
                    <gadgets>
                        <!-- The following gadget is for recording and displaying Call
Transcripts.
                                If Voicea is onboarded successfully and all configuration done
                                correctly then uncomment this gadget-->
                                <!--
<gadget>/3rdpartygadget/files/calltranscript/CallTranscriptGadget.xml</gadget> -->

                                <!-- The following gadget is for WXM Customer Experience
Analytics.
                                If WXM is onboarded successfully with all configurations, then
                                replace the url
                                with the actual url obtained by exporting the Cisco Finesse
                                gadget from WXM -->
                                <!--
<gadget>/3rdpartygadget/files/CXService/CiscoCXAnalyticsGadget.xml</gadget> -->

                                <gadget
id="team-performance"/>/desktop/scripts/js/teamPerformance.js</gadget>
                                <!-- The following gadgets are used for viewing the call history
                                and state history of an agent selected in the Team Performance Gadget. -->
                                <!-- The following gadgets are managed(loaded and displayed)
                                by the team performance gadget (associated with id "team-performance").
                                This association is done using the mapping of managedBy
                                attribute of the managed gadgets, to the id of managing gadget.
                                If the id for team performance gadget is changed, the
                                values for the associated managedBy attribute
                                for the managed gadgets, also need to be updated with the
                                new id.
                                These managed gadgets are not displayed by default, but
                                would be displayed when the option

```

"view history" is selected, for an agent, in the team performance gadget.

Note: As managed gadgets are not displayed by default, placing managed gadgets alone on separate columns of their own, would display blank space in that area.

For more details on managed gadgets and managedBy attribute, please refer to Finesse Administration Guide.

```
-->
<gadget
managedBy="team-performance">https://my-cuic-server.com:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=275&

viewId=630CB4C96B0045D9BFF295A49A0BA45E&filterId=agentTaskLog.id=AgentEvent:Id&type=dynamic&maxRows=20</gadget>

<gadget
managedBy="team-performance">https://my-cuic-server.com:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=275&

viewId=56BC5CCE8C37467EA4D4EFA8371258BC&filterId=agentStateLog.id=AgentEvent:Id&type=dynamic&maxRows=20</gadget>

</gadgets>
</column>
</columns>
</tab>
<tab>
<id>myHistory</id>
<icon>history</icon>
<label>finesse.container.tabs.agent.myHistoryLabel</label>
<columns>
<column>
<!-- The following gadgets are used for viewing the call history
and state history of a logged in supervisor. -->
<gadgets>

<gadget>https://my-cuic-server.com:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=280&

viewId=5FA44C6F930C4A64A6775B21A17EED6A&filterId=agentTaskLog.id=CL%20teamName</gadget>

<gadget>https://my-cuic-server.com:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=280&

viewId=56BC5CCE8C37467EA4D4EFA8371258BC&filterId=agentStateLog.id=CL%20teamName</gadget>

</gadgets>
</column>
</columns>
</tab>
<tab>
<id>teamData</id>
<icon>team-data</icon>
<label>finesse.container.tabs.supervisor.teamDataLabel</label>
<columns>
<column>
<!-- The following gadget is used by the supervisor to view an
agent's queue interval details. -->
<gadgets>

<gadget>https://my-cuic-server.com:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&

viewId=0B8D11317ED54A80B64F3AE28C5139E5&filterId=agentStats.id=CL%20teamName</gadget>
```



```

<gadget>https://my-cuic-server.com:8444/cuic/gadget/Historical/HistoricalGadget.jsp?viewId=BD9A8B7DBE714E7EB758A9D472F0E7DC&
linkType=htmlType&viewType=Grid&refreshRate=900&@start_date=RELDATE%20THISWEEK&
@end_date=RELDATE%20THISWEEK&@agent_list=CL%20~teams~&gadgetHeight=360</gadget>
    </gadgets>
  </column>
</columns>
</tab>
<tab>
  <id>queueData</id>
  <icon>storage</icon>
  <label>finesse.container.tabs.supervisor.queueDataLabel</label>
  <columns>
    <column>
      <gadgets>
        <gadget>/desktop/scripts/js/queueStatistics.js</gadget>
      </gadgets>
    </column>
  </columns>
</tab>
</tabs>
</layout>
</finesseLayout>

```

Drag-and-Drop and Resize Gadget or Component

The administrator can configure the drag-and-drop and resize gadget or component features for agents and supervisors to customize their Finesse desktop.

- The drag-and-drop feature allows agents and supervisors to drag (and drop) the gadget or the component to the required position on the desktop layout.
- The resize feature allows the agents and supervisors to shrink or expand the gadget or the component to a custom size on the desktop layout.



Note By default, the drag-and-drop and resize features are disabled. The administrator must set the `enableDragDropAndResizeGadget` desktop property value as *true* to enable these features.

The administrator can customize the desktop property value of these features through the desktop layout:

- **Default layout (Desktop Layout)**—In the **Text Editor**, remove the comment (`<!--` and `-->`) from the `enableDragDropAndResizeGadget` code snippet and enter the value as *true* to add these features to the desktop layout. For more information, see [Customize Desktop Properties, on page 16](#).

The following is the sample code snippet, as displayed in the default **Desktop Layout**.

```
<!-- <config key="enableDragDropAndResizeGadget" value="false"/> -->
```

- **Team-specific layouts (Manage Team Resources > Desktop Layout)**—Select a specific team and then in the **Text Editor**, remove the comment (`<!--` and `-->`) from the `enableDragDropAndResizeGadget` code

snippet and enter the value as *true* to add these features to the team desktop layout. For more information, see [Customize Desktop Properties at Team Level](#).

The following is the sample code snippet, as displayed in the team **Desktop Layout**.

