



Cisco Finesse

This chapter contains the configuration procedures you must perform to configure Cisco Finesse on Side A and Side B.

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Configure CTI Server Settings in Cisco Finesse Primary Node

Procedure

- Step 1** Launch the URL `http://<HOST ADDRESS>/cfadmin`, where *hostname or IP address* is the hostname or IP address of your primary Finesse server.
- Step 2** Under Contact Center Enterprise CTI Server Settings, update the following:
- a) A Side Host/IP Address of Call Server Side A
 - b) A Side Port (CTI Server Port on Side A)—42027
 - c) Peripheral ID (of CallManager PIM)—5000
 - d) B Side Host/IP Address of Call Server Side B
 - e) B Side Port (CTI Server Port on Side B)—43027
- Step 3** Click **Save**.
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Configure Unified Contact Center Enterprise Administration and Data Server

Procedure

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- Step 1** Under Contact Center Enterprise Administration & Data Server Settings, update the following:
- a) Primary Host/IP Address (of Side A AW Server)
 - b) Database Port: 1433
 - c) Backup Host/Ip Address (of Side B AW Server)
 - d) Domain (required field): The name of the Unified CCE to which Finesse connects.
 - e) AW Database Name: <ucceinstance_awdb>
 - f) UserName: The domain username that is required to sign in to the database. Cannot be SQL user.
 - g) Password: The password required to sign in to the database.
- Step 2** Click **Save**.
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Restart Tomcat

After changing and saving any value on Contact Center Enterprise Administration Server Settings, you must restart the Cisco Tomcat Service on the primary Finesse server.

Procedure

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- Step 1** To stop the Cisco Tomcat service, enter this CLI command: **utils service stop Cisco Tomcat** .
- Step 2** To start the Cisco Tomcat service, enter this CLI command: **utils service start Cisco Tomcat** .
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Live Data reports

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



Note

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

Prerequisites for Live Data

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

- You must have the Live Data reports configured and working in Cisco Unified Intelligence Center.
- You must use either HTTP or HTTPS for both Cisco Unified Intelligence Center and Finesse. You cannot use HTTP for one and HTTPS for the other. The default setting for both after a fresh installation is HTTPS. If you want to use HTTP, you must enable it on both Cisco Unified Intelligence Center and Finesse. For information about enabling HTTP for Cisco Unified Intelligence Center, see the *Administration Console User Guide for Cisco Unified Intelligence Center*.
- Ensure that user synchronization is enabled for Cisco Unified Intelligence Center. For more information, see the *Administration Console User Guide for Cisco Unified Intelligence Center*.
- If your deployment uses HTTPS, you must upload security certificates to the Finesse and Cisco Unified Intelligence Center servers. Both Finesse and Cisco Unified Intelligence Center are installed with self-signed certificates. However, if you use the self-signed certificates, agents and supervisors must accept certificates in the Finesse desktop when they sign in before they can use the Live Data gadget. To avoid this requirement, you can provide a CA certificate instead. You can obtain a CA certificate from a third-party certificate vendor or produce one internal to your organization. See the Live Data information in the [Reference](#) chapter.

Add Live Data reports to Finesse

The following sections describe how to add the Live Data reports to the Finesse desktop. The procedure that you follow depends on your deployment. The following table describes when to use each procedure.

Procedure	When to use
Add Live Data reports to default desktop layout	Use this procedure if you want to add Live Data reports to the Finesse desktop after a fresh installation or after an upgrade if you have not customized the default desktop layout.
Add Live Data reports to custom desktop layout	Use this procedure if you have customized the Finesse desktop layout.
Add Live Data reports to team layout	Use this procedure if you want to add Live Data reports to the desktop layout for specific teams only.

Add Live Data reports to default desktop layout

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

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

Procedure

- Step 1** Sign in to the Finesse administration console.
- Step 2** Click the **Desktop Layout** tab.
- Step 3** Remove the comment characters (<!-- and -->) from each report that you want to add to the desktop layout. Make sure you choose the reports that match the method your agents use to access the Finesse desktop (HTTP or HTTPS).
- Step 4** Replace my-cuic-server with the fully-qualified domain name of your Cisco Unified Intelligence Server.
- Step 5** Optionally, change the gadget height.

Example:

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

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

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

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

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

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

Add Live Data reports to custom desktop layout

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

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

Procedure

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

Example:

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

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

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

Example:

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

```
<layout>
  <role>Agent</role>
  <page>
    <gadget>/desktop/gadgets/CallControl.jsp</gadget>
  </page>
  <tabs>
    <tab>
      <id>home</id>
      <label>finesse.container.tabs.agent.homeLabel</label>
      <gadgets>
        <gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?
          gadgetHeight=310&viewId=99E6C8E210000141000000D80A0006C4&filterId=
            agent.id=CL%20teamName</gadget>
      </gadgets>
    </tab>
    <tab>
      <id>manageCall</id>
      <label>finesse.container.tabs.agent.manageCallLabel</label>
    </tab>
  </tabs>
</layout>
```

Step 6 Replace my-cuic-server with the fully-qualified domain name of your Cisco Unified Intelligence Server.

Step 7 Optionally, change the gadget height.

Example:

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

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

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

Step 8 Click **Save**.

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

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

Add Live Data reports to team layout

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

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

Procedure

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

Example:

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

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

- Step 5** Click the **Team Resources** tab.
- Step 6** Select the team from the list of teams for which you want to add the report.
- Step 7** In the Resources for <team name> area, click the **Desktop Layout** tab.
- Step 8** Check the **Override System Default** check box.
- Step 9** Paste the XML within the tab tags where you want it to appear.

Example:

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

```
<layout>
  <role>Agent</role>
  <page>
    <gadget>/desktop/gadgets/CallControl.jsp</gadget>
  </page>
  <tabs>
    <tab>
      <id>home</id>
      <label>finesse.container.tabs.agent.homeLabel</label>
      <gadgets>
        <gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?
          gadgetHeight=310&viewId=99E6C8E210000141000000D80A0006C4&filterId=
            agent.id=CL%20teamName</gadget>
      </gadgets>
    </tab>
    <tab>
      <id>manageCall</id>
```

```

        <label>finesse.container.tabs.agent.manageCallLabel</label>
      </tab>
    </tabs>
  </layout>

```

Step 10 Replace my-cuic-server with the fully-qualified domain name of your Cisco Unified Intelligence Server.

Step 11 Optionally, change the gadget height.

Example:

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

```

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

```

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

Step 12 Click **Save**.

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

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

Modify Live Data stock reports for Finesse

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



Note

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

Procedure

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

Example:

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

```

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

```

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

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

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

Example:

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

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

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

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

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

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

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