Manage Desktop Layout

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/.

Cisco Finesse Desktop Interface APIs used for desktop specific configurations and settings can be found in the *Cisco Finesse Desktop Interface API Guide* on DevNet.

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.

Multi-Tab Gadgets

Finesse desktop supports accessing multiple gadgets through tabs within a single gadget called Multi-Tab gadget. The Multi-Tab gadget allows rendering of more gadgets in a single desktop view to present more information to agents and supervisors in a concise and readily accessible manner. With Multi-Tab gadgets, agents and supervisors do not have to scroll the page or switch the desktop container tab to see additional information.

The Multi-Tab gadget can host any gadget supported by the desktop. Multiple instances of Multi-Tab gadgets are supported, which allows agents and supervisors to stack groups of gadgets to customize their desktop.

For more information on the list of features that are supported by Multi-Tab gadgets, see the *Multi-Tab Gadgets* section in *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.

For more information on configuring the layout for Multi-Tab gadget, see Configure Multi-Tab Gadget Layout, on page 24.

Call Control Gadget in Multi-Tab

Finesse desktop Call Control gadget can be hosted as a tab within the Multi-Tab gadget.

When the Call Control gadget is deployed in a Multi-Tab gadget, the Call Control gadget automatically hides or shows depending on whether a call is active. It also shows notifications for changes in the call context. The notifications can be customized through desktop properties. For more information see *Notifications of Call Control in Multi-Tab Gadgets* at Desktop Properties.

For more information on the Multi-Tab gadgets see the *Multi-Tab Gadgets* section in *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.

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.

- Gadgets that are hosted within a Multi-Tab gadget need to contain the **ID** of the Multi-Tab gadget as the value of its **managedBy** attribute.

- 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".

- The **Hidden** attribute can be used within Multi-Tab gadgets to make specific gadget tabs to appear or hide depending on the context.

- The **default** attribute (default="true") can be used to set a particular gadget as the default focus so that its contents are visible when hosted within a Multi-Tab gadget. The default gadget is always listed as the left most gadget.

> **Note** After the user customizes the order of the gadgets by dragging them, this attribute will no longer be supported. For more information on the Multi-Tab gadget order, see the *Ordering of Multi-Tab Gadget Tabs* section in *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.

- **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 supported at both page level and tab level. However, the call control does not support being added to multiple pages and cannot detect this error correctly. Therefore, take care to ensure that the call control gadget is not configured to be added to multiple pages when editing the desktop layout.

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.

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>1252.02</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"/> -->
        <!-- <config key="displayNavLevelGadgetsFirstInMultitab" value="false"/> -->
        <!-- 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>
     <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 page level Multi-Tab gadget. -->
                <gadget
id="agentMultiTabGadgetContainer">/desktop/scripts/js/tabbedGadgets.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
managedBy="agentMultiTabGadgetContainer">/3rdpartygadget/files/CXService/CiscoCXJourneyGadget.xml</gadget>
 -->

                <!-- The following gadget is for displaying the Answers based on the ongoing
```

```
conversation between
            the agent and the customer. If CCAI service is configured and enabled for an
agent, the gadget will be rendered on
            uncommenting the below code-->
            <!-- <gadget managedBy="agentMultiTabGadgetContainer"
hidden="true">/3rdpartygadget/files/ccaiGadgets/answersGadget.xml</gadget> -->

            <!-- The following gadget is for displaying the Transcript based on the ongoing
 conversation between
            the agent and the customer. If CCAI service is configured and enabled for an
agent, the gadget will be rendered on
            uncommenting the below code-->
            <!-- <gadget managedBy="agentMultiTabGadgetContainer"
hidden="true">/3rdpartygadget/files/ccaiGadgets/transcriptGadget.xml</gadget> -->


        </page>
        <tabs>
            <tab>
                <id>home</id>
                <icon>home</icon>
                <label>finesse.container.tabs.agent.homeLabel</label>
                <columns>
                    <column>
                        <gadgets>
                            <gadget default="true"
managedBy="agentMultiTabGadgetContainer">/desktop/scripts/js/queueStatistics.js</gadget>

                            <!-- The Multi-Tab gadget to show live data reports. Uncomment
 this for displaying the gadgets managed by it. -->
                            <!-- <gadget
id="agentReportsMultiTabContainer">/desktop/scripts/js/tabbedGadgets.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) -->
                            <!-- <gadget
managedBy="agentReportsMultiTabContainer">https://my-cuic-server.com:8444/cuicui/gadget/LiveData/LiveDataGadget.xml?


gadgetHeight=310&amp;viewId_1=99E6C8E210000141000000D80A0006C4&amp;filterId_1=agent.id=CL%20teamName</gadget>
 -->
                            <!-- 2. Agent Skill Group Default view -->
                            <!-- <gadget
managedBy="agentReportsMultiTabContainer">https://my-cuic-server.com:8444/cuicui/gadget/LiveData/LiveDataGadget.xml?


gadgetHeight=310&amp;viewId_1=9AB7848B10000141000001C50A0006C4&amp;filterId_1=agent.id=CL%20teamName</gadget>
 -->
```

```
                                </gadgets>
                            </column>
                        </columns>
                </tab>
                <!-- The following gadget is for displaying the Digital Channel Gadget. The
gadget will be rendered on
                uncommenting the below code. Multiple instances of manage digital channels
gadget in desktop layout are not supported.
            Only single instance of manage digital channel gadget can be configured in desktop
 layout.-->
                <!--tab>
                    <id>manageDigitalChannel</id>
                    <icon>mui-chat-active_16</icon>
                    <label>finesse.container.tabs.agent.manageDigitalChannelLabel</label>
                    <columns>
                        <column>
                            <gadgets>