```
<!-- <config key="enableDragDropAndResizeGadget" value="false"/> -->
```



Note

- For upgraded layouts, the sample configuration for customizing desktop property (`enableDragDropAndResizeGadget`) doesn't appear by default in the **Desktop Layout**. Administrators must copy the XML from the **View Default Layout** and add to the respective custom layouts.
- For new layouts, the sample configuration for customizing desktop property (`enableDragDropAndResizeGadget`) appears by default in the **Desktop Layout**.
- The administrator can also use the CLI and set the **utils finesse set_propertydesktop enableDragDropAndResizeGadget** to *true* to enable these features. For more information see *Desktop Properties*.
-
- If the property value is defined in the team-specific desktop layout (**Manage Team Resources > Desktop Layout**), the team-specific desktop layout takes precedence over the property value defined in the **Desktop Layout** and CLI.
- These features aren't applicable for gadgets that don't have a defined title. For more information, see the *Gadget Limitations* section in the *Cisco Finesse Web Services Developer Guide* at <https://developer.cisco.com/docs/finesse/#!rest-api-dev-guide>.

For more information, see the *Cisco Finesse Agent and Supervisor Desktop User Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-user-guide-list.html>.

Drop Participants from Conference



Note

To enable this feature in Cisco Finesse, install Finesse 12.5(1) ES3 COP (API and CLI updates) and 12.5(1) ES4 COP (desktop property updates) or higher.

Cisco Finesse now permits an agent or supervisor, who is the participant in a conference call, to drop another participant. The extended capability must be enabled at the **Dialog-Drop Participant from Conference** API and desktop level. By default, this feature is available only for supervisors.

The administrator can set permission to allow an agent or a supervisor, who is the participant in a conference call using the Finesse desktop, to drop other agents, supervisors, or non-agents from the conference call.

The desktop property to drop participants from a conference call are:

- **enableDropParticipantFor**—This property is used to set permissions to allow the agents, supervisors, or both to drop other participants from the conference call.

The possible values for the `enableDropParticipantFor` property are:

- **supervisor_only**—(default value) Only the supervisor, who is a participant of the conference call, can drop other agents in the conference call.
- **conference_controller_and_supervisor**—The supervisor who is a participant of the conference call or an agent who initiated the conference call (conference controller) can drop other participants.
- **all**—Any agent or supervisor who is a participant of the conference call can drop other participants.

For example, if the permission is set to be *supervisor_only*, when the supervisor barges in to a call between an agent and a customer, the supervisor is the only one who can make a request to drop the agent from the call. This leaves the supervisor on the call with the customer.

- **dropParticipant**—This property controls the listing of agents and non-agents in the **Drop** options list of participants in the Finesse desktop.

The possible values for the dropParticipant property are:

- **agents**—(default value) The agents or supervisors who are participants of the conference call are displayed in the **Drop** options list of participants in the Finesse desktop.
- **all**—The agents, supervisors, CTI Route Point, IVR port, a device to which no agent is signed in, or a caller device in the conference call are displayed in the **Drop** options list of participants in the Finesse desktop.

For more information, see the *Intercept a Call* section in the *Common Tasks* chapter of *Cisco Finesse Agent and Supervisor Desktop User Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-user-guide-list.html>.



Note

To enable the supervisor or call controller to drop an unmonitored extension in Cisco Unified CCE, in Release 12.0(1) or higher, set the **DropAnyPartyEnabled** registry key to *1* in the Dynamic Registry of the CTI server. The supervisor cannot drop a CTI Route Point, IVR port, a device to which no agent is signed in, a caller device, or other agents for whom SILENT_MONITOR is not initiated by the supervisor.

For more information, see the *Enable Dropping Call Participants from a Conference Call* section in *Cisco Contact Center Gateway Deployment Guide for Cisco Unified ICM/CCE* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-programming-reference-guides-list.html>.

The administrator can customize the desktop property value for this feature through the desktop layout:

- **Default layout (Desktop Layout)**—In the **Text Editor**, remove the comment (`<!--and -->`) from the `enableDropParticipantFor` and `dropParticipant` code snippets. Enter the appropriate value against the code snippet to control the feature using desktop layout. For more information, see [Customize Desktop Properties, on page 16](#).

The following is the sample code snippet, as displayed in the default **Desktop Layout**.

```
<!-- <config key="enableDropParticipantFor" value="supervisor_only"/> -->

<!-- <config key="dropParticipant" value="agents"/> -->
```

- **Team-specific layouts (Manage Team Resources > Desktop Layout)**—Select a specific team layout, and then in the **Text Editor**, remove the comment (`<!--and -->`) from the `enableDropParticipantFor` and `dropParticipant` code snippets. Enter the appropriate value against the code snippet to control the

feature using team desktop layout. For more information, see [Customize Desktop Properties at Team Level](#).

The following is the sample code snippet, as displayed in the team **Desktop Layout**.

```
<!-- <config key="enableDropParticipantFor" value="supervisor_only"/> -->

<!-- <config key="dropParticipant" value="agents"/> -->
```



Note

- The administrator can also use the CLI **utils finesse set_property webservice enableDropParticipantFor** and set permission to allow an agent or a supervisor, who is the participant in a conference call to drop other agents, supervisors, or non-agents from the conference call. Enabling this capability at an API level is a prerequisite for the desktop property changes. For more information, see [Service Properties](#).
- The `Dialog-Drop Participant` from Conference API allows an agent or supervisor to make a request to drop other agents, supervisors, or non-agents from a conference based on the permission set by the administrator. By default, this API is only available for supervisors (based on the *supervisor_only* property); but the administrator can use the Finesse CLI to expand access. For more information, see <https://developer.cisco.com/docs/finesse/#!/rest-api-dev-guide>.
- The `Dialog-Drop Participant` from Conference API and the team-specific layout must have the same value to have the expected behavior, as defined by the Finesse desktop property. If the values differ, then the most restrictive value takes precedence. The order is *all*, *conference_controller_and_supervisor*, and *supervisor_only*.

For example, at the API level, it is restricted to be *supervisor_only*, and the Finesse desktop level restriction at team-specific layout is *all*, then the restriction at API level applies, as that is more restrictive than the desktop level.
- For upgraded layouts, sample configuration for customizing desktop property (`enableDropParticipantFor` and `dropParticipant`) does not appear by default in the **Desktop Layout**. The administrator must copy the respective code snippets of the XML from the **View Default Layout** and add to the respective custom layouts.
- For new installations, sample configuration for customizing desktop property (`enableDropParticipantFor` and `dropParticipant`) appears by default in the **Desktop Layout**.

Limitation

Finesse desktop cannot distinguish agents from another peripheral gateway (PG) as agents. So the agents from another PG are displayed using the same icon used for non-agents (👤) in the Finesse desktop.

Customize Desktop Properties

You can customize the Finesse desktop properties.

Procedure

Step 1 Click **Desktop Layout**.

Step 2 Select from the following editors:

- **Text Editor**
- **XML Editor**

Step 3 Enter the desktop property name in the config key tag.

Step 4 Enter the possible value of the desktop property in the value tag.

The following are the sample desktop property entries, as displayed in the default **Desktop Layout**. To change these desktop property entries in **Text Editor**, remove the comment (`<!--` and `-->`) and set appropriate values.

