





**Cisco Unified Contact Center Express**

**Configuration Report**

**Test Customer**

**As-Built Documentation for project**

April 20, 2020

**Document Information - Universal**

**Version Status**

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| **Release Number** | **Date** | **Reason for Version** |
| 1.0 | April 20, 2020 | Release |
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**Client Information**

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# 1 Report Summary

This configuration report contains the configuration objects for the Cisco Unified Contact Center Express (Unified CCX) cluster.

Cisco Unified Contact Center Express meets the needs of midmarket and enterprise branch-office or departmental companies that need easy-to-deploy, easy-to-use, secure, virtual, highly available, and sophisticated customer interaction management for up to 400 agents. Cisco Unified Contact Center Express support for powerful, agent-based service as well as fully integrated self-service applications results in reduced business costs and improved customer response by providing sophisticated and distributed automatic call distributor (ACD), interactive voice response (IVR), computer telephony integration (CTI), and agent and desktop services in a single-server, contact-center-in-a-box deployment while offering the flexibility to scale to larger, more demanding environments. Cisco Unified Contact Center Express helps ensure your business rules for inbound and outbound voice and email; and customer interaction management helps ensure that each contact is delivered to the right agent the first time.

To help companies provide efficient, effective, customer-focused service in the contact center, supervisors must have the tools they need to manage team performance. Cisco Unified Workforce Optimization for Cisco Unified Contact Center Express helps supervisors and other managers align contact center performance with business objectives by integrating workforce optimization into the team's daily workflow. Cisco Unified Contact Center Express is provided in three versions: Standard, Enhanced, and Premium, to better match product functions with your customer contact interaction management requirements. All Cisco Unified Contact Center Express products are tightly integrated with Cisco Unified Communications Manager.

Cisco Unified Contact Center Express (Unified CCX), a member of the Cisco Unified Communications family of products, manages customer voice contact centers for departments, branches, or small to medium-size companies planning to deploy an entry-level or mid-market contact center solution.

A single-server, integrated 'contact center in a box' intended for both formal and informal contact centers, Cisco Unified Contact Center Express delivers:

* Sophisticated call routing and comprehensive contact management capabilities
* Powerful, automatic call distributor features including conditional routing, call-in-queue and expected-wait-time messages, enterprise data displays, real-time data, and historical reporting
* Presence integration for increased caller satisfaction through improved agent performance and knowledge worker expertise
* Workforce Optimization, including Workforce Management, Quality Management and Advanced Quality Management
* Blended Preview Outbound Dialer and outbound interactive voice response capabilities
* Blended Agent Email
* Easy-to-use administration features
* Mobile Supervisor enabling real-time reports on the go
* Simplified installation, configuration, and application hosting

|  |  |
| --- | --- |
| **Report Info** | |
| Report Date | 20-Apr-20 5:00:57 PM |
| Report generated for | Test Customer |
| Description | As-Built Documentation for project |
| **Server Info** | |
| UCCX version | 12.5.1.10000-31.i386 |
| UCCX IP | uccx119.lab.test |
| **Report Settings** | |
| Report Type | Direct Report |
| Visual Style | Blu Light.css |
| Report Content | All objects |
| Template HTML | UCCXreportTemplate.htm |
| Template Word | Triangle\_Green-universal.doc |
| **Report Tool Info** | |
| Report Tool Version | 12.0.23 / 20 April 2020 |
| Report Tool License | Licensed [Ent all] |

# 2 System

The System menu of the Unified CCX Administration system provides options for performing system-related tasks. Depending on the product package you purchased, the System menu contains some or all of the following menu options:

* Server
* System Parameters
* Recording Configuration (for UCCX versions 10 and later)
* License Information
* Language Information

## 2.1 Server

This section list the servers in the cluster. Each server information includes Host Name(IP Address), MAC Address, and description of the server.

The following servers are configured in the cluster:

| **Servers** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **Host Name/IP** | **Node ID** | **Type** | **IPv6** | **MAC Address** | **Description** |
| uccx119 | 2 | Publisher |  |  |  |

## 2.2 Services

The following services are present on this server:

| **Services** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **Server Name** | **Node Type** | **Service Name** | **Status** | **Activation Status** | **Start Time** |
| uccx119.lab.test | Publisher | A Cisco DB | Started | Activated | Wed Apr 15 12:01:10 2020 |
| uccx119.lab.test | Publisher | A Cisco DB Replicator | Started | Activated | Wed Apr 15 12:01:11 2020 |
| uccx119.lab.test | Publisher | Cisco AMC Service | Started | Activated | Wed Apr 15 12:01:38 2020 |
| uccx119.lab.test | Publisher | Cisco Audit Event Service | Started | Activated | Wed Apr 15 12:01:39 2020 |
| uccx119.lab.test | Publisher | Cisco CDP | Started | Activated | Wed Apr 15 12:01:26 2020 |
| uccx119.lab.test | Publisher | Cisco CDP Agent | Started | Activated | Wed Apr 15 12:01:20 2020 |
| uccx119.lab.test | Publisher | Cisco CallManager Serviceability | Started | Activated | Wed Apr 15 12:10:29 2020 |
| uccx119.lab.test | Publisher | Cisco Certificate Change Notification | Started | Activated | Wed Apr 15 12:01:33 2020 |
| uccx119.lab.test | Publisher | Cisco Certificate Expiry Monitor | Started | Activated | Wed Apr 15 12:01:32 2020 |
| uccx119.lab.test | Publisher | Cisco Cloud Connect Container Manager | Stopped | Activated | < None > |
| uccx119.lab.test | Publisher | Cisco DRF Local | Started | Activated | Wed Apr 15 12:01:31 2020 |
| uccx119.lab.test | Publisher | Cisco DRF Master | Started | Activated | Wed Apr 15 12:01:30 2020 |
| uccx119.lab.test | Publisher | Cisco Database Layer Monitor | Started | Activated | Wed Apr 15 12:01:12 2020 |
| uccx119.lab.test | Publisher | Cisco Finesse Tomcat | Started | Activated | Wed Apr 15 12:01:59 2020 |
| uccx119.lab.test | Publisher | Cisco Identity Service | Started | Activated | Wed Apr 15 12:01:43 2020 |
| uccx119.lab.test | Publisher | Cisco Log Partition Monitoring Tool | Started | Activated | Wed Apr 15 12:01:25 2020 |
| uccx119.lab.test | Publisher | Cisco RIS Data Collector | Started | Activated | Wed Apr 15 12:01:37 2020 |
| uccx119.lab.test | Publisher | Cisco RTMT Reporter Servlet | Started | Activated | Wed Apr 15 12:10:29 2020 |
| uccx119.lab.test | Publisher | Cisco Syslog Agent | Started | Activated | Wed Apr 15 12:01:21 2020 |
| uccx119.lab.test | Publisher | Cisco Tomcat | Started | Activated | Wed Apr 15 12:01:15 2020 |
| uccx119.lab.test | Publisher | Cisco Tomcat Stats Servlet | Started | Activated | Wed Apr 15 12:10:42 2020 |
| uccx119.lab.test | Publisher | Cisco Trace Collection Service | Started | Activated | Wed Apr 15 12:01:35 2020 |
| uccx119.lab.test | Publisher | Cisco Trace Collection Servlet | Started | Activated | Wed Apr 15 12:10:42 2020 |
| uccx119.lab.test | Publisher | Cisco Unified CCX Administration | Started | Activated | Wed Apr 15 12:09:51 2020 |
| uccx119.lab.test | Publisher | Cisco Unified CCX CVD Dependent Webapp | Started | Activated | Wed Apr 15 12:09:51 2020 |
| uccx119.lab.test | Publisher | Cisco Unified CCX Cluster View Daemon | Started | Activated | Wed Apr 15 12:01:14 2020 |
| uccx119.lab.test | Publisher | Cisco Unified CCX Configuration API | Started | Activated | Wed Apr 15 12:09:51 2020 |
| uccx119.lab.test | Publisher | Cisco Unified CCX DB Perfmon Counter Service | Started | Activated | Wed Apr 15 12:01:51 2020 |
| uccx119.lab.test | Publisher | Cisco Unified CCX Database | Started | Activated | Wed Apr 15 12:01:13 2020 |
| uccx119.lab.test | Publisher | Cisco Unified CCX Engine | Started | Activated | Wed Apr 15 12:01:57 2020 |
| uccx119.lab.test | Publisher | Cisco Unified CCX Notification Service | Started | Activated | Wed Apr 15 12:01:58 2020 |
| uccx119.lab.test | Publisher | Cisco Unified CCX Perfmon Counter Service | Started | Activated | Wed Apr 15 12:01:53 2020 |
| uccx119.lab.test | Publisher | Cisco Unified CCX SNMP Java Adapter | Started | Activated | Wed Apr 15 12:01:49 2020 |
| uccx119.lab.test | Publisher | Cisco Unified CCX Serviceability | Started | Activated | Wed Apr 15 12:10:42 2020 |
| uccx119.lab.test | Publisher | Cisco Unified CCX Socket.IO Service | Started | Activated | Wed Apr 15 12:01:55 2020 |
| uccx119.lab.test | Publisher | Cisco Unified CCX Voice Subagent | Started | Activated | Wed Apr 15 12:01:49 2020 |
| uccx119.lab.test | Publisher | Cisco Unified CCX WebServices | Started | Activated | Wed Apr 15 12:09:51 2020 |
| uccx119.lab.test | Publisher | Cisco Unified Intelligence Center Reporting Service | Started | Activated | Wed Apr 15 12:01:40 2020 |
| uccx119.lab.test | Publisher | Cisco Unified Intelligence Center Serviceability Service | Started | Activated | Wed Apr 15 12:01:41 2020 |
| uccx119.lab.test | Publisher | Cisco Unified Serviceability RTMT | Started | Activated | Wed Apr 15 12:10:29 2020 |
| uccx119.lab.test | Publisher | Cisco Web Proxy Service | Started | Activated | Wed Apr 15 12:01:44 2020 |
| uccx119.lab.test | Publisher | Docker Engine | Stopped | Activated | < None > |
| uccx119.lab.test | Publisher | Host Resources Agent | Started | Activated | Wed Apr 15 12:01:18 2020 |
| uccx119.lab.test | Publisher | MIB2 Agent | Started | Activated | Wed Apr 15 12:01:17 2020 |
| uccx119.lab.test | Publisher | Platform Administrative Web Service | Started | Activated | Wed Apr 15 12:09:51 2020 |
| uccx119.lab.test | Publisher | Platform Communication Web Service | Started | Activated | Wed Apr 15 12:10:42 2020 |
| uccx119.lab.test | Publisher | SNMP Master Agent | Started | Activated | Wed Apr 15 12:01:16 2020 |
| uccx119.lab.test | Publisher | SOAP -Log Collection APIs | Started | Activated | Wed Apr 15 12:10:29 2020 |
| uccx119.lab.test | Publisher | SOAP -Performance Monitoring APIs | Started | Activated | Wed Apr 15 12:10:29 2020 |
| uccx119.lab.test | Publisher | SOAP -Real-Time Service APIs | Started | Activated | Wed Apr 15 12:10:29 2020 |
| uccx119.lab.test | Publisher | System Application Agent | Started | Activated | Wed Apr 15 12:01:19 2020 |
| uccx119.lab.test | Publisher | Cisco DirSync | Stopped | Deactivated | < None > |
| uccx119.lab.test | Publisher | Cisco Serviceability Reporter | Stopped | Deactivated | < None > |

## 2.3 System Parameters

The system parameter section defines the number of historical reporting clients, the recording count, port settings, the default session timeout, and codec.

