

使用第三方工具在Cisco Finesse中配置CUIC历史报告工具

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简介

本文档介绍在Finesse上配置历史报告小工具的步骤，因为默认设置仅包括Finesse Agent/Supervisor Desktop中的实时数据小工具。

先决条件

要求

Cisco 建议您了解以下主题：

- 思科统一联系中心快捷版(UCCX)
- 思科统一情报中心(CUIC)
- Finesse管理
- Finesse桌面

使用的组件

本文档中的信息基于以下软件和硬件版本：

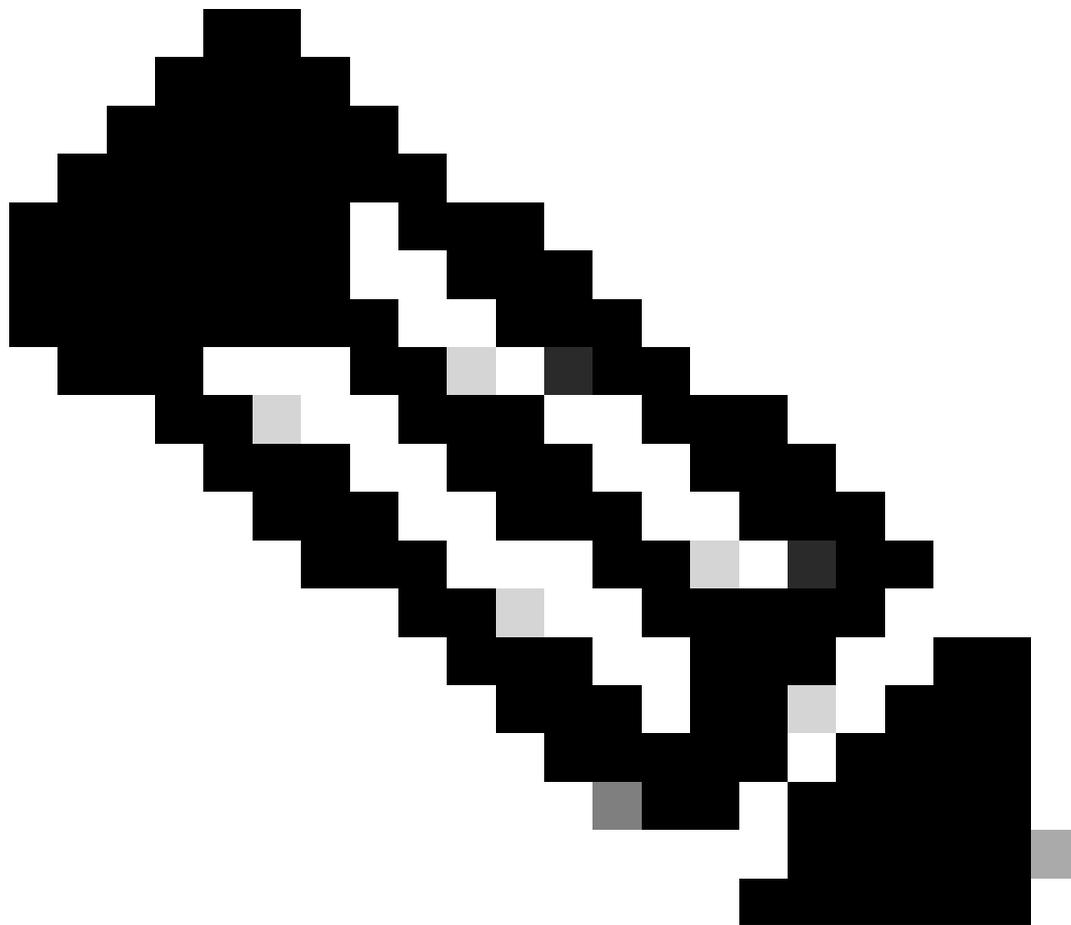
- UCCX版本12.5
- CUIC版本12.5
- Finesse版本12.5
- 菲莱齐拉

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

配置

在Finesse上启用历史报告的过程。

以下列出了在Finesse平台上启用历史报表功能的分步说明：



注意：此处选择的“座席详细数据报表”是一个说明性示例。

1. 在CUIC中创建自定义报告。

导航到CUIC[页面](#)。 点击Reports > Stock > Unified CCX Historical > Inbound. 选择，如Agent Detail Report 图所示。

