



## Manage Desktop Layout

---

- [Gadgets and Components, on page 1](#)
- [Finesse Desktop Layout XML, on page 3](#)
- [Default Layout XML, on page 3](#)
- [Update Default Desktop Layout, on page 6](#)
- [Contact Center AI Gadgets, on page 15](#)
- [Configure Multi-Tab Gadget Layout, on page 18](#)
- [Drag-and-Drop and Resize Gadget or Component, on page 20](#)
- [Drop Participants from Conference, on page 21](#)
- [Customize Desktop Properties, on page 23](#)
- [Horizontal Header, on page 25](#)
- [Customize Title and Logo in the Header, on page 25](#)
- [alternateHosts Configuration, on page 26](#)
- [Headless Gadget Configuration, on page 26](#)
- [Customize Icons in Left Navigation Bar, on page 27](#)
- [XML Schema Definition, on page 41](#)
- [Live Data Reports, on page 45](#)

## 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 18](#).

### 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 only supported at the page level. You must ensure that the call control gadget (`<gadget>/desktop/scripts/js/callcontrol.js</gadget>`) is placed within the `<page></page>` tag for it to work correctly. Don't place this gadget within a `<tab></tab>` tag.

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

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

## Procedure

**Step 1** Click **Desktop Layout**.

**Step 2** Select from the following editors:

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

**Step 3** Make changes to the XML as required.

### Example:

If you want to add a new tab called Reports, add the following XML within the tabs tags under the `<role>Agent</role>` tag:

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

If you want to add this tab to the supervisor desktop, add the XML within the tabs tags under the `<role>Supervisor</role>` tag.

To add a gadget to a tab, add the XML for the gadget within the gadgets tag for that tab.

```
<gadgets>
<gadget>https://<ipAddress>/gadgets/<gadgetname>.xml</gadget>
</gadgets>
```

Replace `<ipAddress>` with the IP address of the server where the gadget resides.

If you want to add multiple columns to a tab on the Finesse desktop, add the gadgets for each column within the columns tags for that tab. You can have up to four columns on a tab.

```
<tabs>
  <tab>
    <id>home</id>
    <icon>home</icon>
```

```

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

```

**Step 4** Click **Save**.

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

**Step 5** After you save your changes, if you want to revert to the last saved desktop layout, click **Revert**. If you want to revert to the default desktop layout, click **Restore Default Layout**.

**Note** During upgrade, any changes made to the Cisco Finesse Default Layout won't be updated. Click on **Restore Default Layout** to get the latest changes.