The following system parameters are configured in the cluster:

| **System Parameters Configuration** | | | |
| --- | --- | --- | --- |
| **Section** | **Parameter Name** | **Parameter Value** | **Suggested Value** |
| Generic System Parameters | System Time Zone\* | Pacific Standard Time |  |
| Internationalization Parameters | Customizable Locales |  |  |
| Internationalization Parameters | Default Currency\* | American Dollar [USD] | American Dollar |
| Media Parameters | Codec | G711 | G711 |
| Media Parameters | MRCP Version | MRCPv2 | MRCPv2 |
| Media Parameters | Default TTS Provider | < NONE > |  |
| Media Parameters | User Prompts override System Prompts | Disable |  |
| Application Parameters | Supervisor Access | No Access to Teams |  |
| Application Parameters | Max Number of Executed Steps\* | 1000 | 1000 |
| Application Parameters | Additional Tasks\* | 0 | 0 |
| Application Parameters | Default Session Timeout\* | 30 | 30 minutes |
| Application Parameters | Enterprise Call Info Parameter Separator\* | | | | |
| Application Parameters | Agent State after Ring No Answer\* | Not Ready | Not Ready |
| Application Parameters | Change Agent State to Not Ready when Agent Busy on Non ACD Line | Disable |  |
| Application Parameters | Number of Direct Preview Outbound seats\* | 6 |  |
| Application Parameters | Live Data - Short Term Reporting Duration | 5 | 5 minutes |
| Application Parameters | Persistent Connection | Enable |  |
| System Ports Parameters | RMI Port\* | 6999 | 6999 |
| System Ports Parameters | RmCm TCP Port\* | 12028 | 12028 |
| System Ports Parameters | Master Listener TCP Port\* | 1994 | 1994 |
| Proxy Parameters | Http |  |  |
| Proxy Parameters | SOCKS Proxy |  | 1080 |
| Proxy Parameters | SOCKS Username |  |  |
| Proxy Parameters | SOCKS Password |  |  |

## 2.4 License Information

Cisco Unified Contact Center Express is provided in three versions: Standard, Enhanced, and Premium licensing packages.The uploaded licenses define the feature set for a Unified CCX system and the subsystems available in the configuration.

The following licenses are available in the cluster:

|  |
| --- |
| **Configured Licenses:** |

## 2.5 Standalone CUIC Configuration

Cisco Unified Intelligence Center is a comprehensive, end-to-end reporting solution designed to make the task of creating reports easier for the user.

The core reporting component of Unified Intelligence Center is bundled with Unified CCX.

The following CUIC server is configured:

|  |  |
| --- | --- |
| **CUIC Configuration** | |
| FQDN |  |
| Datasource Name |  |
| User Name |  |

## 2.6 Language Information

The Languages configuration settings are used to enable and configure languages to be used with Cisco Unified Contact Center Express CAD and CSD. Enabling a language allows it to be used to play prompts and grammars through Cisco Unified IP IVR.

The following languages configuration settings have been configured:

|  |  |
| --- | --- |
| **Language Configuration** | |
| IVR Language\* | English (United States) [en\_US] |

# 3 Applications

The process of configuring Cisco script applications includes uploading Unified CCX scripts and pre-recorded prompts, installing grammars and customized languages, and adding triggers to applications.

This section contains the following chapters:

* Application Management
* Script Management
* Prompt Management
* Grammar Management
* Document Management
* AAR Management (missing in report)
* Calendar Management (UCCX v12 and later)

## 3.1 Application Management

Cisco script applications are based on scripts that you must upload to the repository and make available to the Unified CCX system.

A Cisco application has one or more triggers so that the application can respond to Unified CM and Unified CME Telephony calls and HTTP requests.

Triggers are specified signals that invoke application scripts in response to incoming contacts. The Unified CCX system uses Unified CM/Unified CME Telephony triggers to trigger responses to telephone calls and HTTP triggers to respond to HTTP requests.

The following applications are present:

| **Applications** | |
| --- | --- |
| **Name** | **Details** |
| Application1 | |  |  | | --- | --- | | ID | 0 | | Type | Cisco Script Application | | Maximum Number of Sessions | 2 | | Script | SSCRIPT[aa.aef] | | Description | Application1 | | Enabled | Y | | Default Script | System Default | | Telephony Triggers | 98001 98002 | | Http Triggers | /www.google.com | |
| Application-ICD | |  |  | | --- | --- | | ID | 1 | | Type | Cisco Script Application | | Maximum Number of Sessions | 2 | | Script | SSCRIPT[icd.aef] | | Description | Application-ICD | | Enabled | Y | | Default Script | System Default | | Telephony Triggers | 98003 | |
| RNA | |  |  | | --- | --- | | ID | 2 | | Type | Ring-No-Answer | | Maximum Number of Sessions | 2 | | Description | RNA | | Enabled | Y | | Telephony Triggers | 98004 | | Http Triggers | /www.yahoo.com | |

## 3.2 Script Management

Unified CCX applications are based on scripts created in the Unified CCX Editor. Cisco script applications are based on scripts that you must upload to the repository and make available to the Unified CCX system.

The following scripts are present:

< No records found >

## 3.3 Prompt Management

Many applications make use of pre-recorded prompts, stored as .wav files, which are played back to callers to provide information and elicit caller response. You must upload these .wav files to the repository and make them available to the Unified CCX system.

The following prompts are present:

< No records found >

## 3.4 Grammar Management

A grammar is a specific set of all possible spoken phrases and Dual Tone Multi-Frequency (DTMF) digits to be recognized by Unified CCX applications and acted upon during run time. The Unified CCX system uses specific grammars when recognizing and responding to caller response to prompts. You must store these grammars in a directory to make them available to the Unified CCX system.

The following grammars are present:

< No records found >

## 3.5 Document Management

Several system-level document files are loaded during Unified CCX installation. However, any file you create needs to be made available to the Unified CCX Engine before a Unified CCX application can use them. This is done through the Unified CCX cluster's Repository datastore, where the document files are created, stored, and updated.

The following documents are present:

< No records found >

## 3.6 Calendar Management

The Calendar Management section configures calendars to schedule business hours such as start and end time for business days, special days, and holidays. Calendars can be assigned to one or multiple supervisors or can be accessed by the Calendar Step in scripts.

* Calendar Management: Administrators can create calendars, configure business hours, special days, and holidays. Administrators can associate calendars with chat widget by using Chat Widget Configuration. Administrators can assign the calendars to supervisors so that supervisors can manage the calendars.
* Calendar Step: The calendars that are created in Unified CCX can be included in a script by using the Calendar Step in the Unified CCX Editor.