<gadget>/3rdpartygadget/files/ManageDigitalChannel/ManageDigitalChannel.xml</gadget>
                            </gadgets>
                        </column>
                    </columns>
                </tab-->
                <tab>
                    <id>myStatistics</id>
                    <icon>column-chart</icon>
                    <label>finesse.container.tabs.agent.myStatisticsLabel</label>
                    <columns>
                        <column>
                            <gadgets>
                                <gadget default="true"
managedBy="agentMultiTabGadgetContainer">https://my-cuic-server.com:8444/cuicui/gadget/LiveData/LiveDataGadget.xml?


gadgetHeight=150&amp;viewId=0B8D11317ED54A80B64F3AE28C5139E5&amp;filterId=agentStats.id=CL%20teamName</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> -->
                            </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 default="true"
managedBy="agentMultiTabGadgetContainer">https://my-cuic-server.com:8444/cuicui/gadget/LiveData/LiveDataGadget.xml?


gadgetHeight=280&amp;viewId=5FA44C6F930C4A64A6775B21A17EED6A&amp;filterId=agentTaskLog.id=CL%20teamName</gadget>
```

```
<gadget>https://my-cuic-server.com:8444/cuicui/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&amp;

viewId=56BC5CCE8C37467EA4D4EFA8371258BC&amp;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>
             -->
             <!-- Multi-Tab gadget for extended live data reports. Uncomment this for
displaying the gadgets managed by it.-->
             <!-- <gadget
id="moreLiveDataMultiTabContainer">/desktop/scripts/js/tabbedGadgets.js</gadget>  -->
             <!-- HTTPS Version of LiveData Gadgets -->
             <!-- AGENT REPORTS: 1. Agent Default view (default) -->
             <!-- <gadget default="true"
managedBy="agentMultiTabGadgetContainer">https://my-cuic-server.com:8444/cuicui/gadget/LiveData/LiveDataGadget.xml?

gadgetHeight=310&amp;viewId_1=99E6C8E210000141000000D80A0006C4&amp;filterId_1=agent.id=CL%20teamName</gadget>-->

             <!-- AGENT SKILL GROUP REPORTS: 1. Agent Skill Group Default view (default) -->

             <!-- <gadget
managedBy="moreLiveDataMultiTabContainer">https://my-cuic-server.com:8444/cuicui/gadget/LiveData/LiveDataGadget.xml?

gadgetHeight=310&amp;viewId_1=9AB7848B10000141000001C50A0006C4&amp;filterId_1=agent.id=CL%20teamName</gadget>-->

             <!-- QUEUE STATUS SKILL GROUP REPORTS: 1. Skill Group Default view (default),
2. Skill Group Utilization view -->
             <!-- <gadget
managedBy="moreLiveDataMultiTabContainer">https://my-cuic-server.com:8444/cuicui/gadget/LiveData/LiveDataGadget.xml?

gadgetHeight=310&amp;viewId_1=B7371BE210000144000002870A0007C5&amp;filterId_1=skillGroup.id=CL%20teamName&amp;
```

```
viewId_2=9E760C8B1000014B0000005A0A0006C4&amp;filterId_2=skillGroup.id=CL%20teamName</gadget>-->

            <!-- QUEUE STATUS PRECISION QUEUE REPORTS: 1. Precision Queue Default view
(default), 2. Precision Queue Utilization view -->
            <!-- <gadget
managedBy="moreLiveDataMultiTabContainer">https://my-cuic-server.com:8444/cuicui/gadget/LiveData/LiveDataGadget.xml?


gadgetHeight=310&amp;viewId_1=B71A630C10000144000002480A0007C5&amp;filterId_1=precisionQueue.id=CL%20teamName&amp;


viewId_2=286B86F01000014C000005330A0006C4&amp;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 page level Multi-Tab gadget. -->
            <gadget
id="supervisorMultiTabGadgetContainer">/desktop/scripts/js/tabbedGadgets.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
managedBy="supervisorMultiTabGadgetContainer">/3rdpartygadget/files/CXService/CiscoCXJourneyGadget.xml</gadget>
 -->

            <!-- The following gadget is for displaying the Answers based on the ongoing
conversation between
            the agent and the customer. If service is enabled for an agent, the gadget will
 be rendered on
            uncommenting the below code-->
            <!-- <gadget managedBy="supervisorMultiTabGadgetContainer"
hidden="true">/3rdpartygadget/files/ccaiGadgets/answersGadget.xml</gadget> -->

            <!-- The following gadget is for displaying the Transcript based on the ongoing
 conversation between
            the agent and the customer. If service is enabled for an agent, the gadget will
 be rendered on
            uncommenting the below code-->
            <!-- <gadget managedBy="supervisorMultiTabGadgetContainer"
hidden="true">/3rdpartygadget/files/ccaiGadgets/transcriptGadget.xml</gadget> -->


        </page>
        <tabs>
            <tab>
                <id>home</id>
                <icon>home</icon>
                <label>finesse.container.tabs.supervisor.homeLabel</label>
                <columns>
                    <column>
                        <gadgets>
```

```
                                            <gadget default="true"
managedBy="supervisorMultiTabGadgetContainer"
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/cuicui/gadget/LiveData/LiveDataGadget.xml?


