



## Manage Third-Party Gadgets

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### 3rdpartygadget Account

The 3rdpartygadget account is used to upload third-party gadgets to the Finesse server. Before you can use this account, you must set the password.

Run the following command to set or reset the password of the 3rdpartygadget account (where *password* is the new password for the account):

```
utils reset_3rdpartygadget_password password
```



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**Note** Passwords cannot contain spaces or double quotes.

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**Note** If you plan to upload third-party gadgets to the Finesse server, you must have a developer support services contract or work with a Cisco partner who has a developer support services contract. For more information about uploading third-party gadgets, see the *Cisco Finesse Web Services Developer Guide*.

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### Upload Third-Party Gadgets

After you set the password for the 3rdpartygadget account, you can use SFTP to upload third-party gadgets to the Finesse server, as illustrated in the following example. Note that third-party gadget files must be .xml files. It does not support .jsp files.



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**Note** Finesse allows you to upload third-party gadgets to your own web server, however, you must ensure that the Finesse server has access to your web server.

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```
my_workstation:gadgets user$ sftp 3rdpartygadget@<finesse>
3rdpartygadget@<finesse>'s password:
Connected to <finesse>.
sftp> cd /files
sftp> put HelloWorld.xml
Uploading HelloWorld.xml to /files/HelloWorld.xml
HelloWorld.xml
sftp> exit
```

After you upload a gadget, it is available under the following URL:

`https://<finesse>/3rdpartygadget/files/`

To access the gadget uploaded in the previous example, use the following URL:

`https://<finesse>/3rdpartygadget/files/HelloWorld.xml`

When you add a gadget to the desktop layout, that gadget can be referenced using a relative path. For more information on adding third party gadgets to the Finesse desktop layout, see the section *Manage Desktop Layout* in the *Cisco Finesse Administration Guide*.

To include the gadget that was uploaded in the previous example in the desktop layout, add the following XML (highlighted) to the layout:

```
<finesseLayout xmlns="http://www.cisco.com/vtg/finesse">
  <layout>
    <role>Agent</role>
    <page>
      <gadget>/desktop/gadgets/CallControl.jsp</gadget>
      <gadget>/3rdpartygadget/files/HelloWorld.xml</gadget>
    </page>
    ...
  </layout>
  <layout>
    <role>Supervisor</role>
    <page>
      <gadget>/desktop/gadgets/CallControl.jsp</gadget>
      <gadget>/3rdpartygadget/files/HelloWorld.xml</gadget>
    </page>
    ...
  </layout>
</finesseLayout>
```




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**Note** You cannot delete, rename or change permissions of a folder while using SFTP in 3rd party gadget accounts for Unified CCX deployments. To perform these actions, SELinux has to be in permissive mode. This can be accomplished by running the following CLI command:

**utils os secure permissive**

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**Note** Because of browser caching and caching in the Finesse web server, you may need to clear the browser cache or restart the Cisco Finesse Tomcat service before gadget changes take effect. If you make a change to a gadget and the change is not reflected on the Finesse desktop, clear your browser cache.

If you do not see the changes after you clear the browser cache, use the following CLI command to restart the Cisco Finesse Tomcat service:

```
admin:utils service restart Cisco Finesse Tomcat
```

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### Third-Party Gadget Limitations

Third-party gadgets must be .xml files. You cannot use .jsp files.

## Cisco Webex Experience Management

Cisco Webex Experience Management (Experience Management) is the platform for Customer Experience Management (CEM), integrated with powerful tools that allow you to see your business from your customers' perspective. Experience Management has all the sophisticated features and functionality including customer journey mapping, text analytics, and predictive modeling in a single point-n-click platform.

For more information, see the Cisco Webex Experience Management Integration section in *Cisco Unified Contact Center Enterprise Features Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html>.

Cloud Connect is a component that hosts services that allow customers to use cloud capabilities such as Cisco Webex Experience Management. The administrator can configure the Cloud Connect server settings in the Finesse administration console to contact the Cisco cloud services. For more information, see [Cloud Connect Server Settings](#).

## Configure Experience Management Gadgets for Finesse Desktop

Experience Management Activation Team provides the details to log in to Experience Management. For more information, see [Cisco Webex Experience Management Activation](#).

Gadgets are displayed by default in the **Spaces** tab of the Experience Management. To know more about default gadgets and derive meaningful insights from them, see [Cisco Webex Experience Management Gadgets](#).

To export the Cisco Finesse gadget code from Experience Management, see [Export Cisco Finesse Gadget Code](#).

To add Experience Management gadgets in Finesse desktop layout, see [Add Experience Management Gadgets](#).

### Experience Management Gadgets—Task Activity Notification



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**Note** This is supported from Cisco Finesse, Release 12.5(1) ES3 onwards.

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`TaskActivityNotification` API is a mechanism by which the Finesse desktop can now provide a way for gadgets to sense the digital channel task worked on by an agent, across different media. The notifications

inform the desktop and other subscribers about which non-voice media dialog is currently selected or de-selected by the agent.

This can be used for showing or processing the relevant information associated with the task activity automatically, in supporting gadgets, which subscribe for these activity notifications, when the agent switches between different tasks.



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**Note** The feature requires participating gadgets to publish and subscribe for the activity notifications. The Finesse desktop by itself cannot provide these notifications or provide task activity processing based on these notifications.

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The implementation of task activity notification is provided by digital channel gadgets such as Cisco Enterprise Chat and Email (ECE). The ECE gadget provides task notifications, and Cisco Webex Experience Management gadget subscribes and displays customer journey information corresponding to the task which is currently active.

For more information on the `TaskActivityNotification` API, see *Developer Guide* at <https://developer.cisco.com/docs/finesse/#!rest-api-dev-guide>.

For more information on digital survey, see the Webex Experience Management Digital Channel chapter in *Cisco Unified Contact Center Enterprise Features Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html>.

For more information on Cisco Enterprise Chat and Email, see <https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/series.html>.