The following Calendars are configured:

| **Calendar Management** | |
| --- | --- |
| **Name** | **Details** |
| Calendar1 | |  |  | | --- | --- | | **Calendar Settings** | | | Name | Calendar1 | | Description | desc Calendar1 | | Time Zone | America/Los\_Angeles | | **Business Hours** | | | Business Days | 24 Hours x 7 Days | | **Schedule Custom Business Days** | | | Custom Hours | CustromDays1: Time Range 1: on 2020-04-21 from 12:00 AM to 12:10 AM  CustromDays1: Time Range 2: on 2020-04-21 from 12:00 PM to 12:05 PM  CustromDays2: Time Range 1: on 2020-04-22 from 12:00 PM to 12:18 PM | | **Schedule Holidays** | | | Dates | Holidays1: 2020-04-28  Holidays2: 2020-05-21 | |
| Calendar | |  |  | | --- | --- | | **Calendar Settings** | | | Name | Calendar | | Description | Desc Calendar | | Time Zone | America/Los\_Angeles | | **Business Hours** | | | Business Days | Flexible Hours | | Ranges | MON: Time Range 1 from 12:00 PM to 05:16 PM | | **Schedule Custom Business Days** | | | Custom Hours | Schedule 435435: Time Range 1: on 2020-04-22 from 12:00 PM to 04:03 PM | | **Schedule Holidays** | | | Dates | Holidays1: 2020-04-23 | |

# 4 Subsystems

The Subsystems menu of the Unified CCX Administration web interface provides access to the subsystems that are licensed for your Unified CCX system.

The Unified CCX system uses subsystems for communicating with other services. Depending on the Unified CCX package you have installed, the Subsystems menu may vary.

This section contains the following chapters:

* CUCM Telephony
* RmCm (Resource Management)
* Chat (for UCCX versions 10 and later)
* Outbound Campaigns [Premium license required]
* Database [Premium license required]
* HTTP [Premium license required]
* Email (for UCCX versions 10 and later)
* Cisco Media
* MCRP ASR (Automatic Speech Recognition) [Premium license required]
* MCRP TTS (Text To Speech) [Premium license required]

## 4.1 CUCM Telephony

The Unified CCX system uses the Unified CM Telephony subsystem of the Unified CCX Engine to send and receive call-related messages from the Unified CM Computer Telephony Interface (CTI) Manager.

The Unified CM Telephony subsystem is the subsystem of the Unified CCX Engine that sends and receives call-related messages from the Unified CM CTI Manager through the Unified CM Telephony client. To enable your Unified CCX server to handle Cisco Unified Communications requests, you will need to provision the Unified CM Telephony subsystem. The Unified CM Telephony subsystem is available in all the Unified CCX license packages.

The CUCM telephony configuration section is used to enter Unified CM Telephony provider information, Computer Telephony Interface (CTI) port group information, Unified CM Telephony trigger information, and to resynchronize Unified CM Telephony information.

This section contains the following chapters:

* CM Telephony Provider
* Call Control Group
* Triggers
* CM Telephony Advanced Settings

### 4.1.1 Provider

The Unified CCX system uses the Unified CM Telephony provider to send and receive call-related messages via the Unified CM Computer Telephony Interface (CTI) Manager.

The Primary Unified CM Telephony Provider defines the IP address of the primary CTI Manager service in the CUCM cluster.

The User Prefix defines the end-user prefix for CUCM end-user created in CUCM.

The following settings for the Unified CM Telephony provider are configured:

|  |  |
| --- | --- |
| **CUCM Telephony Provider** | |
| Primary Cisco Unified CM Telephony Provider | 10.5.1.120 |
| Secondary Cisco Unified CM Telephony Provider |  |
| User Prefix | crsrm |

### 4.1.2 Call Control Group

The Unified CCX system uses Call Control Groups to pool together a series of CTI ports, which the system uses to serve calls as they arrive or depart from the Unified CCX server. The corresponding CTI ports are created in the Unified CM Telephony call control group. Multiple call control groups can be created to share and limit the resources to be used by specific applications.

The following Unified CM Telephony Call Control Groups are defined:

#### 4.1.2.1 UCCX Call Control Group ID 2

| **Group ID** | **Details** |
| --- | --- |
| 2 | |  |  | | --- | --- | | **Group Information** | | | Description | CCG-In | | Number Of CTI Ports | 3 | | Media Termination Support | Y | | Group Type | Inbound | | **Directory Number Information** | | | Device Name Prefix | ccg1i | | Starting Directory Number | 99001 | | List of CTI Ports | ccg1i\_99001 ccg1i\_99002 ccg1i\_99003 | | Device Pool | DP\_1 | | DN Calling Search Space | CSS\_1 | | Location | Hub\_None | | Partition | P\_1 | | **Advanced Directory Number Information** | | | Alerting Name ASCII | ccg1in | | Redirect Calling Search Space | Redirect Party | | Media Resource Group List | None | | **Directory Number Setting** | | | Voice Mail Profile | None | | Presence Group | Standard Presence group | | Require DTMF Reception | Y | | AAR Group | None | | User Hold Audio Source | None | | Network Hold Audio Source | None | | **Call Forward and Pickup Settings** | | | Call Pickup Group | None | | Display |  | | External Phone Number Mask |  | |