gadgetHeight=275&amp;viewId=630CB4C96B0045D9BFF295A49A0BA45E&amp;filterId=agentTaskLog.id=AgentEvent:Id&amp;

                                        type=dynamic&amp;maxRows=20</gadget>
                                        <gadget
managedBy="team-performance">https://my-cuic-server.com:8444/cuicui/gadget/LiveData/LiveDataGadget.xml?


gadgetHeight=275&amp;viewId=56BC5CCE8C37467EA4D4EFA8371258BC&amp;filterId=agentStateLog.id=AgentEvent:Id&amp;

                                        type=dynamic&amp;maxRows=20</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> -->

                                </gadgets>
                            </column>
                        </columns>
                </tab>
                <!-- The following gadget is for displaying the Digital Channel Gadget. The
gadget will be rendered on
                uncommenting the below code-->
                <!--tab>
                    <id>manageDigitalChannel</id>
                    <icon>mui-chat-active_16</icon>
                    <label>finesse.container.tabs.agent.manageDigitalChannelLabel</label>
                    <columns>
                        <column>
                            <gadgets>
```

```
<gadget>/3rdpartygadget/files/ManageDigitalChannel/ManageDigitalChannel.xml?

maxDialogLimit=5&interruptAction=IGNORE&dialogLogoutAction=CLOSE</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 default="true"
managedBy="supervisorMultiTabGadgetContainer">

https://my-cuic-server.com:8444/cuicui/gadget/LiveData/LiveDataGadget.xml?

gadgetHeight=280&amp;viewId=5FA44C6F930C4A64A6775B21A17EED6A&amp;filterId=agentTaskLog.id=CL%20teamName</gadget>


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


viewId=56BC5CCE8C37467EA4D4EFA8371258BC&amp;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 default="true" managedBy="supervisorMultiTabGadgetContainer">


https://my-cuic-server.com:8444/cuicui/gadget/LiveData/LiveDataGadget.xml?

gadgetHeight=310&amp;viewId=0B8D11317ED54A80B64F3AE28C5139E5&amp;filterId=agentStats.id=CL%20teamName</gadget>


<gadget>https://my-cuic-server.com:8444/cuicui/gadget/Historical/HistoricalGadget.xml?
                        viewId=BD9A8B7DBE714E7EB758A9D472F0E7DC&amp;

linkType=htmlType&amp;viewType=Grid&amp;refreshRate=900&amp;@start_date=RELDATE%20THISWEEK&amp;


@end_date=RELDATE%20THISWEEK&amp;@agent_list=CL%20~teams~&amp;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 default="true"
managedBy="supervisorMultiTabGadgetContainer">/desktop/scripts/js/queueStatistics.js</gadget>

                                            </gadgets>
                                    </column>
                            </columns>
                    </tab>

            </tabs>
        </layout>
</finesseLayout>
```

Contact Center AI Gadgets

Cisco solutions such as Unified CCE leverages Artificial Intelligence (AI) and Natural Language Understanding (NLU) to provide services that assist agents. These Contact Center AI services are available for the agents through the Agent Answers gadget and the Call Transcript gadget on the Cisco Finesse desktop.

Note   If you are connected to Unified CCE 12.5(1), by default **Agent Answers** and **Call Transcript** gadgets are enabled. You can use the **utils finesse set_property webservices 12.5.CCE.supportedAgentServices CLI** *[values]* to disable and enable the gadgets.

Add Agent Answers Gadget

This procedure explains how to add an Agent Answers gadget in **Cisco Finesse Administration**.

Note   Agent Answers can be added within the Multi-Tab gadget. For more information about Multi-Tab gadget, see the Configure Multi-Tab Gadget Layout section.

Step 1   Sign in to the administration console on the primary Cisco Finesse server using the URL: *https://FQDN of Finesse server:8445/cfadmin*.

Step 2   Click **Desktop Layout**.

Step 3   Select from the following editors:

  • Text Editor

  • XML Editor

Step 4   Uncomment the following code snippet within the gadgets tag for the required role.

For example, if you want the **Agent Answers** gadget to appear for an agent and supervisor on the home page, uncomment (remove the comment (<!-- and -->)) the following code snippet in the gadgets tag within the `<id>home</id>` tab under roles `<role>Agent</role>` and `<role>Supervisor</role>`.

```
<gadgets>
  <!-- <gadget managedBy="agentMultiTabGadgetContainer"
hidden="true">/3rdpartygadget/files/ccaiGadgets/answersGadget.xml</gadget> -->
</gadgets>
```

Note	• For customized Cisco Finesse desktop layouts or during Cisco Finesse upgrade to Release 12.6(1), the administrator must manually add the gadget.
	• The gadget has been optimized to work when deployed within the multi-tab gadget. It is highly recommended to configure the gadget using a similar layout.
	• The gadget will be hidden if it is disabled in CCE Admin. This would take effect in Finesse after re-login.

Step 5   Click **Save**.

For more information about enabling a service, see the Agent Answers chapter in the following documents:

- Cisco Unified Contact Center Enterprise Features Guide, Release 12.6(1) at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html

- Cisco Packaged Contact Center Enterprise Features Guide, Release 12.6(1) at https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html

For information about how to use this gadget, see the Contact Center AI Gadgets Help.

Add Transcript Gadget

This procedure explains how to add the Transcript gadget in **Cisco Finesse Administration**.

Step 1   Sign in to the administration console on the primary Cisco Finesse server using the URL: *https://FQDN of Finesse server:8445/cfadmin*.

Step 2   Click **Desktop Layout**.

Step 3   Select from the following editors:

- Text Editor

- XML Editor

Step 4   Uncomment the following code snippet within the gadgets tag for the required role.

For example, if you want the **Transcript** gadget to appear on the home page, uncomment (remove the comment (<!-- and -->)) the following code snippet in the gadgets tag within the `<id>home</id>` tab, for the required role.

- `<role>Agent</role>`:

```
<gadgets>
  <!-- <gadget managedBy="agentMultiTabGadgetContainer"
hidden="true">/3rdpartygadget/files/ccaiGadgets/transcriptGadget.xml</gadget> -->
</gadgets>
```

- `<role>Supervisor</role>`:

```
<gadgets>
  <!-- <gadget managedBy="supervisorMultiTabGadgetContainer"
hidden="true">3rdpartygadget/files/ccaiGadgets/transcriptGadget.xml</gadget> -->
</gadgets>
```

> **Note**
> - For customized Cisco Finesse desktop layouts or during Cisco Finesse upgrade to Release 12.6(1), the administrator must manually add the gadget.
>
> - The gadget has been optimized to work when deployed within the multi-tab gadget. It is highly recommended to configure the gadget using a similar layout.
>
> - The gadget will be hidden if it is disabled in CCE Admin. This would take effect in Finesse after re-login.

Step 5 Click **Save**.

For more information about enabling a service, see the Call Transcription chapter in the following documents:

- Cisco Unified Contact Center Enterprise Features Guide, Release 12.6(1) at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html

- Cisco Packaged Contact Center Enterprise Features Guide, Release 12.6(1) at https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html

For information about how to use this gadget, see the Contact Center AI Gadgets Help.

Methods to Collect Serviceability Logs

If an agent experiences problems with the Agent or Transcript gadgets, the agent can send a set of desktop logs to the Cisco Finesse server. These desktop logs are also called as serviceability logs. The serviceability logs can be sent in the following two different ways:

- **Send Error Report**

   For more information on using the **Send Error Report**, See: *Common Tasks* chapter in the *Cisco Finesse Agent and Supervisor Desktop User Guide*.

- **Log Collection Schedule**

   For more information on using the **Log Collection Schedule**, see the Log Collection Schedule section.

Manage Digital Channels gadget

The Contact Center Enterprise (CCE) solution integrates with Webex Connect to offer digital channel capabilities for customers to communicate with the customer contact center. The agents and supervisors can interact with customers who are reaching out through the digital channels supported by Webex Engage, using the Manage Digital Channels gadget. The Manage Digital Channels gadget is a cloud-hosted Cisco Finesse gadget, where agents can sign into the digital channels and manage tasks. The tasks routed to the agents are displayed using Webex Engage, who can then start, transfer, or end it.

The Manage Digital Channel gadget needs to access https 443 ports on the internet. The URI used will vary depending on the region.

- https://*.imiengage.io/

- https://*.imiengage.com/

- https://*.imiengage.com.au/

- https://*.imiengage.net/

- https://*.imichat.us/

- https://*.imichat.io/

- https://*.imi.chat/

For more information about the digital channels integration, see the *Digital Channels Integration Using Webex Connect* chapter in the Cisco Unified Contact Center Enterprise Features Guide at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html.

Prerequisites to configure the Manage Digital Channels gadget

Before you configure the Manage Digital Channels gadget for your agents and supervisors, make sure that you meet the following prerequisites:

- You have installed or upgraded to Cisco Finesse version 12.6(2). For more information, see Cisco Finesse Installation and Upgrade Guide at https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-installation-guides-list.html.

- You have configured the Cloud Connect server 12.6(2) in Finesse. For more information, see the *Cloud Connect Server Settings* section in the Cisco Finesse Administration Guide at https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-maintenance-guides-list.html.

- You have integrated Cloud Connect with Webex Connect. For more information, see the *Integrate Cloud Connect with Webex Connect* section in the following documents:

    - Cisco Unified Contact Center Enterprise Features Guide at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html

    - Cisco Packaged Contact Center Enterprise Features Guide at https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html

- The Manage Digital Channels gadget must be available in the configured layout for the agents and supervisors when they log in.