---

The Finesse default XML layout is as follows:

```

<finesseLayout xmlns="http://www.cisco.com/vtg/finesse">
  <!-- DO NOT EDIT. The version number for the layout XML. -->
  <version>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>

Analytics.
        <!-- The following gadget is for WXM Customer Experience
        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&viewId=5FA44C6F930C4A64A6775B21A17EED6A&filterId=agentTaskLog.id=CL%20teamName</gadget>

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

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

        </gadgets>
    </column>
</columns>
</tab>
<!--
The following Gadgets are for LiveData.
If you wish to show More LiveData Reports, then do the following:
    1) Uncomment each Gadget you wish to show.
    2) Replace all instances of "my-cuic-server.com" with the Fully Qualified
Domain Name of your Intelligence Center Server.
    3) [OPTIONAL] Adjust the height of the gadget by changing the "gadgetHeight"
parameter.
    IMPORTANT NOTES:
        - In order for these Gadgets to work, you must have performed all documented
pre-requisite steps.
        - Do *NOT* change the viewId (unless you have built a custom report and
know what you are doing).
        - The "teamName" will be automatically replaced with the Team Name of the
User logged into Finesse (for Team-specific layouts).
-->
<!-- If you are showing the "More Live Data Reports" tab, then also uncomment
this section.
<tab>
    <id>moreLiveDataReports</id>
    <icon>reports-more</icon>
    <label>finesse.container.tabs.agent.moreLiveDataReportsLabel</label>
    <gadgets>
-->
<!-- 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&viewId_1=99E6C8E210000141000000D80A0006C4&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&viewId_1=9AB7848B10000141000001C50A0006C4&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&viewId=630CB4C96B0045D9BFF295A49A0BA45E&filterId=agentTaskLog.id=AgentEvent:Id&

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

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

              type=dynamic&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 webservice 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.

---

### Procedure

- 
- 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**.

### Procedure

- 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.

# 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.

## Procedure

**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.

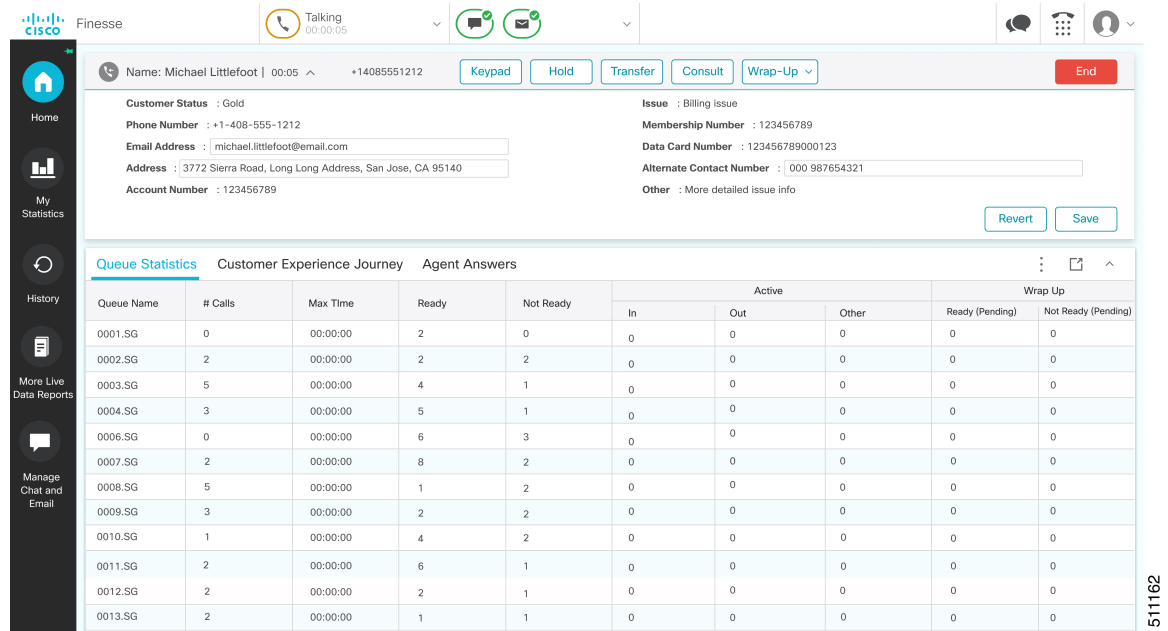
**Figure 1: Default layout**

The screenshot displays the Cisco Finesse desktop interface. At the top, there's a navigation bar with the Cisco logo, 'Finesse' text, and various status icons (Talking, Keypad, Hold, Transfer, Consult, Wrap-Up, End). Below this is a customer profile section for Michael Littlefoot, showing contact details like phone number, email, address, and account number. A 'Customer Experience Journey' section follows, displaying a list of NPS and CSAT scores with their respective collection dates and a sample customer comment. The 'Agent Answers' section at the bottom shows a list of available answers, such as 'Maintenance Plan' and 'Battery Issue'. A vertical sidebar on the left contains navigation options like Home, My Statistics, Manage Customers, Manage Chat and Email, More Reports, and Teams. The number '511163' is visible in the bottom right corner of the screenshot area.

```
<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.



- 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 23](#).

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 23](#).

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.

**Procedure**

- 
- Step 1** Click **Desktop Layout**.
- Step 2** Select from the following editors:
- **Text Editor**
  - **XML Editor**
- Step 3** Enter the desktop property name in the config key tag.

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

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

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

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

The following table lists the supported desktop properties:

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

---

## Horizontal Header

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

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



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

---

## Customize Title and Logo in the Header

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

### Procedure

---

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

### Example:

```
<configs>
  <!-- The Title for the application which can be customised.-->
```

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

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



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

## alternateHosts Configuration

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

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

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

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

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

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

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



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

## Headless Gadget Configuration

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

# Customize Icons in Left Navigation Bar

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

## Procedure

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

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

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

### Example:

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

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

# Customize Icons for Gadgets

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





















## Procedure

**Step 1** Click **Desktop Layout**.

**Step 2** Select from the following editors:

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

**Step 3** Enter the value of the icon in the icon tag. Get the icon name from the [List of Icons, on page 29](#). 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 29](#).

## 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>
```























```

        </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










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
























The following are the icons for Camera.

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







The following are the icons for Chat.

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



















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            |  |


























The following are the icons for Contacts.

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

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















The following are the icons for Editor.

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








The following are the icons for Email.