#### 4.1.2.2 CUCM Call Control Group ID 2

| **CTI Port** | | |
| --- | --- | --- |
| **Phone** | **Base settings** | **Lines** |
| ccg1i\_99001 | |  |  | | --- | --- | | Model | CTI Port | | Description | CCG-In-1 | | Protocol | SCCP | | Device Pool | DP\_1 | | CSS | CSS\_1 | | MRGL | < None > | | Location | Hub\_None | | AAR Group |  | | Button Template |  | | Softkey Template | < None > | | Owner User ID | < None > | | | **#** | **Extension** | **Partition** | **CSS** | **Linetext** | **Alerting Name** | **External Mask** | **Pickup Grp** | **max/busy** | **VM Profile** | **CF All** | **CF Busy** | **CF NoAnswer** | **CFNA [secs]** | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Line 1 | 99001 | P\_1 | < None > |  |  |  |  | 4/2 | < None > | / < None > | / < None > | / < None > |  | |
| ccg1i\_99002 | |  |  | | --- | --- | | Model | CTI Port | | Description | CCG-In-1 | | Protocol | SCCP | | Device Pool | DP\_1 | | CSS | CSS\_1 | | MRGL | < None > | | Location | Hub\_None | | AAR Group |  | | Button Template |  | | Softkey Template | < None > | | Owner User ID | < None > | | | **#** | **Extension** | **Partition** | **CSS** | **Linetext** | **Alerting Name** | **External Mask** | **Pickup Grp** | **max/busy** | **VM Profile** | **CF All** | **CF Busy** | **CF NoAnswer** | **CFNA [secs]** | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Line 1 | 99002 | P\_1 | < None > |  |  |  |  | 4/2 | < None > | / < None > | / < None > | / < None > |  | |
| ccg1i\_99003 | |  |  | | --- | --- | | Model | CTI Port | | Description | CCG-In-1 | | Protocol | SCCP | | Device Pool | DP\_1 | | CSS | CSS\_1 | | MRGL | < None > | | Location | Hub\_None | | AAR Group |  | | Button Template |  | | Softkey Template | < None > | | Owner User ID | < None > | | | **#** | **Extension** | **Partition** | **CSS** | **Linetext** | **Alerting Name** | **External Mask** | **Pickup Grp** | **max/busy** | **VM Profile** | **CF All** | **CF Busy** | **CF NoAnswer** | **CFNA [secs]** | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Line 1 | 99003 | P\_1 | < None > |  |  |  |  | 4/2 | < None > | / < None > | / < None > | / < None > |  | |

#### 4.1.2.3 UCCX Call Control Group ID 3

| **Group ID** | **Details** |
| --- | --- |
| 3 | |  |  | | --- | --- | | **Group Information** | | | Description | CCG-Out | | Number Of CTI Ports | 6 | | Media Termination Support | Y | | Group Type | Outbound | | **Directory Number Information** | | | Device Name Prefix | ccg1o | | Starting Directory Number | 99101 | | List of CTI Ports | ccg1o\_99101 ccg1o\_99102 ccg1o\_99103 ccg1o\_99104 ccg1o\_99105 ccg1o\_99106 | | Device Pool | DP\_1 | | DN Calling Search Space | CSS\_1 | | Location | Hub\_None | | Partition | P\_1 | | **Advanced Directory Number Information** | | | Alerting Name ASCII | ccg1out | | Redirect Calling Search Space | Redirect Party | | Media Resource Group List | None | | **Directory Number Setting** | | | Voice Mail Profile | None | | Presence Group | Standard Presence group | | Require DTMF Reception | Y | | AAR Group | None | | User Hold Audio Source | None | | Network Hold Audio Source | None | | **Call Forward and Pickup Settings** | | | Call Pickup Group | None | | Display |  | | External Phone Number Mask |  | |

#### 4.1.2.4 CUCM Call Control Group ID 3

| **CTI Port** | | |
| --- | --- | --- |
| **Phone** | **Base settings** | **Lines** |
| ccg1o\_99101 | |  |  | | --- | --- | | Model | CTI Port | | Description | CCG-Out-1 | | Protocol | SCCP | | Device Pool | DP\_1 | | CSS | CSS\_1 | | MRGL | < None > | | Location | Hub\_None | | AAR Group |  | | Button Template |  | | Softkey Template | < None > | | Owner User ID | < None > | | | **#** | **Extension** | **Partition** | **CSS** | **Linetext** | **Alerting Name** | **External Mask** | **Pickup Grp** | **max/busy** | **VM Profile** | **CF All** | **CF Busy** | **CF NoAnswer** | **CFNA [secs]** | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Line 1 | 99101 | P\_1 | < None > |  |  |  |  | 4/2 | < None > | / < None > | / < None > | / < None > |  | |
| ccg1o\_99102 | |  |  | | --- | --- | | Model | CTI Port | | Description | CCG-Out-1 | | Protocol | SCCP | | Device Pool | DP\_1 | | CSS | CSS\_1 | | MRGL | < None > | | Location | Hub\_None | | AAR Group |  | | Button Template |  | | Softkey Template | < None > | | Owner User ID | < None > | | | **#** | **Extension** | **Partition** | **CSS** | **Linetext** | **Alerting Name** | **External Mask** | **Pickup Grp** | **max/busy** | **VM Profile** | **CF All** | **CF Busy** | **CF NoAnswer** | **CFNA [secs]** | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Line 1 | 99102 | P\_1 | < None > |  |  |  |  | 4/2 | < None > | / < None > | / < None > | / < None > |  | |
| ccg1o\_99103 | |  |  | | --- | --- | | Model | CTI Port | | Description | CCG-Out-1 | | Protocol | SCCP | | Device Pool | DP\_1 | | CSS | CSS\_1 | | MRGL | < None > | | Location | Hub\_None | | AAR Group |  | | Button Template |  | | Softkey Template | < None > | | Owner User ID | < None > | | | **#** | **Extension** | **Partition** | **CSS** | **Linetext** | **Alerting Name** | **External Mask** | **Pickup Grp** | **max/busy** | **VM Profile** | **CF All** | **CF Busy** | **CF NoAnswer** | **CFNA [secs]** | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Line 1 | 99103 | P\_1 | < None > |  |  |  |  | 4/2 | < None > | / < None > | / < None > | / < None > |  | |
| ccg1o\_99104 | |  |  | | --- | --- | | Model | CTI Port | | Description | CCG-Out-1 | | Protocol | SCCP | | Device Pool | DP\_1 | | CSS | CSS\_1 | | MRGL | < None > | | Location | Hub\_None | | AAR Group |  | | Button Template |  | | Softkey Template | < None > | | Owner User ID | < None > | | | **#** | **Extension** | **Partition** | **CSS** | **Linetext** | **Alerting Name** | **External Mask** | **Pickup Grp** | **max/busy** | **VM Profile** | **CF All** | **CF Busy** | **CF NoAnswer** | **CFNA [secs]** | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Line 1 | 99104 | P\_1 | < None > |  |  |  |  | 4/2 | < None > | / < None > | / < None > | / < None > |  | |
| ccg1o\_99105 | |  |  | | --- | --- | | Model | CTI Port | | Description | CCG-Out-1 | | Protocol | SCCP | | Device Pool | DP\_1 | | CSS | CSS\_1 | | MRGL | < None > | | Location | Hub\_None | | AAR Group |  | | Button Template |  | | Softkey Template | < None > | | Owner User ID | < None > | | | **#** | **Extension** | **Partition** | **CSS** | **Linetext** | **Alerting Name** | **External Mask** | **Pickup Grp** | **max/busy** | **VM Profile** | **CF All** | **CF Busy** | **CF NoAnswer** | **CFNA [secs]** | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Line 1 | 99105 | P\_1 | < None > |  |  |  |  | 4/2 | < None > | / < None > | / < None > | / < None > |  | |
| ccg1o\_99106 | |  |  | | --- | --- | | Model | CTI Port | | Description | CCG-Out-1 | | Protocol | SCCP | | Device Pool | DP\_1 | | CSS | CSS\_1 | | MRGL | < None > | | Location | Hub\_None | | AAR Group |  | | Button Template |  | | Softkey Template | < None > | | Owner User ID | < None > | | < No records found > |