- The Finesse desktop needs internet connectivity with a maximum latency of 400 milliseconds and minimum bandwidth of five mbps (5 mbps) or better. This is required to load the Manage Digital Channels gadget and associated functionalities that are cloud-hosted services.

- The following components must be on release 12.6(2):

    CCE components (Router, Logger, AW, and PG), Cisco Finesse, and Cisco IdS server.

- Ensure that agents are members of the skill group that is associated to the non-voice MRD, which is linked to the system-defined application path (suffixed with "UQ.Desktop") so that the Manage Digital Channel gadget recognizes that the agents are configured to interact over non-voice channels that Finesse

manages. For more information, see the *Media Routing Domains* section in the *Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise*.

- You have configured the Finesse Digital Channel State Control on the Finesse desktop. For more information on configuring digital channel-specific information, see *Channel Service* section in the *REST API Developer Guide*.

- Ensure that the Contact Center Enterprise is running in Single Sign-On (SSO) or Hybrid mode because the Manage Digital Channels gadget is supported only for SSO mode login. For more information about SSO, see the *Single Sign-On* chapter in the following documents:

  - Cisco Unified Contact Center Enterprise Features Guide at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html

  - Cisco Packaged Contact Center Enterprise Features Guide at https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html

- Ensure that you always have the agent details synchronized between CCE and Webex Engage for the agents to be able to log in to the Manage Digital Channels gadget. For instructions about how to synchronize the agents between CCE and Webex Engage, see the *Synchronize CCE agents to Webex Engage* section in the following documents:

  - Cisco Unified Contact Center Enterprise Features Guide at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html

  - Cisco Packaged Contact Center Enterprise Features Guide at https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html

- You have defined the specific set of Expanded Call Context (ECC) variables to assist the agents with relevant information about the calls that they are handling. For more information, see the *Define ECC variables* section in the following documents:

  - Cisco Unified Contact Center Enterprise Features Guide at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html

  - Cisco Packaged Contact Center Enterprise Features Guide at https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html

- You have generated the public key certificate using Cisco Identity Service (IdS) 12.6(2) or higher, to establish a secure connection between the Manage Digital Channels gadget that is available in Cisco Finesse and the Webex Engage that is hosted on the cloud data center. For more information, see the *Generate public key certificate using Cisco IdS* section in the following documents:

  - Cisco Unified Contact Center Enterprise Features Guide at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html

  - Cisco Packaged Contact Center Enterprise Features Guide at https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html

- Ensure that all agents have valid phone numbers (extension numbers) to log in to the Finesse Desktop, even if they have signed up for digital channels interaction only.

- Ensure that the **utils finesse user_signout_channel type** CLI is used to sign out the users from either all media channels or voice and task routing channels. For information on how to use this CLI, refer to the *Signout from Media Channels* topic.

Add Manage Digital Channels gadget

This procedure explains how to add **Manage Digital Channels** gadget in **Cisco Finesse Administration**.

Step 1   Sign in to the administration console on the primary Cisco Finesse server using the URL: *https://FQDN of Finesse server:8445/cfadmin*.

Step 2   Click **Desktop Layout**.

Step 3   Select from the following editors:

- Text Editor

- XML Editor

Step 4   Sample configurations for customizing manage digital channel properties are added to the default layout (Desktop Layout) and team-specific layout (Team Resources > Desktop Layout). For upgraded layouts, sample configurations for customizing manage digital channel properties do not appear by default. For the gadget to appear in the Agent Desktop, the administrator must copy the XML code below from the View Default Layout, add it to the respective custom layouts, and uncomment the tab.