Cisco Unified Intelligence Center Super Admin Administrator

Reports

🔍 All Favorites 0 Import New

Reports > Stock > Unified CCX Historical > Inbound

Name	Description	Report Definition	Actions
Abandoned Call Detail Activity Report	Abandoned Call Detail Activity Report	Abandoned Call Detail Activity Report Definition	★ ...
Aborted Rejected Call Detail Report	Aborted Rejected Call Detail Report	Aborted Rejected Call Detail Report Definition	★ ...
Agent All Fields Report	Agent All Fields Report	Agent All Fields	★ ...
Agent Call Summary Report	Agent Call Summary Report	Agent Call Summary Report Definition	★ ...
Agent Detail Report	Agent Detail Report	Agent Detail Report Definition	★ ...
Agent Login Logout Activity Report	Agent Login Logout Activity Report	Agent Login Logout Activity Report Definition	★ ...
Agent Not Ready Reason Code Summary Report	Agent Not Ready Reason Code Summary Report	Agent Not Ready Reason Code Summary Report Definition	★ ...
Agent State Detail Report	Agent State Detail Report	Agent State Detail Report Definition	★ ...
Agent State Summary by Agent Report	Agent State Summary by Agent Report	Agent State Summary By Agent Definition	★ ...
Agent State Summary by Interval Report	Agent State Summary by Interval Report	Agent State Summary by Interval Report Definition	★ ...
Agent Summary Report	Agent Summary Report	Agent Summary Report Definition	★ ...
Agent Wrap Up Data Summary Report	Agent Wrap Up Data Summary Report	Agent Wrap Up Data Summary Report Definition	★ ...
Agent Wrap-Up Data Detail Report	Agent Wrap-Up Data Detail Report	Agent Wrap Up Data Detail Report Definition	★ ...

- Edit
- Set Default Filter
- Save As**
- Rename
- Move
- Add Help
- Delete
- Permissions
- Permalinks
- Export

保存“座席状态详细信息”报告的副本

在Actions选项卡下，选择Save As(并且为报告命名)。例如，Agent Detail Report - Test并将其保存在Reports 下，如图所示。

Save Report : Agent Detail Report



Report Name*

Agent Detail Report - Test

Report Location*

Reports

Clone Report Definition 

Report Definition Name *

Enter name

Report Definition Location *

Choose a location

Cancel

Save

保存座席详细数据报告

2. 向用户添加权限。

导航到Reports 并选择Agent Detail Report - Test，然后添加权限。在Actions选项卡下，根据图中所示的要求选择Permissions - All Users/Supervisors - View/Edit。

Reports

Search: All Favorites 0 [Refresh] [Import] [New]

Name	Description	Report Definition	Actions
Stock		-	...
Agent All Fields Report Test	Agent All Fields Report	Agent All Fields	☆ ...
Agent Detail Report - Test	Agent Detail Report	Agent Detail Report Definition	☆ ...
Common Skill CSQ - finesse gadget	Common Skill CSQ Activity Report	Common Skill CSQ Activity Report Definition	...
Common Skill CSQ Activity Report - Test	Common Skill CSQ Activity Report	Common Skill CSQ Activity Report Definition	...
Finesse - Agent Summary Report	Agent Summary Report	Agent Summary Report Definition	...

- Edit
- Set Default Filter
- Save As
- Rename
- Move
- Add Help
- Delete
- Permissions**
- Permalinks
- Export

选择座席详细报告的权限选项

Permissions Agent Detail Report - Test

User Groups | Users

Search: All [Refresh] [Save]

Group Name	View	Edit
Administrators	<input type="checkbox"/>	<input type="checkbox"/>
Agents	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AllUsers*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ReportingUsers	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Supervisors	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Members

- Agents
- ReportingUsers
- Supervisors
- CCX\agent1
- CCX\jabber1
- CUIC\sharsha

为报表分配权限

3. 在Actions, 下选择Set Default Filter, 然后选择Agent Names要查看其数据的。此外, 请确保选择选项, Skip Filter during the report execution 如图所示。

Reports

Search: All Favorites 0 Import New

Name	Description	Report Definition	Actions
Stock		-	...
Agent All Fields Report Test	Agent All Fields Report	Agent All Fields	☆ ...
Agent Detail Report - Test	Agent Detail Report	Agent Detail Report Definition	☆ ...
Common Skill CSQ - finesse gadget	Common Skill CSQ Activity Report	Common Skill CSQ Activity Report Definition	...
Common Skill CSQ Activity Report - Test	Common Skill CSQ Activity Report	Common Skill CSQ Activity Report Definition	...
Finesse - Agent Summary Report	Agent Summary Report	Agent Summary Report Definition	...