### 4.1.3 Triggers

Unified CM Telephony triggers are defined to invoke application scripts in response to incoming contacts. A trigger responds to calls that arrive on a specific route point by selecting telephony and media resources to serve the call and invoking an application script to handle the call.

The following Unified CM Telephony triggers are defined:

#### 4.1.3.1 UCCX Trigger Route Point 98001

| **Route Point** | **Details** |
| --- | --- |
| 98001 | |  |  | | --- | --- | | **Directory Information** | | | Directory Number | 98001 | | **Trigger Information** | | | Language | en\_AU | | Application Name | Application1 | | Device Name | app1 | | Description | CRS App1 | | Call Control Group | CCG-In(2) | | **Advanced Trigger Information** | | | Enabled | Y | | Maximum Number Of Sessions | 2 | | Idle Timeout (in ms) | 5000 | | Override Media Termination | Default | | **CTI Route Point Information** | | | Alerting Name ASCII |  | | Device Pool | Default | | Location | Hub\_None | | **Directory Number Settings** | | | Partition | P\_1 | | Voice Mail Profile | None | | Calling Search Space | CSS\_1 | | Calling Search Space for Redirect | default | | Presence Group | Standard Presence group | | **Call Forward and Pickup Settings** | | | Voice Mail | N | | Destination |  | | Calling Search Space | None | | **Line Settings** | | | Display |  | | External Phone Number Mask |  | |

#### 4.1.3.2 CUCM Trigger Route Point 98001

< No records found >

#### 4.1.3.3 UCCX Trigger Route Point 98002

| **Route Point** | **Details** |
| --- | --- |
| 98002 | |  |  | | --- | --- | | **Directory Information** | | | Directory Number | 98002 | | **Trigger Information** | | | Language | en\_US | | Application Name | Application1 | | Device Name | app-98002 | | Description | Desc Application 1 | | Call Control Group | CCG-In(2) | | **Advanced Trigger Information** | | | Enabled | Y | | Maximum Number Of Sessions | 2 | | Idle Timeout (in ms) | 5000 | | Override Media Termination | Default | | **CTI Route Point Information** | | | Alerting Name ASCII |  | | Device Pool | Default | | Location | Hub\_None | | **Directory Number Settings** | | | Partition | None | | Voice Mail Profile | None | | Calling Search Space | None | | Calling Search Space for Redirect | default | | Presence Group | Standard Presence group | | **Call Forward and Pickup Settings** | | | Voice Mail | N | | Destination |  | | Calling Search Space | None | | **Line Settings** | | | Display |  | | External Phone Number Mask |  | |

#### 4.1.3.4 CUCM Trigger Route Point 98002

| **CTI Route Point** | | |
| --- | --- | --- |
| **Name** | **Base settings** | **Details** |
| app-98002 | |  |  | | --- | --- | | Description | Desc Application 1 | | Device Pool | Default | | Common Device Configuration | < None > | | Calling Search Space | < None > | | Location | Hub\_None | | User Locale | < None > | | MRGL | < None > | | Network MOH Audio Source | < None > | | User MOH Audio Source | < None > | | Use Trusted Relay Point | Default | | Calling Party Transformation CSS | < None > | | Use DP Calling Party Trans. CSS | Y | | Geolocation | < None > | | | **#** | **Extension** | **Partition** | **CSS** | **Linetext** | **Alerting Name** | **External Mask** | **Pickup Grp** | **max/busy** | **VM Profile** | **CF All** | **CF Busy** | **CF NoAnswer** | **CFNA [secs]** | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 1 | 98002 | < None > | < None > |  |  |  |  | 10000/10000 | < None > | / < None > | / < None > | / < None > |  | |

#### 4.1.3.5 UCCX Trigger Route Point 98003

| **Route Point** | **Details** |
| --- | --- |
| 98003 | |  |  | | --- | --- | | **Directory Information** | | | Directory Number | 98003 | | **Trigger Information** | | | Language | en\_US | | Application Name | Application-ICD | | Device Name | app-98003 | | Description | ICD on 98003 | | Call Control Group | CCG-In(2) | | **Advanced Trigger Information** | | | Enabled | Y | | Maximum Number Of Sessions | 2 | | Idle Timeout (in ms) | 5000 | | Override Media Termination | Default | | **CTI Route Point Information** | | | Alerting Name ASCII |  | | Device Pool | Default | | Location | Hub\_None | | **Directory Number Settings** | | | Partition | None | | Voice Mail Profile | None | | Calling Search Space | None | | Calling Search Space for Redirect | default | | Presence Group | Standard Presence group | | **Call Forward and Pickup Settings** | | | Voice Mail | N | | Destination |  | | Calling Search Space | None | | **Line Settings** | | | Display |  | | External Phone Number Mask |  | |