```
<!-- <config key="enableDragDropAndResizeGadget" value="false"/> -->
<!-- <config key="wrapUpCountDown" value="true"/> -->
<!-- <config key="desktopChatAttachmentEnabled" value="true"/> -->
<!-- <config key="forceWrapUp" value="true"/> -->
```

Note If the property value is defined in the **Desktop Layout**, then the **Desktop Layout** value takes precedence over the property value defined using the CLI. For more information on Finesse CLIs, see *Desktop Properties*.

The following table lists the supported desktop properties:

Config Key	Value	Default Value
enableDragDropAndResizeGadget	true false	false
enableShortCutKeys	true false	true
forceWrapUp	true false	true
wrapUpCountDown	true false	true
showWrapUpTimer	true false	true
desktopChatAttachmentEnabled	true false	true
desktopChatMaxAttachmentSize	Range: 1—10 (MB)	5
desktopChatUnsupportedFileTypes	Unsupported file formats include comma-separated valid file extensions. For example: .exe, .sh	.exe, .msi, .sh, .bat
showAgentHistoryGadgets	true false	true
showActiveCallDetails (for Supervisor Only)	true false	true
pendingDTMFThresholdCount	Range: 1—20	20
dtmfRequestTimeoutInMs	Range: 1000—200000 (1 to 200 seconds)	5000 (5 seconds)

Config Key	Value	Default Value
enableDropParticipantFor	supervisor_only conference_controller_ and_supervisor all	supervisor_only
dropParticipant	agents all	agents

- Note**
- To enable the following Finesse desktop properties in Cisco Finesse, install Cisco Finesse Release 12.5(1) ES1 COP or higher.
 - pendingDTMFThresholdCount
 - dtmfRequestTimeoutInMs
 - To enable the following Finesse desktop properties in Cisco Finesse, install Cisco Finesse Release 12.5(1) ES4 COP or higher.
 - enableDropParticipantFor
 - dropParticipant

For more information on Finesse desktop properties, see *Desktop Properties*.

Step 5 Click **Save**.

The change takes effect when the agent or supervisor refreshes the Finesse desktop or sign out and sign in again.

- Note** If you clear the **Override System Default** check box and click **Save**. The changes are overwritten, and the editing pane reverts to the default desktop layout XML.

Horizontal Header

The Horizontal Header on the Finesse desktop has the following components from left to right. All these components can be removed and replaced with custom gadgets as required.

- **Logo:** Default is Cisco logo. Can be customized.
- **Product Name:** Default is Cisco Finesse. Can be customized.
- **Agent State for Voice:** Displays agent state for voice call.
- **Agent State for Digital Channels:** Displays agent state for digital channels.
- **Dialer Component:** Agent can make a new call.
- **Identity Component:** Displays agent name and signout functionality with reason codes.



Note The sum of widths set for all gadgets and components in the header (inside right aligned columns and left aligned columns) should not exceed the total header width. If it exceeds the header width, some of the gadgets/components will not be visible.

Customize Title and Logo in the Header

You can customize the title and logo displayed on the Finesse desktop:

Procedure

- Step 1** Click **Desktop Layout**.
- Step 2** Select from the following editors:
 - **Text Editor**
 - **XML Editor**
- Step 3** Enter the product name in the config value tag with title key.
- Step 4** Upload the logo file just like any third-party gadget.
For more information, see section *Upload Third-Party Gadgets* in *Cisco Finesse Admin Guide*.
- Step 5** Enter the URL of the logo file in the config value tag with logo key.

Example:

```
<configs>
  <!-- The Title for the application which can be customised.-->
  <config value="product.full-name" Key="title"/>
  <!-- The logo file for the application-->
  <!--<config key="logo" value="/3rdpartygadgets/<some_sample_image>"-->
</configs>
```

The customized logo and product name is displayed on the Finesse desktop.



Note The file size that can be uploaded for the logo must be kept within 40 pixels. The file types supported are .svg, .png, .gif, and .jpeg/jpg.

alternateHosts Configuration

The `<gadget>` element in the Finesse Layout XML provides an attribute to specify alternate hosts from which the gadget can be loaded. This allows the Cisco Finesse desktop to load the gadget using a different host if the primary server is unavailable.

The **alternateHosts** attribute contains a comma-separated list of FQDNs that will be used if the primary-host-FQDN is unavailable.

```
<gadget alternateHosts="host1,host2,host3,...">
  https://<primary-host-FQDN>/<gadget-URL>
</gadget>
```

The **alternateHosts** attribute is only applicable for gadgets with an absolute URL. That is URLs containing the FQDN of a host, an optional port, and the complete URL path to the gadget. For example: `<gadget alternateHosts="host1,host2">https://primary host/relative_path</gadget>`

If loading the gadget from the primary-host fails, the Cisco Finesse container attempts to load the gadget from the alternate hosts in the order specified in the **alternateHosts** attribute.

The Cisco Finesse desktop may fail to load the gadget even if some of the hosts are reachable. In such cases, refresh the Cisco Finesse desktop.

When the gadget is specified with a relative URL, for example: `<gadget>/3rdpartygadgets/relative_path</gadget>`, the **alternateHosts** attribute does not apply and is ignored by the Cisco Finesse desktop.



Note If the host serving the gadget fails after the Cisco Finesse desktop was successfully loaded, the desktop must be refreshed in order to load the gadget from an alternate host. The gadget does not implement its own failover mechanism.

Headless Gadget Configuration

Headless gadgets are gadgets which do not need a display space, but can be loaded and run like a background task in the browser. The **Hidden** attribute (optional) is used to support headless gadgets in the layout XML. When an attribute is set to "hidden=true", then the gadget is loaded by the container, but will not be displayed. The default value set for the attribute is "false".

Customize Icons in Left Navigation Bar

You can add icons (both custom and inbuilt) to the collapsible left navigation bar of the Finesse desktop:

Procedure

- Step 1** Click **Desktop Layout**.
- Step 2** Select from the following editors:
 - **Text Editor**
 - **XML Editor**
- Step 3** Enter name of the gadget or component in the id tag.
- Step 4** Enter the value of the icon in the icon tag.
- Step 5** Upload the icon file just like any third-party gadget.

For more information, see section *Upload Third-Party Gadgets* in *Cisco Finesse Admin Guide*.

Note When adding a custom icon, provide the path in the icon tag and if you are adding an inbuilt icon, provide the icon value in the icon tag

Example:

```
<tab>
  <id>myHistory</id>
  <icon>/3rdpartygadgets/<some_sample_image>
  <label>finesse.container.tabs.agent.myHistoryLabel</label>
  <columns>
    <column>
      <!-- The following gadgets are used for viewing the call history and state
      history of an agent. -->
      <gadgets>
        <gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget
.xml?gadgetHeight=280&viewId=5FA44C6F930C4A64A6775B21A17EED6A&
          filterId=agentTaskLog.id=CL%20teamName</gadget>
        <gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget
.xml?gadgetHeight=280&viewId=56BC5CCE8C37467EA4D4EFA8371258BC&
          filterId=agentStateLog.id=CL%20teamName</gadget>
      </gadgets>
    </column>
  </columns>
</tab>
```

Note The file size that can be uploaded in the left navigation bar as custom icons is 25 pixels by 25 pixels. The maximum width of the tab title in the left navigation bar must be 80 pixels or less. The file types supported are .svg, .png, .gif, and .jpeg/jpg.

Customize Icons for Gadgets

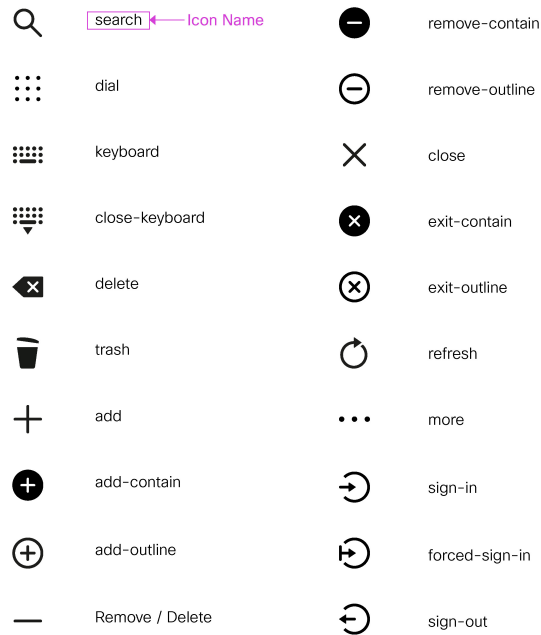
As part of the Cisco Finesse container, various standard icons are available. Use the following procedure to customize the icons for the gadgets hosted in Finesse desktop.

Procedure

- Step 1** Click **Desktop Layout**.
- Step 2** Select from the following editors:
- **Text Editor**
 - **XML Editor**

Step 3

Enter the value of the icon in the icon tag. Get the icon name from the [List of Icons, on page 23](#). The icon name is located on the right of the icon image. For example, search.



Note Icon name is case sensitive. Enter the icon name exactly as displayed in the [List of Icons, on page 23](#).

Example





















An example of the desktop layout using the *Search* and *Close-Keyboard* icons.

```
<tab>
  <id>home</id>
  <icon>search</icon>
  <label>finesse.container.tabs.agent.homeLabel</label>
  <columns>
    <column>
      <gadgets>
        <gadget>/desktop/scripts/js/queueStatistics.js</gadget>
      </gadgets>
    </column>
  </columns>
</tab>
<tab>
  <id>sample</id>
  <icon>close-keyboard</icon>
  <label>finesse.container.tabs.agent.homeLabel2</label>
  <columns>
    <column>
      <gadgets>
        <gadget>/desktop/scripts/js/samplequeue.js</gadget>
      </gadgets>
    </column>
  </columns>
</tab>
```