- Edit
- Set Default Filter
- Save As
- Rename
- Move
- Add Help
- Delete
- Permissions
- Permalinks
- Export

设置报表中的默认筛选器

Set Default Filter - Agent Detail Report - Test

Parameters

Agent Names (@param5)

Available: 2 Values

Search Available

- > Default(2/2)
- agent1
- jabber1

Selected: 2 Values

Search Selected

- agent1
- jabber1

Skip filter during the report execution Save

选择默认过滤器的用户

4. 在Actions下，选择Permalinks。单击HTML，然后复制左下角显示的permalink。之后，请确保取消选中permalink身份验证选项（包括Variable和Default），最后，单击Save 如图所示。

Reports

🔍 All Favorites 0 🔄 Import ➕ New

Name	Description	Report Definition	Actions
Stock		-	...
Agent All Fields Report Test	Agent All Fields Report	Agent All Fields	☆ ...
Agent Detail Report - Test	Agent Detail Report	Agent Detail Report Definition	☆ ...
Common Skill CSQ - finesse gadget	Common Skill CSQ Activity Report	Common Skill CSQ Activity Report Definition	...
Common Skill CSQ Activity Report - Test	Common Skill CSQ Activity Report	Common Skill CSQ Activity Report Definition	...
Finesse - Agent Summary Report	Agent Summary Report	Agent Summary Report Definition	...

- Edit
- Set Default Filter
- Save As
- Rename
- Move
- Add Help
- Delete
- Permissions
- Permalinks**
- Export

选择报表的永久链接

Permalinks



View Name ▼	View Type ▼	Authenticate Permalink		Links		
		Variable	Default			
Agent Detail Report	Grid	<input type="checkbox"/>	<input type="checkbox"/>	✓ HTML	Excel	XML
Agent Detail Report Chart	Chart	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	HTML	Excel	XML

Link

Cancel

Save

查找报表的永久链接

例如

； <https://FQDN:8444/cuicui/permalink/?viewId=2F8D8F0710000186000000440A6A54A2&linkType=htmlType&viewType=Grid&refreshRate=1800>

5. 使用复制的永久链接创建XML文件。

以此格式创建XML文件并将其另存为AgentDetailReport.xml and href = “Permalink you have copied from CUIC”。此外，将“&”替换为永久链接中的“&”。