```
<!--tab>
            <id>manageDigitalChannel</id>
            <icon>mui-chat-active_16</icon>
            <label>finesse.container.tabs.agent.manageDigitalChannelLabel</label>
            <columns>
                <column>
                    <gadgets>
                        <gadget maxDialogLimit="5" interruptAction="IGNORE"
dialogLogoutAction="TRANSFER">/3rdpartygadget/files/ManageDigitalChannel/ManageDigitalChannel.xml</gadget>

                    </gadgets>
                </column>
            </columns>
        </tab-->
```

Step 5   Click **Save**.

For more information about integrating digital channels using Webex Connect, see the *Digital Channels Integration using Webex Connect* chapter in the following documents:

- Cisco Unified Contact Center Enterprise Features Guide at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html

- Cisco Packaged Contact Center Enterprise Features Guide at https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html

Manage Digital Channels gadget properties

Through the desktop layout in the Finesse administrator console, you can configure the gadget properties using the login parameters, by passing the properties described below, as explained in Step 3 of the Customize Gadget Properties section, within the gadget tag.

The following table lists the properties and action parameters required by the gadget:

Property	Description
maxDialogLimit	Represents the default value for the maximum number of concurrent tasks that are routed to the Agent in any of the multiple Unified CCE Media Routing Domains (MRD) which is used to represent the digital channels on the desktop. The default value for this is 5. Any value from 1 through 10 is allowed. The default value can be overridden by the media-specific property for the same as explained in the **maxDialogLimit-mrd_id** property.
interruptAction	This value sets the default behavior for all underlying MRDs that represent the digital channels unless overridden by MRD specific behavior. The allowed values are ACCEPT and IGNORE. The default is IGNORE. This default can be overridden by the media specific property for the same as explained below.
dialogLogoutAction	The action to be performed if agents terminate the desktop session when there are active tasks being handled by that agent. The possible values are CLOSE and TRANSFER (default). CLOSE will terminate the tasks and TRANSFER will cause the task to be re-routed to the same script selector or dialled number used to inject the task.
maxDialogLimit-mrd_id	Modifies the maxDialogLimit for the Media Routing Domain (MRD) represented by mrd_id. The possible values and limits are the same as specified above for maxDialogLimit parameter. For example, maxDialogLimit-5000=10. In this case, the property modifies the maxDialogLimit for the MRD with ID 5000 to 10.
interruptAction-mrd_id	Modifies the interruptAction for the Media Routing Domain (MRD) represented by mrd_id. The possible values and limits are the same as specified above for interruptAction parameter. For example, interruptAction-5000=IGNORE. In this case, the property modifies the interruptAction for the MRD with ID 5000 to IGNORE.

Property	Description
dialogLogoutAction-mrd_id	Modifies the dialogLogoutAction for the Media Routing Domain (MRD) represented by mrd_id. The possible values and limits are the same as specified above for dialogLogoutAction parameter.
	For example, dialogLogoutAction-5000=CLOSE. In this case, the property modifies the dialogLogoutAction for the MRD with ID 5000 to CLOSE.
digitalChannelSignInFailureMaxRetries	Defines the maximum number of retries to be attempted after a digital channel login fails.
	The default value is 1.
digitalChannelSignInFailureRetryDelay	Defines the time delay between two failed login retry attempts.
	The default value is 60000 milliseconds (1 minute).
loadingConversationFailureMaxRetries	Due to initialization delays, digital tasks loaded from the internet hosted service could at times fail. The gadget is expected to retry to load the conversations in such scenarios.
	This defines the maximum number of retries attempted by the gadget to load the conversations of the selected tasks (email, chat, sms, or any other media).
	The default value is 4.
loadingConversationFailureRetryDelay	Defines the time delay between retrying to load the tasks.
	The default value is 3000 milliseconds.
gadget-version	Allows you to select the version of the Manage Digital Channels gadget that has to be rendered on the Finesse desktop.
	The default value of this property is **LATEST**. This value ensures that the desktop always gets the latest version of the gadget deployed on cloud.
	You can access the list of published versions using the https://wxcce-digital.ciscoccservice.com/LATEST/ChangeLog.txt URI.

Note If any of the above property is either invalid or unavailable, then default values are considered as parameters for media login. For non-interruptable MRDs, the interruptAction passed can only be IGNORE. If the value is anything other than this, it is not considered and IGNORE is used by default.

Once the agents are signed into Finesse, the CCE assigns tasks to these agents in the Media Routing Domain (MRD). The agents can then perform actions, including transferring non-voice dialogs and accepting or ignoring interrupts. Each dialog represents a task and an agent can handle a predefined maximum number of concurrent dialogs.

If the agent is interrupted by a task or call when handling a dialog, then Finesse can either:

- ACCEPT the interrupt—in which case the agent is put into INTERRUPTED state and cannot work further on dialogs in the interrupted MRD.

- IGNORE the interrupt—in which case the agent's state does not change and the agent can continue to work on the dialogs in the MRD.

If the agent decides to log out of any channel (media or voice), then the active dialogs associated with the agent are either transferred or closed. To transfer tasks, Finesse resubmits the tasks into the system as new tasks. The agent can log out from:

- only voice dialogs

- all Finesse media (recommended)

For voice calls, data is fetched from the phone book. For media other than voice, a script selector or route point is used, wherein the value of the script selector variable maps to the value of the script selector that is created through Unified ICM Configuration Manager to fetch the data. These script selectors or route points are configured in CCE for the particular MRD against which the task was sent. For more information on script selectors, refer to *Script Administration* chapter of Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/series.html#%7Etab-documents.

The following is a sample gadget configuration done on Finesse Admin console:

```
<gadget maxDialogLimit="3"
        maxDialogLimit-5000="2"
        maxDialogLimit-5003="1"
        interruptAction="IGNORE"
        interruptAction-5000="IGNORE"
        interruptAction-5000="ACCEPT"
        dialogLogoutAction="CLOSE"