```
</columns>
</tab>
```

List of Icons





















The following are the icons for Actions.

	search		remove-contain
	dial		remove-outline
	keyboard		close
	close-keyboard		exit-contain
	delete		exit-outline
	trash		refresh
	add		more
	add-contain		sign-in
	add-outline		forced-sign-in
	Remove / Delete		sign-out













The following are the icons for Audio.

510879











List of Icons

	microphone		line-out-right
	mute		audio-settings
	mic-in		headset
	speaker		headset-cross
	speaker-cross		active-speaker
	volume-cross		locked-speaker
	audio-min		active-speaker-cross
	audio		bluetooth-contain-cross
	speaker-out-left		handset-cross
	line-out-left		headset-outline

The following are the icons for Camera.





















	video		zoom-in
	video-cross		zoom-out
	aux-camera		
	self-view		
	self-view-crossed		
	self-view-alt		
	web-camera		
	camera		
	swap-camera		
	swap-video-camera		

The following are the icons for Chat.

	chat
	chats
	persistent-chat
	comment
	waiting-silence
	broadcast-message
	invite
	send
	emoticons
	bot-outline

510882







The following are the icons for Collaboration.

	schedule-add		leave-meeting		micro-blog
	day		community		timeline
	week		web-sharing		bookmark
	calendar-icon-date		mobile-presenter		chapters
	external-calendar		presentation		feedback
	instant-meeting		slides		like
	webex		point		
	meeting-room		extension-mobility		
	conference		participant-list		
	meet-me		browser		

510883

















The following are the icons for Contacts.

List of Icons

-  contact
-  add-contact
-  remove-contact
-  directory
-  contact-card
-  star


























510884

The following are the icons for Content.











- | | | | |
|---|-------------|---|----------------------------|
|  | attachment |  | watchlist |
|  | link |  | playlist |
|  | document |  | prevent-download |
|  | create-page |  | prevent-download-container |
|  | move-page |  | download |
|  | notes |  | download-contain |
|  | image |  | upload |
|  | folder |  | upload-contain |
|  | export |  | share |
|  | import |  | share-contain |

510885

The following are the icons for Editor.

















	edit		screen-capture-square		view-feed-multi
	draw		popout		video-preview-telePresence
	transcript		filter		panel-slides-left
	annotation		picture-in-picture		panel-slides-right
	list-view		video-layout		print
	thumbnail-view		layout		
	text-format		view-side-by-side		
	text-color		view-stacked		
	text-size		view-feed-single		
	fullscreen		view-feed-dual		

The following are the icons for Email.








	email		send-email
	read-email		
	spam		
	inbox		
	outbox		
	sent		
	universal-inbox		
	arrow-right-tail		
	arrow-left-tail		
	reply-all		

The following are the icons for Hardware.

List of Icons

	display		power
	multi-display		dc-power
	soft-phone		ac-power
	video-input		power-contain
	computer		charging
	notebook-in		battery
	devices		
	idefix		
	mobile-phone		
	tablet		
















The following are the icons for Media.

	image
	sound
	music
	graph
	text
	tables
	zip















The following are the icons for Navigation.

510858

510859






























	home		hamburger-menu
	android-home		way-nav
	right-arrow		right-arrow-contained
	right-arrow-contain		right-arrow-closed-contained
	right-arrow-outline		right-arrow-closed-outline
	touch		
	touch-point		
	touch-gesture		
	back		
	recent-apps		

The following are the icons for Network.

	wifi		signal-3
	proximity		signal-4
	proximity-not-connected		public-network
	bluetooth		private-network
	bluetooth-contained		
	bluetooth-outline		
	ethernet		
	no-signal		
	signal-1		
	signal-2		

































The following are the icons for Notifications and Alerts.

List of Icons

	warning		quality		location
	alert-badge		broken-image		compass
	error		blocked		flagged
	info		check		keywords
	help		certified		dms
	lock		bell		popup-dialog
	unlock		bell-cross		applications
	private		alarm		application
	privacy		running-application		default-app
	report		pin		













510892

The following are the icons for Phone.






























	calls		incoming-call		call-forward-divert		key-expansion-module
	other-phone		outgoing-call		merge-call		desk-phone
	call-log		missed-call		group-call		
	work		rtprx		hunt-group		
	desk-phone		rtptx		edit-call		
	voicemail		rtprx-rtptx-duplex		intercom		
	callback		speed-dial		intercom-whisper		
	redial		off-hook		intercom-duplex-connected		
	DND		alerting		forward-to-mobility		
	swap-calls		parked		transfer-to-mobile		

510893




The following are the icons for Sources.

	pc		sd
	disc		custom-desktop
	document-camera		
	whiteboard		
	general-source		
	disc-not-connected		
	document-camera-cross		
	whiteboard-cross		
	general-source-cross		
	usb		































































The following are the icons for Settings.

	settings		animation		reset
	sliders		accessibility		backup-data
	user		setup-assistant		bug
	admin		tools		lock-contain
	activities		hue		ground
	profile-settings		brightness		storage
	ringer-settings		volume		data-usage
	language		call-rate		numbered-inputs
	wallpaper		vibrate		numbered-outputs
	manage-cables		time		

The following are the icons for Video Controls.

	play
	play-container
	stop
	pause
	skip-fw
	skip-bw
	ffw
	fbw
	circle

































The following are the icons for Miscellaneous Icons.

	circle-bar chart		circle-pie chart		line-chart		D
	circle-column chart		unknown-customer		inbound-call		R
	dashboard		circle-note		outbound-call		RD
	circle-gauge		circle-custom-widget		call-back		SC
	circle-line chart		grid		phone-outline		SE
	event		bar-chart		chat-outline		VL
	social		bars		circle-grid		organization-setup
	web		text-and-font		drag-row		campaign-outbound
	node		report-view		edit-properties		desktop-agent
	formula		resize		key		
	maximize		manage-team		thumbs-down-outline		
	save		manage-call		thumbs-up-filled		
	history		analysis		thumbs-down-filled		
	minimize		analysis-active				
	tabs		manage-chat				
	vd-silent-monitoring		manage-email				
	time-arrow		reports-more				
	device-outSync		fb-chat				
	team-data		fb-group-chat				
	phone-cross		thumbs-up-outline				








































510898

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List of Icons

	applause		folder		recurring		webhook
	at		highlighter		rotate-object-ccw		paired-audio
	at-contain		highlighter-check		rotate-object-cw		
	bot-one		highlighter-line		Spark		
	bot-two		integration		team-collapsed-view		
	bot-three		media-viewer		team-expanded-view		
	bot-four		paired-call		too-fast		
	cisco-logo		pencil		too-slow		
	feedback-clear		Q and A		video-group		
	feedback-result		raise-hand		video-tips		

510900

	arrow-back		asterisk		circle-analysis		content-share
	arrow-down		audio-broadcast		circle-care		data
	arrow-next		bottom		circle-location		device-inProgress
	arrow-up		chevron-down		circle-supervisor		device-inSync
	call-forwarding		chevron-left		circle-webex		diagnostics-active
	call-handling		chevron-right		clipboard		diagnostics
	care-filled		chevron-up		clock		edit-time
	chat-active		checkbox		cloud-active		end-call
	check-gear		circle-agent		cloud		endpoint-active
	check-refresh		eraser		company-active		

510901

	Euro		info-outline		panel-close		screen-capture
	help-outline		laser-pointer		pass-mouse		settings-active
	filter		left-arrow		plan-review		sort
	glyphicon-calendar		lightbulb		people-active		tools-active
	glyphicon-time		location-active		plugin		top
	grid-large		manage-recordings-tab		poll		user-chat
	grid-list		manage-recordings		priority		video-settings
	home-active		minus		plus		yen
	image-contain		new-call		question-circle		
	eraser		paired-call-outline		report-definition		

510902

For more information on customizing the visual experience, see *Visual Design Kit* at <https://developer.cisco.com/docs/finesse/#!visual-design-guide>.

XML Schema Definition

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

