Come configurare il gadget Precision Queue Live Data in PCCE 10.5

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Introduzione

In questo documento viene descritto come configurare Precision Queue Live Data Gadget in Finesse per Packaged Contact Center Enterprise (PCCE) 10.5. In PCCE 10.5, il layout predefinito di Finesse elenca i gadget specifici per i report di Cisco Unified Intelligence Center (CUIC). Tuttavia, Finesse non include la configurazione per il report della coda di precisione dei dati attivi esistente in CUIC.

Prerequisiti

Requisiti

Cisco raccomanda la conoscenza dei seguenti argomenti:

- gadget Finesse
- PCCE

Componenti richiesti

Le informazioni fornite in questo documento si basano sulle seguenti versioni software e hardware:

- PCCE versione 10.5
- Finesse versione 10.5

Le informazioni discusse in questo documento fanno riferimento a dispositivi usati in uno specifico ambiente di emulazione. Su tutti i dispositivi menzionati nel documento la configurazione è stata ripristinata ai valori predefiniti. Se la rete è operativa, valutare attentamente eventuali conseguenze derivanti dall'uso dei comandi.

Problema: CUIC non è incluso nel report Live Data Precision Queue

Questi quattro gadget per due report CUIC, Agent e Agent SkillGroup, esistono su Finesse, ma il report Live Data Precision Queue di CUIC non è incluso.

- <!-- HTTP Version of LiveData Gadgets -->
 - <!-- "Agent" Report -->
 - <l-- <gadget>http://my-cuic-server:8081/cuic/gadget/LiveDataGadget_isp?gadgetHeight=310&viewId=99E6C8E210000141000000D80A0006C4&filterId=agent.id=CL%20teamName</gadget>--> <l-- "Agent Skill Group" Report -->
- <!-- "Agent All Fields" Report -->
 <!-- <gadget>http://my-cuic-server:8081/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId=9A08E23510000141000001230A0006C4&filterId=agent.id=CL%20teamName</gadget>-->
- <!-- "Agent Skill Group All Fields" Report --> <!-- <gadget>http://my-cuic-server:8081/cuic/gadget/LiveDataGadget.jsp?gadgetHeight=310&viewId=A30EC25810000141000003A60A0006C4&filterId=agent.id=CL%20teamName</gadget>-->

Soluzione

La procedura seguente illustra come identificare l'ID vista e configurare il report di Precision Queue Live Data:

Passaggio 1. Identificare il report ViewID per la coda di Precision.

Esistono due modi per identificare ViewID. Il modo più comune per trovare ViewID è il seguente:

- 1. Scaricare il modello PCCE 10.5 Live Data da CCO. CUIC_10_5_1_Templates_PCCE_10.5_LD_10.5.2.zip <u>https://software.cisco.com/download/release.html?mdfid=282163829&flowid=73207&softwar</u> <u>eid=284697222&release=10.5%281%29&relind=AVAILABLE&rellifecycle=&reltype=latest</u>
- 2. Estrarre il file zip e aprire Precision Queue.xml.
- 3. Cerca l'ID delle viste. Quando sei all'ID delle viste, puoi vederlo come un ID: <id>B71A630C10000144000002480A0007C5</id>

Passaggio 2. Accedere a Finesse CFAdmin e fare clic su **Desktop Layout**, come mostrato nella seconda immagine:

Cisco Finesse Administration	ID*		
	Password*	Sign In	

Cisco Finesse Administration Settings Call Variables Layouts Desktop Layout Phone Books Contact Center Enterprise CTI Server Settings

Passaggio 3. **Aggiungere** il gadget Coda Precision nella sezione Gadget Live Data, come mostrato nell'immagine:

Cisco Finesse Administration						
Settings Call Variables Layouts Desktop Layout Phone Books Reasons Team Resources Wo	rkflows					
Manage Desktop Layout						
Finesse Layout XML						
<pre></pre> Cl The following Gadgets are for LiveData. If you wish to show LiveData Reports, then do the following: Uncomment each Gadget you wish to show. Replace all instances of "my-cuic-server" with the Fully Qualified Domain Name of your Intelligence Center Server. (OPTIONAL) Adjust the height of the gadget by changing the "gadgetHeight" parameter. IMPORTANT NOTES: - To order for these Gadgets to work, you must have performed all documented pre-requisite steps.						
 The use of HTTP/HTTPS *must* match what your Users use for the Finesse Desktop (HTTP or HTTPS). If you wish to use HTTP, then HTTP must be enabled on both Finesse and Intelligence Center. Do *NOT* change the viewId (unless you have built a custom report and know what you are doing). The "teamName" will be automatically replaced with the Team Name of the User logged into Finesse (for Team-specific 						
<pre><!-- TEAM STATUS REPORTS: 1. Agent Default view (default), 2. Agent Skill Group Default view--></pre>						
<pre><!-- QUEUE STATUS REPORTS: 1. Skill Group Default view (defa<br--><!-- <gadget-->https://my-cuic-server:8444/cuic/gadget/LiveDat viewId_2=9E760C8B1000014B0000005A0A0006C4&filterId_2=skillGroup.id=CL%20teamName&viewId_ filterId_4=precisionQueue.id=CL%20teamName></pre>	ault), 2. Skill Group Utilization view, 3. Precisi :a/LiveDataGadget.jsp?gadgetHeight=310&viewId 1=B7 _3=B71A630C10000144000002480A0007C5&filterId_3=pre					

- Accertarsi che l'ID della vista sia esattamente uguale a quello trovato nel passo 1.
- Di solito l'ID vista predefinito per il report Live Data Precision Queue è B71A630C10000144000002480A0007C5

Gadget https:

<gadget>https://my-cuic-

server:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId=B71A630C100 00144000002480A0007C5&filterId=precisionQueue.id=CL%20</gadget>

gadget http:

<gadget>https://my-cuic-

server:8081/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId=B71A630C100 00144000002480A0007C5&filterId=precisionQueue.id=CL%20</gadget>

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► Fine:	sse Default Layout XML							

Passaggio 4. Fare clic su **Save** (Salva) per salvare la configurazione, come mostrato nell'immagine.

Finesse Default Layout XML	
Save Revert	

Questa condizione viene rilevata anche tramite Cisco BugID <u>CSCur70829</u> PCCE Live Data Queue e i gadget SkillGroup, non in un modello del desktop.