格式示例：

```
<?xml version="1.0" encoding="UTF-8"?>
```

```
<Module>
```

<ModulePrefs title=" Agent Detail Report " height="425">

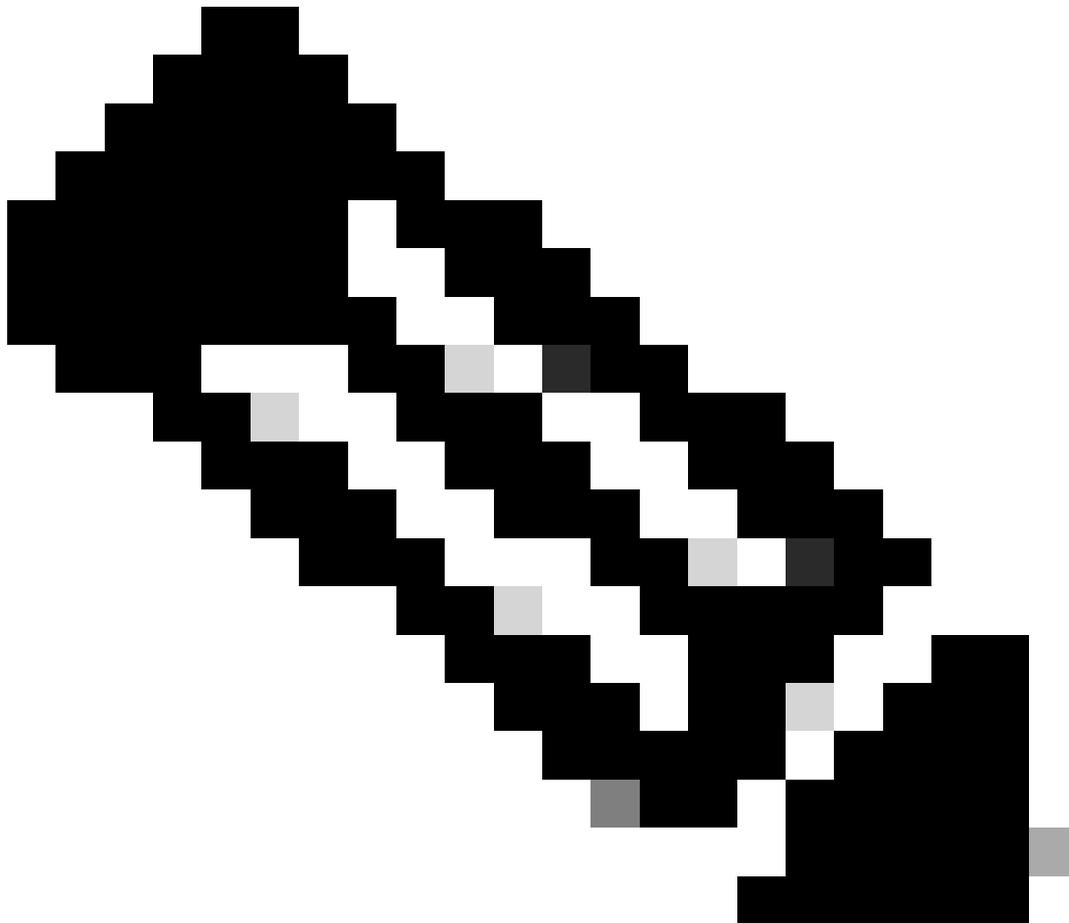
</ModulePrefs>

<Content type="url" href= "<https://FQDN:8444/cuicui/permalink/?viewId=2F8D8F0710000186000000440A6A54A2&linkType=htmlType&viewType=Grid&refreshRate=1800>">

</Module>

```
AgentDetailReport.xml
1 <?xml version="1.0" encoding="UTF-8" ?>
2 <Module>
3   <ModulePrefs title="Agent Detail Report" height="425">
4     </ModulePrefs>
5     <Content type="url" href= "https://ocxshabic.cscotacslab.com:8444/cuicui/permalink/?viewId=2F8D8F0710000186000000440A6A54A2&linkType=htmlType&viewType=Grid&refreshRate=1800"/>
6   </Content>
7 </Module>
```

XML格式



注意：此处提供了使用的文件AgentDetailReport.xml。

```
<?xml version="1.0" encoding="UTF-8"?> <Module> <ModulePrefs title="Agent Detail Report" height="425">
```

6. 在UCCX服务器上通过CLI重置3rdpartygadget用户密码。

3rdpartygadget帐户用于将第三方小工具上传到Finesse。用于设置或重置密码的新CLI命令为：`utils reset_3rdpartygadget_password` 如图所示。

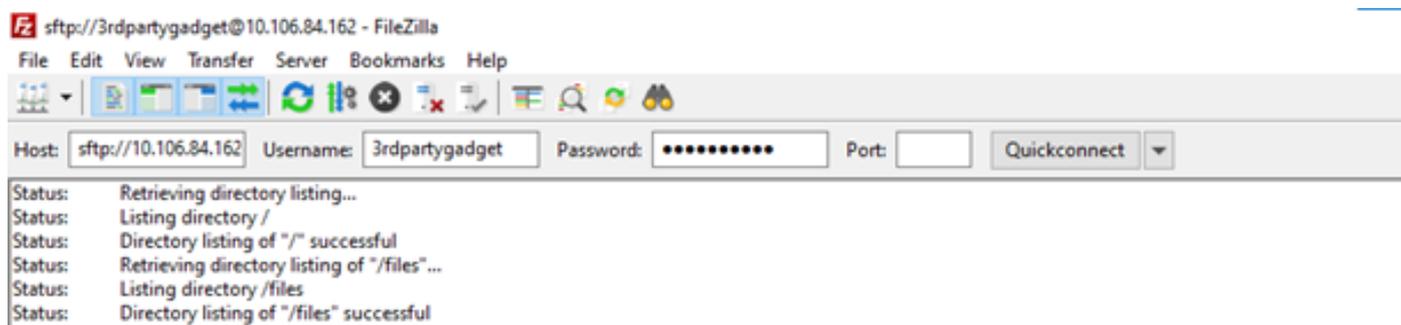
```
VMware Installation:
 128 vCPU: Intel(R) Xeon(R) Platinum 8180 CPU @ 2.50GHz
 Disk 1: 146GB, Partitions aligned
 10240 Mbytes RAM

admin:utils reset_3rdpartygadget_password
New Password:
Confirm New Password:
Updating password for 3rdpartygadget...

Password updated successfully.
admin:
```