```
<?xml version="1.0" encoding="UTF-8"?>
<xs:schema xmlns:xs="http://www.w3.org/2001/XMLSchema"
  xmlns="http://www.cisco.com/vtg/finesse" targetNamespace="http://www.cisco.com/vtg/finesse"
  elementFormDefault="qualified">
  <!-- definition of version element -->
  <xs:element name="version">
    <xs:simpleType>
      <xs:restriction base="xs:double">
        <xs:pattern value="[0-9\.]+" />
      </xs:restriction>
    </xs:simpleType>
  </xs:element>
  <!-- The below elements are for common desktop header and configs -->
  <!-- Copied from:
https://github5.cisco.com/cdu-shared/common-desktop/blob/master/java/layout-manager/src/main/resources/layoutSchema.xsd
-->
  <!-- If the common-desktop XSD changes, this too needs to be updated -->
  <!-- Only difference is that, column has been renamed to headercolumn, since column is
already there in finesse desktop layout -->
  <xs:complexType name="configs">
    <xs:sequence>
      <xs:element name="config" type="config" minOccurs="0" maxOccurs="unbounded" />
    </xs:sequence>
  </xs:complexType>
```

```

<xs:complexType name="config">
  <xs:attribute name="key">
    <xs:simpleType>
      <xs:restriction base="xs:string">
        <xs:pattern value="[a-zA-Z]*" />
      </xs:restriction>
    </xs:simpleType>
  </xs:attribute>
  <xs:attribute name="value" type="xs:string" />
</xs:complexType>
<xs:complexType name="header">
  <xs:choice>
    <xs:sequence>
      <xs:element name="leftAlignedColumns" type="listOfColumns" minOccurs="1"
maxOccurs="1" />
      <xs:element name="rightAlignedColumns" type="listOfColumns" minOccurs="0"
maxOccurs="1" />
    </xs:sequence>
    <xs:sequence>
      <xs:element name="rightAlignedColumns" type="listOfColumns" minOccurs="1"
maxOccurs="1" />
    </xs:sequence>
  </xs:choice>
</xs:complexType>
<xs:complexType name="component">
  <xs:sequence>
    <xs:element name="url" type="xs:string" minOccurs="1" maxOccurs="1" />
    <xs:element name="stylesheet" type="xs:string" minOccurs="0" maxOccurs="1" />
  </xs:sequence>
  <xs:attribute name="id" use="required">
    <xs:simpleType>
      <xs:restriction base="xs:string">
        <xs:pattern value="."+ />
      </xs:restriction>
    </xs:simpleType>
  </xs:attribute>
  <xs:attribute name="order">
    <xs:simpleType>
      <xs:restriction base="xs:string">
        <xs:pattern value="[0-9]{0,10}" />
      </xs:restriction>
    </xs:simpleType>
  </xs:attribute>
</xs:complexType>
<xs:complexType name="listOfColumns">
  <xs:sequence>
    <xs:element name="headercolumn" type="headercolumn" minOccurs="1"
maxOccurs="unbounded" />
  </xs:sequence>
</xs:complexType>
<xs:complexType name="headercolumn">
  <xs:choice minOccurs="0" maxOccurs="1">
    <xs:element ref="gadget" />
    <xs:element name="component" type="component" />
  </xs:choice>
  <xs:attribute name="width">
    <xs:simpleType>
      <xs:restriction base="xs:string">
        <xs:pattern value="[0-9]+(px|%) " />
      </xs:restriction>
    </xs:simpleType>
  </xs:attribute>
</xs:complexType>
<!-- The above elements are for common desktop header and configs -->

```



```

<!-- definition of role type -->
<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]([-_\.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:pattern value="^[^r\n]+" />
      <!-- This regex restricts the label string from carriage returns or newline
characters -->
    </xs:restriction>
  </xs:simpleType>
</xs:element>
<xs:element name="icon" type="xs:anyURI" />
<xs:element name="gadget">
  <xs:complexType>
    <xs:simpleContent>
      <xs:extension base="restrictWhiteSpaces">
        <!-- <xs:attribute name="staticMessage" type="xs:string"/> -->
        <xs:attribute name="id">
          <xs:simpleType>
            <xs:restriction base="xs:string">
              <xs:pattern value="[a-zA-Z]([-_a-zA-Z0-9])*" />
            </xs:restriction>
          </xs:simpleType>
        </xs:attribute>
        <xs:attribute name="alternateHosts" type="xs:string" />
        <xs:attribute name="managedBy" type="xs:string" />
        <xs:attribute name="hidden" type="xs:boolean" />
      </xs:extension>
    </xs:simpleContent>
  </xs:complexType>
</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:simpleType name="restrictWhiteSpaces">
  <xs:restriction base="xs:anyURI">
    <xs:minLength value="1" />
    <xs:pattern value="\S+" />
    <!-- This regex restricts anyURI from containing whitespace within -->
  </xs:restriction>
</xs:simpleType>

```

```

<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" />
      <!-- URI of the gadget xml -->
    </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:element name="page">
  <!-- Grouping of a set of persistent 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="tab">
  <xs:complexType>
    <xs:sequence>
      <xs:element ref="id" />
      <!-- Id of the tab selector in the desktop -->
      <xs:element ref="icon" minOccurs="0" maxOccurs="1" />
      <xs:element ref="label" />
      <!-- Label of the tab selector -->
      <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">
  <!-- Grouping of tabs -->
  <xs:complexType>
    <xs:sequence maxOccurs="unbounded">
      <!-- No limit to number of tabs for now -->
      <xs:element ref="tab" />
    </xs:sequence>
  </xs:complexType>
</xs:element>
<xs:element name="layout">
  <xs:complexType>
    <xs:sequence>
      <xs:element ref="role" />
      <!-- Type of the role -->
      <xs:element ref="page" />
      <!-- List of page gadgets -->
      <xs:element ref="tabs" />
      <!-- Grouping of tabs for this particular role -->
    </xs:sequence>
  </xs:complexType>
</xs:element>

```