#### 4.1.3.6 CUCM Trigger Route Point 98003

| **CTI Route Point** | | |
| --- | --- | --- |
| **Name** | **Base settings** | **Details** |
| app-98003 | |  |  | | --- | --- | | Description | ICD on 98003 | | Device Pool | Default | | Common Device Configuration | < None > | | Calling Search Space | < None > | | Location | Hub\_None | | User Locale | < None > | | MRGL | < None > | | Network MOH Audio Source | < None > | | User MOH Audio Source | < None > | | Use Trusted Relay Point | Default | | Calling Party Transformation CSS | < None > | | Use DP Calling Party Trans. CSS | Y | | Geolocation | < None > | | | **#** | **Extension** | **Partition** | **CSS** | **Linetext** | **Alerting Name** | **External Mask** | **Pickup Grp** | **max/busy** | **VM Profile** | **CF All** | **CF Busy** | **CF NoAnswer** | **CFNA [secs]** | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 1 | 98003 | < None > | < None > |  |  |  |  | 10000/10000 | < None > | / < None > | / < None > | / < None > |  | |

#### 4.1.3.7 UCCX Trigger Route Point 98004

| **Route Point** | **Details** |
| --- | --- |
| 98004 | |  |  | | --- | --- | | **Directory Information** | | | Directory Number | 98004 | | **Trigger Information** | | | Language | en\_US | | Application Name | RNA | | Device Name | RNA | | Description | Desc RNA | | Call Control Group | CCG-In(2) | | **Advanced Trigger Information** | | | Enabled | Y | | Maximum Number Of Sessions | 2 | | Idle Timeout (in ms) | 5000 | | Override Media Termination | Default | | **CTI Route Point Information** | | | Alerting Name ASCII |  | | Device Pool | Default | | Location | Hub\_None | | **Directory Number Settings** | | | Partition | None | | Voice Mail Profile | None | | Calling Search Space | None | | Calling Search Space for Redirect | default | | Presence Group | Standard Presence group | | **Call Forward and Pickup Settings** | | | Voice Mail | N | | Destination |  | | Calling Search Space | None | | **Line Settings** | | | Display |  | | External Phone Number Mask |  | |

#### 4.1.3.8 CUCM Trigger Route Point 98004

| **CTI Route Point** | | |
| --- | --- | --- |
| **Name** | **Base settings** | **Details** |
| RNA | |  |  | | --- | --- | | Description | Desc RNA | | Device Pool | Default | | Common Device Configuration | < None > | | Calling Search Space | < None > | | Location | Hub\_None | | User Locale | < None > | | MRGL | < None > | | Network MOH Audio Source | < None > | | User MOH Audio Source | < None > | | Use Trusted Relay Point | Default | | Calling Party Transformation CSS | < None > | | Use DP Calling Party Trans. CSS | Y | | Geolocation | < None > | | | **#** | **Extension** | **Partition** | **CSS** | **Linetext** | **Alerting Name** | **External Mask** | **Pickup Grp** | **max/busy** | **VM Profile** | **CF All** | **CF Busy** | **CF NoAnswer** | **CFNA [secs]** | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 1 | 98004 | < None > | < None > |  |  |  |  | 10000/10000 | < None > | / < None > | / < None > | / < None > |  | |

### 4.1.4 Telephony Advanced Settings

The following advanced settings for the Unified CM Telephony Client are configured:

|  |  |
| --- | --- |
| **CUCM Telephony Advanced Settings** | |
| Enable Periodic Wakeup: | N |
| Periodic Wakeup Interval (sec) | 50 |
| Enable Queue Stats: | Y |
| Queue Size Threshold | 25 |
| CTI Request Timeout (sec) | 30 |
| Provider Open Request Timeout (sec) | 200 |
| Provider Retry Interval (sec) | 30 |
| Server Heartbeat Interval (sec) | 30 |
| Route Select Timeout (ms) | 5000 |
| Post Condition Timeout | 15 |
| Use Progress As Disconnect | 0 |

## 4.2 RmCm

The Unified CCX Resource Manager (RM) uses a Unified CM Telephony user (called the RmCm Provider) to monitor agent phones, control agent states, and route and queue calls. The RmCm configuration section is used to configure skills groups, resources, resource groups, Contact Service Queues (CSQs), and RM (Resource Manager) Unified CM Telephony providers.

This section contains the following chapters:

* Skills
* Resources
* Resource Groups
* Contact Service Queues
* RmCm Provider [requires Enhanced or Premium license package]
* Agent based routing settings [requires Enhanced or Premium license package]
* Teams

### 4.2.1 Skills

Skills are customer-definable labels assigned to agents. Once the skills have been created, you can add skills to agents called Resources. You can also select the competence level of the agent for each of the assigned skills. Competence level indicates the agent's level of expertise in that skill.

The following skills are defined and assigned to the agent(s) in the right column:

| **Skill List** | |
| --- | --- |
| **Skill Name** | **Resources** |
| Cooking | agent1 UCCX |
| Maintenance | agent1 UCCX |
| Sales | agent1 UCCX |
| Accounting | agent1 UCCX |
| Finance | agent1 UCCX |

### 4.2.2 Resources

In CUCM, when an ICD extension is selected of an assigned device of a CUCM end-user, this end-user will appear as Resource in UCCX in the Subsystems > RmCm > Resources page. An agent is also called a Resource in UCCX. Further configuration options such as team membership and Skills and Competence levels and a Resource Group can be assigned to an agent.

If you have Unified CCX Standard license package, you can add skills to agents once the skills have been created. You can also select the competence level of the agent(s) in assigned skills. Competence level indicates the agent's level of expertise in that skill.

The following agents (resources) are configured:

| **Resources List** | |
| --- | --- |
| **Resource Name** | **Resource Information** |
| agent2 UCCX | |  |  | | --- | --- | | **Resources** | | | Resource ID | agent2 | | IPCC Extension | 885100 | | Resource Group | null | | Automatic Available | Y | | Assigned Skills | < No records found > | | Team | Team Goodies | | Agent Alias |  | |
| agent1 UCCX | |  |  | | --- | --- | | **Resources** | | | Resource ID | agent1 | | IPCC Extension | 886500 | | Resource Group | RG1 | | Automatic Available | Y | | Assigned Skills | | **Assigned Skills** | | | --- | --- | | **Skill Name** | **Competence Level** | | Cooking | 5 | | Maintenance | 5 | | Sales | 5 | | Accounting | 5 | | Finance | 5 | | | Team | Team Goodies | | Agent Alias |  | |
| supervisor1 UCCX | |  |  | | --- | --- | | **Resources** | | | Resource ID | supervisor1 | | IPCC Extension | 884100 | | Resource Group | null | | Automatic Available | Y | | Assigned Skills | < No records found > | | Team | Team Baddies | | Agent Alias |  | |

### 4.2.3 Resource Groups

Resource groups are collections of agents that your CSQ uses to handle incoming calls. To use resource group based CSQs, you must specify a resource group.