3rdpartygadget登录CLI

7.使用FileZilla或WinSCP (SFTP客户端) 将AgentDetailReport.xml文件上传到3rdpartygadget/files文件夹：



Filezilla登录界面

Remote site: /files

files

Filename	Filesize	Filetype	Last modified	Permissions	Owner/Group
..					
CXService		File folder	1/21/2023 8:45:...	drwxrwxr-x	0 0
Agent-Detail-Report.xml	351	XML Docu...	1/22/2023 7:12:...	-rwxr-xr-x	1009 1009
AgentDetailReport.xml	321	XML Docu...	2/8/2023 12:04:...	-rw-r--r--	1009 1009
AgentSummaryReport.xml	327	XML Docu...	1/23/2023 6:04:...	-rwxrwxrwx	1009 1009
CommonSkillCSQActivityReport.xml	331	XML Docu...	1/23/2023 8:03:...	-rwxr-xr-x	1009 1009
myxml	1,191	File	1/26/2023 12:3:...	-rwxr-xr-x	1009 1009

将XML上传到服务器

8. 通过将值更改为755，为XML文件授予文件权限。

Filename	Filesize	Filetype	Last modified	Permissions	Owner/Group
..					
CXService		File folder	1/21/2023 8:45:...	drwxrwxr-x	0 0
Agent-Detail-Report.xml	351	XML Docu...	1/22/2023 7:12:...	-rwxr-xr-x	1009 1009
AgentDetailReport.xml	321	XML Docu...	2/8/2023 12:04:...	-rw-r--r--	1009 1009
AgentSummaryReport.xml	327	XML Docu...	1/23/2023 6:04:...	-rwxrwxrwx	1009 1009
CommonSkillCSQActivityReport.xml	331	XML Docu...	1/23/2023 8:03:...	-rwxr-xr-x	1009 1009
myxml	1,191	File	1/26/2023 12:3:...	-rwxr-xr-x	1009 1009

- Download
- Add files to queue
- View/Edit
- Create directory
- Create directory and enter it
- Create new file
- Refresh
- Delete
- Rename
- Copy URL(s) to clipboard
- File permissions...

设置XML权限

Change file attributes



Please select the new attributes for the file "AgentDetailReport.xml".

Owner permissions

Read Write Execute

Group permissions

Read Write Execute

Public permissions

Read Write Execute

Numeric value:

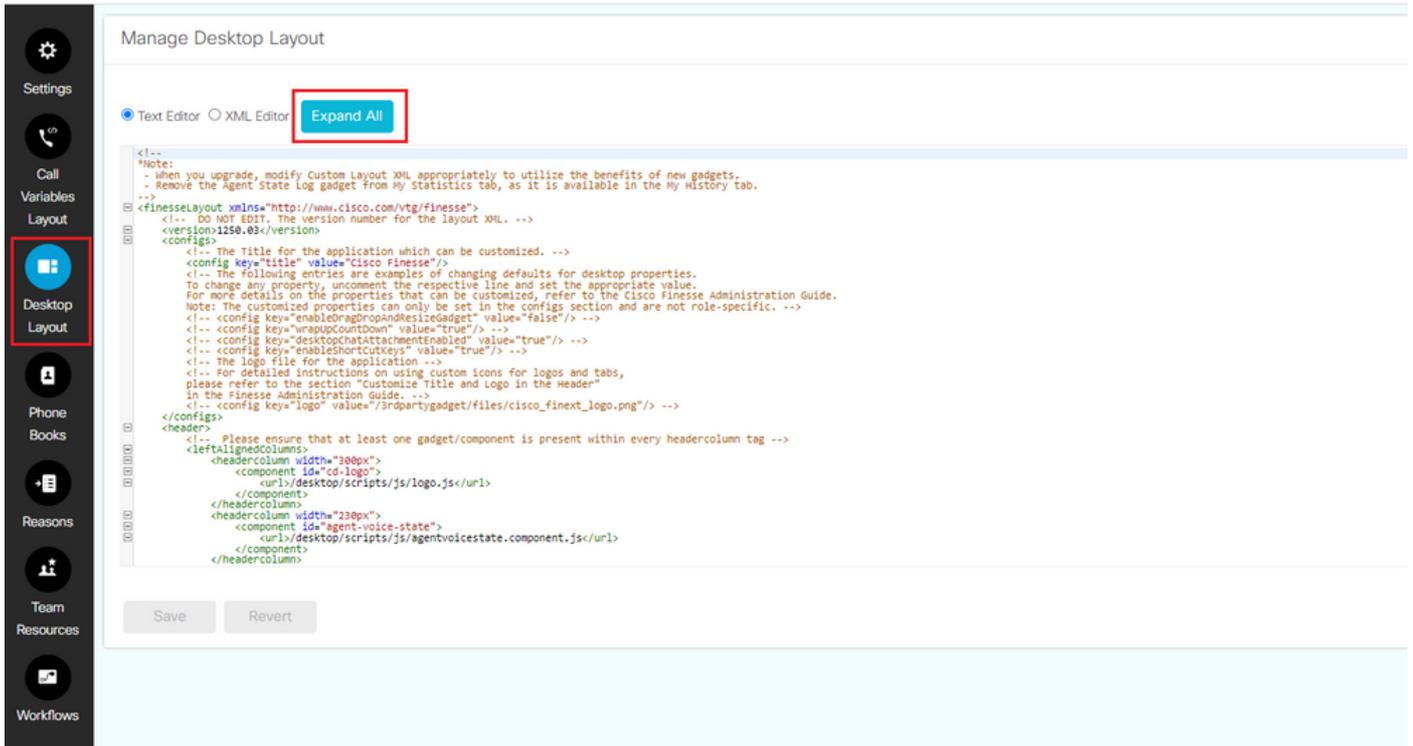
You can use an x at any position to keep the permission the original files have.