```

<xs:element name="finesseLayout">
  <!-- Layout of the desktop -->
  <xs:complexType>
    <xs:sequence>
      <xs:element ref="version" />
      <xs:element name="configs" type="configs" minOccurs="0" maxOccurs="1" />
      <xs:element name="header" type="header" minOccurs="1" maxOccurs="1" />
      <xs:sequence maxOccurs="3">
        <!-- only support 3 roles for now -->
        <xs:element ref="layout" />
      </xs:sequence>
    </xs:sequence>
  </xs:complexType>
</xs:element>
</xs:schema>

```

Live Data Reports

Prerequisites for Live Data

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

- Download the Live Data reports from Cisco.com and import them into Cisco Unified Intelligence Center. Verify that the reports are working in Unified Intelligence Center.
- You must use HTTPS for both Cisco Unified Intelligence Center and Finesse. The default setting for both after a fresh installation is HTTPS.

For more information, see *Administration Console User Guide for Cisco Unified Intelligence Center* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html>.

- Ensure that user integration synchronization is enabled for Cisco Unified Intelligence Center.

For more information, see *Administration Console User Guide for Cisco Unified Intelligence Center* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html>.

- For HTTPS, you must upload security certificates to the Finesse, Cisco Unified Intelligence Center and Live Data servers. Finesse, Cisco Unified Intelligence Center, and Live Data 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.

Add Live Data Reports to Finesse

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

Procedure	When to use
Add Live Data reports to default desktop layout	After a fresh installation or after an upgrade if you have not customized the default desktop layout.

Procedure	When to use
Add Live Data reports to custom desktop layout	If you have customized the Finesse desktop layout.
Add Live Data reports to team layout	To the desktop layout for specific teams only.



Note The line breaks and spaces that appear in the example text of the procedures are provided only for readability and must not be included in the actual code.



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 rows, 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 Default Desktop Layout

The Finesse default layout XML contains commented XML code for the Live Data report gadgets available for the Finesse desktop.

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 and 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 Click **Desktop Layout**.

Step 2 Select from the following editors:

- **Text Editor**
- **XML Editor**

Step 3 Add the reports to the desktop layout:

- **Text Editor** - Remove the comment (`<!--` and `-->`) from each report that you want to add to the desktop layout and then replace “my-cuic-server” with the FQDN of the Cisco Unified Intelligence Center Server.
- **XML Editor** - To add a gadget, select `<layout> <tabs> <gadgets>` Add `<gadget>` and enter the required parameters such as Id, alternate hosts, managed by, maximum rows, and the hidden details.

Note You must select the reports that match the protocol (HTTPS) your agents use to access the Cisco Finesse desktop.

Step 4 Optionally, change the gadget height.

Example:

The height that is 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, replacing 310 with 400:

```
<gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.xml?
  gadgetHeight=400&viewId_1=99E6C8E210000141000000D80A0006C4&
  filterId_1=agent.id=CL%20teamName&viewId_2=9AB7848B10000141000001C50A0006C4&
  filterId_2=agent.id=CL%20teamName
</gadget>
```

To maintain the optimal display of the gadget with scroll bars, set the value for the gadget height to a minimum of 200 pixels. If the report does not require scroll bars, for example a one-row report, you can set a smaller gadget height (for example, 100 pixels). If you do not specify anything for the gadget height (if you remove the 310 from the URL), it defaults to 170 pixels.

Step 5 Click **Save**.

Note In a dynamic type gadget, multiple `viewId` parameters is not supported. Check the URL in the error message before proceeding to save the default XML layout. The name value "type=dynamic" must be part of the gadget URL.

Note If you select a TDM agent in the Team Performance Gadget, the recent state history data of the selected agent is not populated.

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.

To add the Live Data report gadgets to a custom desktop layout.

Procedure

Step 1 Click the **Desktop Layout** tab.

Step 2 Select from the following editors:

- **Text Editor**
- **XML Editor**

Step 3 Copy the XML code for the HTTPS report you want to add from the Finesse default layout XML.

Example:

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

```
<gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.xml?
  gadgetHeight=310&viewId_1=99E6C8E210000141000000D80A0006C4&
  filterId_1=agent.id=CL%20teamName&
  viewId_2=9AB7848B10000141000001C50A0006C4&
  filterId_2=agent.id=CL%20teamName
</gadget>
```

Step 4 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.xml</gadget>
  </page>
  <tabs>
    <tab>
      <id>home</id>
      <label>finesse.container.tabs.agent.homeLabel</label>
      <gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.xml?
        gadgetHeight=310&viewId_1=99E6C8E210000141000000D80A0006C4&
        filterId_1=agent.id=CL%20teamName&
        viewId_2=9AB7848B10000141000001C50A0006C4&
        filterId_2=agent.id=CL%20teamName
      </gadget>
    </tab>
    <tab>
      <id>manageCall</id>
      <label>finesse.container.tabs.agent.manageCallLabel</label>
    </tab>
  </tabs>
</layout>
```

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

Step 6 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.xml?
  gadgetHeight=400&viewId_1=99E6C8E210000141000000D80A0006C4&
  filterId_1=agent.id=CL%20teamName&viewId_2=9AB7848B10000141000001C50A0006C4&
  filterId_2=agent.id=CL%20teamName
</gadget>
```

To maintain the optimal display of the gadget with scroll bars, set the value for the gadget height to a minimum of 200 pixels. If the report does not require scroll bars, for example a one-row report, you can set a smaller gadget height (for example, 100 pixels). If you do not specify anything for the gadget height (if you remove the 310 from the URL), it defaults to 170 pixels.

Step 7 Click **Save**.

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.

To add the Live Data report gadgets to the desktop layout of a specific team:

Procedure

Step 1 Click the **Desktop Layout** tab.

Step 2 Select from the following editors:

- **Text Editor**
- **XML Editor**

Step 3 Copy the XML code for the HTTPS report you want to add from the Finesse default layout XML.

Example:

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

```
<gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.xml?
  gadgetHeight=310&viewId_1=99E6C8E210000141000000D80A0006C4&
  filterId_1=agent.id=CL%20teamName&viewId_2=9AB7848B10000141000001C50A0006C4&
  filterId_2=agent.id=CL%20teamName
</gadget>
```

Step 4 Click **Team Resources**.

Step 5 Select the team from the list of teams for which you want to add the report.

Step 6 In the Resources for <team name> area, click the **Desktop Layout** tab.

Step 7 Check the **Override System Default** check box.

Step 8 Select from the following editors:

- **Text Editor**
- **XML Editor**

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>
      <gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.xml?
        gadgetHeight=310&viewId_1=99E6C8E210000141000000D80A0006C4&
        filterId_1=agent.id=CL%20teamName&
        viewId_2=9AB7848B10000141000001C50A0006C4&
        filterId_2=agent.id=CL%20teamName
      </gadget>
    </tab>
    <tab>
      <id>manageCall</id>
      <label>finesse.container.tabs.agent.manageCallLabel</label>
    </tab>
  </tabs>
</layout>
```