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






The following are the icons for Hardware.

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















The following are the icons for Media.

	image
	sound
	music
	graph
	text
	tables
	zip

The following are the icons for Navigation.

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

The following are the icons for Network.

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

The following are the icons for Notifications and Alerts.

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

510892













The following are the icons for Phone.

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






























510893

The following are the icons for Sources.







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































































The following are the icons for Settings.

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

The following are the icons for Video Controls.

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

































The following are the icons for Miscellaneous Icons.

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








































510898

510899







































List of Icons

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

510900

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

510901

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

510902

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

## XML Schema Definition

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

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

```

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

```

```

<!-- definition of role type -->
<xs:simpleType name="role">
  <xs:restriction base="xs:string">
    <xs:enumeration value="Agent" />
    <xs:enumeration value="Supervisor" />
    <xs:enumeration value="Admin" />
  </xs:restriction>
</xs:simpleType>
<!-- definition of simple elements -->
<xs:element name="id">
  <xs:simpleType>
    <xs:restriction base="xs:string">
      <xs:pattern value="[a-zA-Z]([-_\.a-zA-Z0-9])*" />
    </xs:restriction>
  </xs:simpleType>
</xs:element>
<xs:element name="label">
  <xs:simpleType>
    <xs:restriction base="xs:string">
      <xs:minLength value="1" />
      <xs:pattern value="^[^\r\n]+" />
      <!-- This regex restricts the label string from carriage returns or newline
characters -->
    </xs:restriction>
  </xs:simpleType>
</xs:element>
<xs:element name="icon" type="xs:anyURI" />
<xs:element name="gadget">
  <xs:complexType>
    <xs:simpleContent>
      <xs:extension base="restrictWhiteSpaces">
        <!-- <xs:attribute name="staticMessage" type="xs:string"/> -->
        <xs:attribute name="id">
          <xs:simpleType>
            <xs:restriction base="xs:string">
              <xs:pattern value="[a-zA-Z]([-_a-zA-Z0-9])*" />
            </xs:restriction>
          </xs:simpleType>
        </xs:attribute>
        <xs:attribute name="alternateHosts" type="xs:string" />
        <xs:attribute name="managedBy" type="xs:string" />
        <xs:attribute name="hidden" type="xs:boolean" />
      </xs:extension>
    </xs:simpleContent>
  </xs:complexType>
</xs:element>
<xs:element name="role" type="role" />
<xs:element name="gadgets">
  <!-- Grouping of a set of gadgets -->
  <xs:complexType>
    <xs:sequence minOccurs="0" maxOccurs="unbounded">
      <!-- No limit to number of gadget URIs for now -->
      <xs:element ref="gadget" />
      <!-- URI of the gadget xml -->
    </xs:sequence>
  </xs:complexType>
</xs:element>
<xs:simpleType name="restrictWhiteSpaces">
  <xs:restriction base="xs:anyURI">
    <xs:minLength value="1" />
    <xs:pattern value="\S+" />
    <!-- This regex restricts anyURI from containing whitespace within -->
  </xs:restriction>
</xs:simpleType>

```

```

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

```



```

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

```

## Live Data Reports

### Prerequisites for Live Data

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

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

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

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

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

- For HTTPS, you must upload security certificates to the Finesse, Cisco Unified Intelligence Center and Live Data servers. Finesse, Cisco Unified Intelligence Center, and Live Data are installed with self-signed certificates. However, if you use the self-signed certificates, agents and supervisors must accept certificates in the Finesse desktop when they sign in before they can use the Live Data gadget. To avoid this requirement, you can provide a CA certificate instead. You can obtain a CA certificate from a third-party certificate vendor or produce one internal to your organization.

### Add Live Data Reports to Finesse

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

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

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



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



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

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

## Add Live Data Reports to Default Desktop Layout

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

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

### Procedure

**Step 1** Click **Desktop Layout**.

**Step 2** Select from the following editors:

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

**Step 3** Add the reports to the desktop layout:

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

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

**Step 4** Click **Save**.

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

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

---

## Add Live Data Reports to Custom Desktop Layout

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

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

### Procedure

---

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

**Step 2** Select from the following editors:

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

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

**Example:**

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

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

**Step 4** 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:

### Procedure

---

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

**Step 2** Select from the following editors:

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

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

**Example:**

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

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

**Step 4** Click **Team Resources**.

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

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

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

**Step 8** Select from the following editors:

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

**Step 9** 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.

### Procedure

**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.

### Procedure

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