>/3rdpartygadget/files/ManageDigitalChannel/ManageDigitalChannel.xml</gadget>
```

From the above configuration, you can observe that all the properties of the gadget are added as key-value pairs in the form of (propertyname-mrd), instead of the url parameters. In this configuration, **maxDialogLimit=3** and the **maxDialogLimit-5000=2** is considered for chat MRD. If the per-MRD property is not specified, the global **maxDialogLimit** is considered. If none of these properties are specified for the Manage Digital Channels gadget, **maxDialogLimit** is considered as **5**, **interruptAction** as **IGNORE**, and **dialogLogoutAction** as **CLOSE**.

Note   If agents don't accept the incoming interactions within the predefined time, the interactions get routed to the next available agent and the agents' state changes to **Not Ready** automatically.

Popover information

The agent dashboard is displayed with the ECC variables corresponding to the layout trasmitted in user.layout. If *user.layout* ECC variable is not present in the task presented to the agent, then the default ECC variable layout configured for voice will be used to display the popover information. The configuration steps for creating a call variable layout and specifying the variables that are used for popover and callheader for a task is the same as that followed for voice calls. For more information, refer to Manage Call Variables Layouts.

Note   To display a custom Call Variables Layout, in the Unified CCE routing script set the user.Layout ECC variable to the name of a configured Call Variables Layout. If the digital channel tasks forwarded to the Finesse Desktop do not contain the user.Layout variable with the custom layout name, or if the specified custom layout is not found, then the digital channel gadget displays the task using the default layout configured for voice. The variable configured as the call header is also used in the Task List and Task.

Methods to collect Serviceability logs

If an agent experiences problems with the Manage Digital Channels gadget, the agent can send a set of desktop logs to the Cisco Finesse server. These desktop logs are also called as serviceability logs. You can send the serviceability logs in the following ways:

- **Send Error Report**

  For more information on using the **Send Error Report**, see the *Common Tasks* chapter in the *Cisco Finesse Agent and Supervisor Desktop User Guide*.

- **Log Collection Schedule**

  For more information on using the log collection schedule, see the *Log Collection Schedule* section.

- **SysLogs Support**

  Cisco Finesse generates syslogs for various failure scenarios.

  For more information about the list of syslogs that Finesse generates for the Manage Digital Channels gadget, see the Syslog Support for Critical Log Messages section.

Configure Multi-Tab Gadget Layout

You can configure Multi-Tab gadgets in the Cisco Finesse desktop layout with the following steps:

Note   Multi-Tab gadgets can be configured to include Agent Answers gadget. For more information about Agent Answers, see the *Contact Center AI Gadgets* section.

Step 1   Click **Desktop Layout**.

Step 2   Select from the following editors:

- Text Editor

• XML Editor

Step 3   Add the **<gadget id="uniqueId">/desktop/scripts/tabbedgadgets.js</gadget>** code snippet in the existing layout, to configure a Multi-Tab gadget. The **gadget id** must be a unique variable within the desktop layout.

The following figures explain the configuration of Multi-Tab gadgets in Cisco Finesse Agent and Supervisor desktops.

Figure 1: Default layout
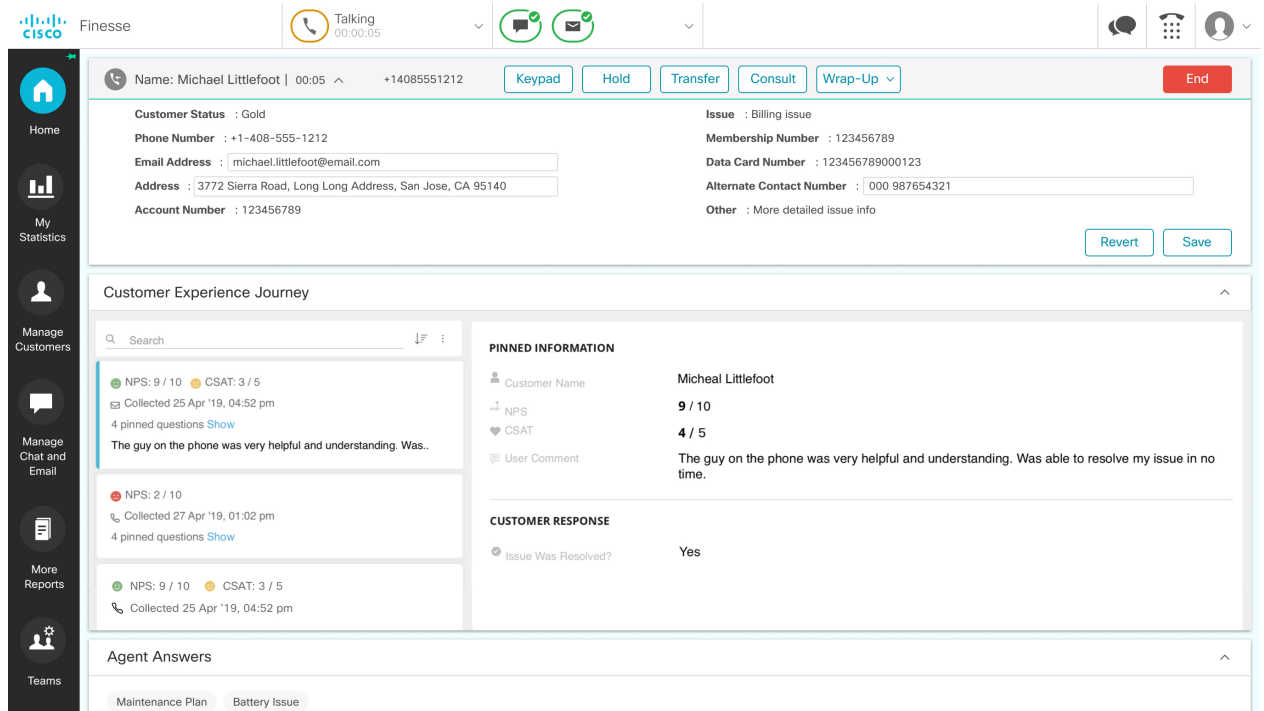

```
<page>
    <gadget>/desktop/scripts/js/callcontrol.js</gadget>
    <gadget>/3rdpartygadget/files/CXService/CiscoCXJourneyGadget.xml</gadget>
    <gadget>/3rdpartygadget/files/ccaiGadgets/answersGadget.xml</gadget>
</page>
```

Figure 2: Multi-Tab Gadget layout