OK

Cancel

需要XML文件权限

9. 导航至Cisco Finesse Administration : https://FQDN:8445/cfadmin/container/?locale=en_US。编辑Finesse桌面布局文件。单击Expand All 如图所示。



Finesse桌面布局页面

10. 将小工具添加到Finesse桌面上的代理/主管角色的新选项卡并保存。

例如：

```

<tab>

  <id>Agent_Detail_Report</id>

  <label>Agent Detail Report</label>

  <gadgets>

    <gadget>/3rdpartygadget/files/AgentDetailReport.xml</gadget>

  </gadgets>

</tab>

```

```

</layout>
<role>Supervisor</role>
<page>
  <gadget>/desktop/scripts/js/callcontrol.js</gadget>
  <!--
The following Gadget is used for WebChat and Email. It is *ONLY* supported with WebChat and Email. If you are not using WebChat and Email, then
remove it. If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email
CSQs. To include this functionality:
1) Remove these comments leaving the gadget

RESTRICTIONS:
- The NonVoiceControl gadget must be configured as a page level gadget
- The NonVoiceControl gadget must not be configured in a column
- The NonVoiceControl gadget is a headless gadget(i.e., with no display of its own),
but has to be available for the agent's non-voice state control to be able to
set agent states for WebChat and Email.

-->
  <gadget hidden="true">https://localhost:8445/uccx-nvcontrol/gadgets/NonVoiceControl.xml</gadget>
</page>
<tabs>
  <tab>
    <id>Agent_Detail_Report</id>
    <label>Agent Detail Report</label>
    <gadgets>
      <gadget>/3rdpartygadget/files/AgentDetailReport.xml</gadget>
    </gadgets>
  </tab>
  <tab>
    <id>manageTeam</id>
    <label>Manage Team</label>
  </tab>
</tabs>

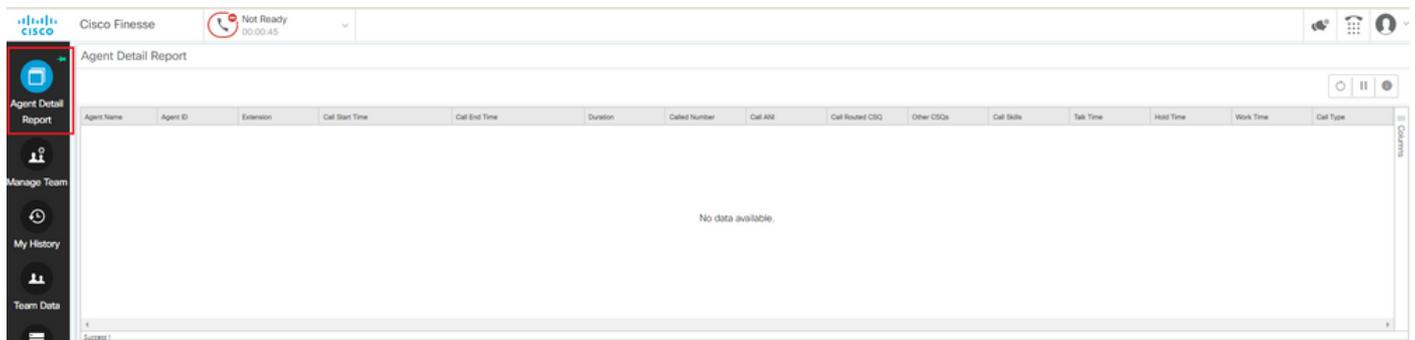
```