Step 10 Replace “my-cuic-server” with the FQDN of your Cisco Unified Intelligence Center 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.xml?
  gadgetHeight=400&viewId_1=99E6C8E210000141000000D80A0006C4&
  filterId_1=agent.id=CL%20teamName&viewId_2=9AB7848B10000141000001C50A0006C4&
  filterId_2=agent.id=CL%20teamName
</gadget>
```

To maintain the optimal display of the gadget with scroll bars, set the value for the gadget height to a minimum of 200 pixels. If the report does not require scroll bars, for example a one-row report, you can set a smaller gadget height (for example, 100 pixels). 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

To modify the Live Data stock reports in Cisco Unified Intelligence Center and add the modified report to the Finesse desktop layout:



Note To make sure the modified gadget renders in the Finesse desktop, you must give the appropriate permission for that report in Cisco Unified Intelligence Center.

Procedure

Step 1 Click the **Desktop Layout**.

Step 2 Select from the following editors:

- **Text Editor**
- **XML Editor**

Step 3 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.xml?
  gadgetHeight=310&viewId_1=99E6C8E210000141000000D80A0006C4&
  filterId_1=agent.id=CL%20teamName&viewId_2=9AB7848B10000141000001C50A0006C4&
  filterId_2=agent.id=CL%20teamName
</gadget>
```

Step 4 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 5** Copy the permalink of the customized report from the **HTML Link** field, and paste it in a text editor. Then copy the viewId value from this link into the desired view.

Example:

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

```
https://<Server Name>:8444/cuic/permalink/PermalinkViewer.htmx?
viewId=5C90012F10000140000000830A4E5B33&linkType=htmlType&viewType=Grid
```

- Step 6** Replace the desired viewId value in the gadget URL with the viewId value from the permalink of the customized report.

Note For more information on modifying reports, see *Cisco Unified Intelligence Center User Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-user-guide-list.html>.

- Step 7** Replace my-cuic-server with the FQDN of the Cisco Unified Intelligence Center Server.

- Step 8** Add the customized gadget URL to the desktop layout XML in the Manage Desktop Layout gadget and click **Save**.

Configure Live Data Reports with Multiple Views

Cisco Unified Intelligence Center allows you to display multiple Live Data reports or views on a single gadget. Agents can select the desired view to display from a drop-down list on the gadget toolbar, which lists up to five report views in *Report Name - View Name* format.

This procedure describes how to add multiple Live Data views to the Finesse desktop layout using the viewId_n and filterId_n keys. You can specify up to five report views to appear in your gadget. The first view among the five is the default view. There is no defined order for how the remaining views are displayed.

Finesse still supports the display of a single gadget using a single viewId. However, if you specify the single viewId along with multiple viewId_n keys, the multiple views are used and the single viewId is ignored.



Note To make sure the modified gadget renders in the Finesse desktop, you must give the appropriate permission for that report in Unified Intelligence Center.

Procedure

- Step 1** For each report or view that you want to include in the gadget, obtain the associated viewId from the permalink for the view:

- a) In Unified Intelligence Center, in Edit view of the report, select the desired view then click **Links**.

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

- b) 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 the permalink and save it.

Example:

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

```
https://<Server Name>:8444/cuic/permalink/PermalinkViewer.htmx?
viewId=5C90012F10000140000000830A4E5B33&linkType=htmlType&viewType=Grid
```

- Step 2** From the Finesse default layout XML, copy the gadget URL for one of the Live Data reports and paste it into a text editor.

Example:

Copy the URL for the Agent Skill Group for HTTPS from the default layout XML and paste it into a text editor:

```
<gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&
viewId_1=9AB7848B100001410000001C50A0006C4&filterId_1=agent.id=CL%20teamName</gadget>
```

- Step 3** To update the URL to refer to a different report view, populate the viewId_1 value (after the equal sign) with the desired viewId obtained in step 1.

Example:

The following shows the URL updated with the example viewId copied from step 1.

```
<gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&
viewId_1=5C90012F10000140000000830A4E5B33&filterId_1=agent.id=CL%20teamName</gadget>
```

- Step 4** For each additional view you want to include:

- a) At the end of the URL, copy and paste the viewId_1 and agentId_1 strings with a leading ampersand.

Example:

```
<gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&
viewId_1=5C90012F10000140000000830A4E5B33&filterId_1=agent.id=CL%20teamName&
viewId_1=5C90012F10000140000000830A4E5B33&filterId_1=agent.id=CL%20teamName</gadget>
```

- b) Update the copied viewId_1 and filterId_1 in the URL to the next available integer (in this example, viewId_2 and filterId_2).

Example:

```
<gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&
viewId_1=5C90012F10000140000000830A4E5B33&filterId_1=agent.id=CL%20teamName&
viewId_2=5C90012F10000140000000830A4E5B33&filterId_2=agent.id=CL%20teamName</gadget>
```

- c) Populate the copied viewId value (after the equal sign) with the value defined in the permalink for the desired report (in this example, 99E6C8E210000141000000D80A0006C4).

Example:

```
<gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&
viewId_1=5C90012F10000140000000830A4E5B33&filterId_1=agent.id=CL%20teamName&
viewId_2=99E6C8E210000141000000D80A0006C4&filterId_2=agent.id=CL%20teamName</gadget>
```

- d) Make sure that the filterId value matches the type required by the report type, as follows:

- Agent Reports: filterId_N=agent.id=CL%20teamName
- Agent Skill Group Reports: filterId_N=agent.id=CL%20teamName

- Skill Group Reports: filterId_N=skillGroup.id=CL%20teamName
- Precision Queue Reports: filterId_N=precisionQueue.id=CL%20teamName

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

Step 6 Add the customized gadget URL to the desktop layout XML in the Manage Desktop Layout gadget and click **Save**.