```
<page>
    <gadget>/desktop/scripts/js/callcontrol.js</gadget>
    <gadget id="MultiTabGadget1">/desktop/scripts/js/tabbedGadgets.js</gadget>
    <gadget managedBy="gadgetmanager1">/desktop/scripts/js/queueStatistics.js</gadget>
    <gadget
managedBy="MultiTabGadget1">/3rdpartygadget/files/CXService/CiscoCXJourneyGadget.xml</gadget>
    <gadget managedBy="MultiTabGadget1">/3rdpartygadget/files/ccaiGadgets/answersGadget.xml</gadget>
</page>
```

There are no restrictions on the number of gadgets that can be configured within a Multi-Tab gadget. If more than seven gadgets are configured, a drop-down icon appears next to the seventh gadget tab. When clicked, it displays a drop-down list of the remaining gadgets (starting from the eighth gadget). The maximum number of visible gadget tabs displayed in the Multi-Tab gadget header is configured through the desktop property *maxTabsOnmulti-tabGadgetHeader* or by using the CLI command: **utils finesse set_property desktop maxTabsOnTabbedGadgetHeader** *[value]*. For more information, see *Maximum Number of Visible Multi-Tab Gadget Tabs* at Desktop Properties.

Note   More than seven gadget tabs can be visible if you use a resolution higher than the default desktop resolution of 1366x768.

Adding Page-Level Gadgets in a Single Multi-Tab Gadget

Multi-Tab gadgets can contain both page-level and other gadgets. The page-level gadgets contained in a Multi-Tab gadget are always visible irrespective of the selected desktop container tab. However, the gadgets that are not configured as page-level gadgets are hidden or displayed depending on the selected desktop container tab.

Note • If a Multi-Tab gadget is not configured as a page-level gadget, all the gadgets that are managed by the Multi-Tab gadget should also be present in the same desktop container tab.

• If a Multi-Tab gadget is configured as a page-level gadget but has no gadgets assigned, the Multi-Tab Gadget is not visible on the desktop.

• If a Multi-Tab gadget is configured as a non page-level gadget but has no gadgets assigned, the Multi-Tab Gadget displays a warning message for desktop users. You must avoid this configuration for an optimal Finesse desktop user experience.

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.

• Each desktop tab can be customized to have a unique layout without affecting other tabs.

• When you resize the browser, based on the width of the browser, gadgets in the desktop layout are automatically rearranged one below the other to fit the available screen area.

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 30.

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 drag-and-drop and resize gadget feature is enabled, the maximize or collapse functionality isn't available in the Multi-Tab gadgets. Drag and reorder of gadgets inside a Multi-Tab gadget is independent of the `enableDragDropAndResizeGadget` property.

- 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 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 30.

  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 webservices 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 a 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.

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)
enableDropParticipantFor	supervisor_only|conference_controller_ and_supervisor|all	supervisor_only
dropParticipant	agents|all	agents

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.

Customize Gadget Properties

You can customize the gadget properties to control the appearance and behavior of the gadget. The gadget behavior can be customized on a per team basis by customizing their behavior in team specific layout. This can be done by customizing the properties that a gadget supports, which are typically configured statically in the UserPrefs section of the gadget XML, into the gadget tag of the respective gadget, as shown in Step 3 below. By modifying the desktop layout for each team, the gadget properties can be customized for the required team.

To customize the gadget properties:

Step 1   Click **Desktop Layout**.

Step 2   Select from the following editors:

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

Step 3   Find the gadget for which the property has to be modified. For example,

`<gadget>/3rdpartygadget/files/ManageDigitalChannel/ManageDigitalChannel.xml</gadget>`

Step 4   Add the required property modifications within the gadget tag as shown below:

`<gadget dialogLogoutAction="TRANSFER"`

`maxDialogLimit = "10">`

`/3rdpartygadget/files/ManageDigitalChannel/ManageDigitalChannel.xml</gadget>`

Note   For more information on the list of supported gadget properties, refer to the respective gadgets. To customize the Manage Digital Channels gadget properties, see Manage Digital Channels gadget 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 gadget 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 colums) 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:

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:

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&amp;viewId=5FA44C6F930C4A64A6775B21A17EED6A&amp;
                            filterId=agentTaskLog.id=CL%20teamName</gadget>
                      <gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget
                        .xml?gadgetHeight=280&amp;viewId=56BC5CCE8C37467EA4D4EFA8371258BC&amp;
                            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.

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 37. The icon name is located on the right of the icon image. For example, search.

🔍	search ◄—— Icon Name	⊖	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

Note   Icon name is case sensitive. Enter the icon name exactly as displayed in the List of Icons, on page 37.

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>
```

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

510879

The following are the icons for Audio.

	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

510880

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		

510881

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.

👤	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		
T	text-format	▤	view-side-by-side		
A	text-color	▬	view-stacked		
A^A	text-size	▬	view-feed-single		
[ ]	fullscreen	▐▌	view-feed-dual		

510886

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		

510887

The following are the icons for Hardware.

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

510888

The following are the icons for Media.

	image
	sound
	music
	graph
	text
	tables
	zip

510889

The following are the icons for Navigation.

home

android-home

right-arrow

right-arrow-contain

right-arrow-outline

touch

touch-point

touch-gesture

back

recent-apps

hamburger-menu

way-nav

right-arrow-contained

right-arrow-closed-contained

right-arrow-closed-outline

The following are the icons for Network.

wifi

proximity

proximity-not-connected

bluetooth

bluetooth-contained

bluetooth-outline

ethernet

no-signal

signal-1

signal-2

signal-3

signal-4

public-network

private-network

The following are the icons for Notifications and Alerts.

⚠	warning	☑	quality	📍	location
❗	alert-badge	✖	broken-image	🧭	compass
✖	error	🚫	blocked	⚑	flagged
ℹ	info	✔	check	A★	keywords
?	help	✔	certified	DMS	dms
🔒	lock	🔔	bell		popup-dialog
🔓	unlock	🔕	bell-cross		applications
🔑	private	⏰	alarm		application
	privacy	↻	running-application		default-app
	report	📌	pin		

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		

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

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The following are the icons for Miscellaneous Icons.

circle-bar chart	circle-pie chart	line-chart	D
circle-column chart	unknown-cstomer	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	

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
	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		

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	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	

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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/ccbu-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
 alredy 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 -->
```

```xml
<!-- 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>
```

```xml
<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.

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   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.

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

Step 5 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:

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	Replace "my-cuic-server" with the FQDN of your Cisco Unified Intelligence Center Server.
Step 10	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.

Step 1	Click the **Desktop Layout**.
Step 2	Select from the following editors:

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

Step 3	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 4	Replace my-cuic-server with the FQDN of the Cisco Unified Intelligence Center Server.
Step 5	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.

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=9AB7848B10000141000001C50A0006C4&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**.