Finesse小工具配置

11. 从UCCX GUI重新启动这些服务：

- Cisco Unified CCX通知服务
- 思科Finesse Tomcat
- Unified CCX Socket.IO服务”

12. 登录到Finesse Desktop，并验证座席详细信息报告现在是否显示在新的选项卡中。



Finesse座席桌面视图

故障排除

- 遇到错误消息“呈现此小工具时出现问题。org.apache.shindig.common.xml.Xml异常：与元素类型“Content”关联的属性“href”应为开放报价。”，如图所示。



Finesse中的HREF错误

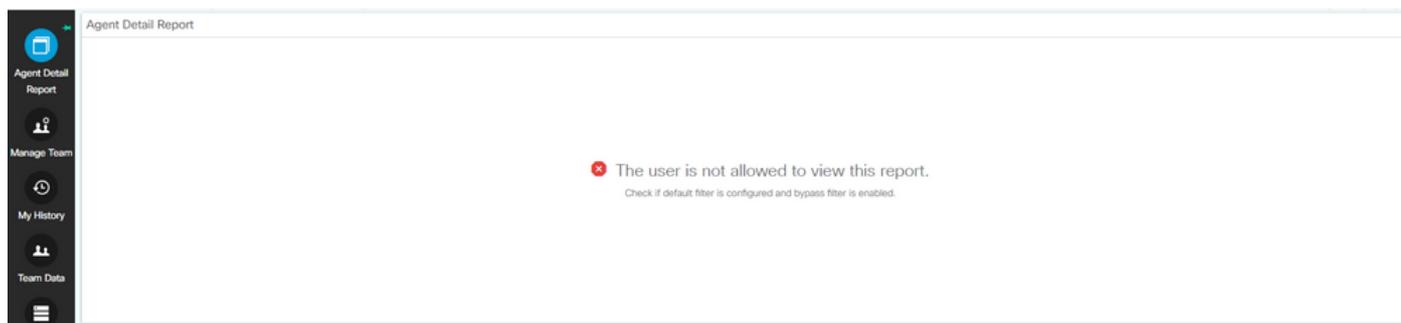
解决方案：

打开错误中提到的XML文件，并验证href属性后引号(“)内包含的永久链接是否已按照步骤5中的说明正确格式化。



XML文件格式

2. 尝试从Finesse桌面加载小工具时，用户收到错误“不允许用户查看此报告”。



Finesse座席桌面出错

解决方案：

确保取消选中选项Skip Filter during the report execution，如前面提到的第3步中所示。

在Actions菜单中，选择Set Default Filter，然后确保勾选选项Skip filter during the report execution（如图所示）。

Set Default Filter – Agent Detail Report – Test



Parameters

Interval* (@param1 - @param2)

Date Range

This Week

Time Range

All Day Custom

12:00:00 AM



to

11:59:59 PM



Resource Group Name (@param4)

Available: 0 Values

Search Available



Selected: 0 Values

Search Selected



Skip filter during the report execution

Save

设置报表的默认筛选器

常见问题

- 是否可以在单个选项卡下添加多个3rdpartygadgets？

可以，可以在单个选项卡下添加多个3rdpartygadgets。在桌面布局的步骤<gadgets>中添加新小工具。

- 重置3rdpartygadget用户密码是否影响/3rdpartygadget/files文件夹中的现有XML文件？

3rdpartygadget密码的用途是通过SFTP客户端访问3rdpartygadget/files文件夹并上传XML文件。因此，它不会影响任何现有配置。

关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言，希望全球的用户都能通过各自的语言得到支持性的内容。

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