The following resource groups are defined:

| **List Resource Group** | |
| --- | --- |
| **Resource Group Name** | **Resources** |
| RG1 | agent1 UCCX |
| RG2 |  |

### 4.2.4 Contact Service Queues

The Contact Service Queue (CSQ) controls incoming calls by determining where an incoming call should be placed in the queue and to which agent the call is sent.

After you assign an agent to a resource group and skills, you need to configure the CSQs. You assign agents to a CSQ by associating a resource group or by associating all skills of a particular CSQ. Agents in the selected resource group or having all the selected skills are assigned to the CSQ. Skills within the CSQ can be ordered. This means, when resources are selected, a comparison is done based on the competency level (highest for 'most skilled' and lowest for 'least skilled') of the first skill in the list. If there is a tie, then the next skill within the order is used, and so on.

Skills within the CSQ can also be weighted. The weight value is an integer from 1 to 1000. Each competency level is multiplied by the skill's associated weight, and a final comparison is done on the sum of all the weighted skill competencies (highest value for "most skilled" and lowest for "least skilled").

The following Contact Service Queues (CSQs) are configured:

| **Contact Service Queues** | |
| --- | --- |
| **Name** | **Details** |
| CSQ1 | |  |  | | --- | --- | | **Contact Service Queue** | | | Contact Service Queue Type | Voice | | Contact Queuing Criteria | FIFO | | Automatic Work | N | | Wrapup Time | N | | Resource Pool Selection Model | Resource Skills | | Service Level | 5 | | Service Level Percentage | 70 | | Prompt | < None > | | Resource Selection Criteria | Longest Available | | Required Skills |  | |
| CSQ2 | |  |  | | --- | --- | | **Contact Service Queue** | | | Contact Service Queue Type | Voice | | Contact Queuing Criteria | FIFO | | Automatic Work | N | | Wrapup Time | N | | Resource Pool Selection Model | Resource Group | | Service Level | 5 | | Service Level Percentage | 70 | | Prompt | < None > | | Resource Selection Criteria | Circular | | Resource Group name | RG1 | | Assigned Resources | agent1 UCCX | |
| CSQ3 | |  |  | | --- | --- | | **Contact Service Queue** | | | Contact Service Queue Type | Voice | | Contact Queuing Criteria | FIFO | | Automatic Work | Y | | Wrapup Time | Y 5 Second(s) | | Resource Pool Selection Model | Resource Group | | Service Level | 5 | | Service Level Percentage | 70 | | Prompt | < None > | | Resource Selection Criteria | Linear | | Resource Group name | RG2 | | Assigned Resources |  | |

### 4.2.5 RmCm Provider

The Unified CCX Resource Manager (RM) uses a Unified CM/Unified CME Telephony user (called the RmCm Provider) to monitor agent phones, control agent states, and route and queue calls.

The RmCm user specified through Unified CCX Administration is updated automatically in CUCM.

|  |  |
| --- | --- |
| **Rm Cm Provider** | |
| Primary RmCm Provider | 10.5.1.120 |
| Secondary RmCm Provider |  |
| User ID | crsrmcm |

### 4.2.6 Agent Based Routing Settings

The section Agent Based Routing Settings configure *Automatic Work* and *Wrapup Time*. This section is only available when using Unified CCX Enhanced or Premium license packages.

The *Automatic Work* setting determines if agents automatically move to the *Work* state after a call. This causes agents to go into *Work* state automatically when a call ends. If disabled (default) this setting causes agents to enter *Ready* or *Not Ready* state when a call ends, depending on the *Automatic Available* setting for the agent.

The *Wrapup Time* setting determines if agents automatically enter *Wrapup* after a call. This setting controls how long the agent can stay in the Work state if Automatic work is enabled. The seconds field specifies the Wrapup time length (greater than 0 second but less than 7200 seconds). If the *Wrapup Time* setting is Disabled (default) there is no limit of how long the agent can stay in the Work state if *Automatic Work* is enabled.

|  |  |
| --- | --- |
| **Agent Based Routing Setting** | |
| Automatic Work | Enabled |
| Wrapup Status | Enabled |
| Wrapup Time | 45 |

### 4.2.7 Teams

A team is a group of agents who report to the same supervisor. A team can have one primary supervisor and optional secondary supervisor(s). A supervisor can also monitor CSQs that are assigned to the team being supervised.

Barge-in is when a supervisor joins an existing call between an agent and a customer. Intercept is when the supervisor joins a call and drops the agent from the call.

A default team is automatically created by the system and cannot be deleted. If agents are not assigned to any team, they belong to the default team. When an agent is assigned to a team, the team's supervisor can barge-in and intercept any call being handled by the agent.

The following teams are configured:

| **List Team** | |
| --- | --- |
| **Team Name** | **Details** |
| Default | |  |  | | --- | --- | | **Team Configuration** | | | Primary Supervisor | NONE | | Secondary Supervisors |  | | Assigned Resources |  | | Assigned CSQs |  | |
| Team Goodies | |  |  | | --- | --- | | **Team Configuration** | | | Primary Supervisor | supervisor1 UCCX | | Secondary Supervisors |  | | Assigned Resources | agent2 UCCX agent1 UCCX | | Assigned CSQs | CSQ1 CSQ2 | |
| Team Baddies | |  |  | | --- | --- | | **Team Configuration** | | | Primary Supervisor | supervisor1 UCCX | | Secondary Supervisors |  | | Assigned Resources | supervisor1 UCCX | | Assigned CSQs | CSQ1 CSQ2 | |

## 4.3 Chat and Email

The subsystem 'Chat and Email' configures and manages Chat Contact Service Queues, Web Forms, and Customer Collaboration Platform (CCP), formerly called SocialMiner. This option is only available with the Unified CCX Premium license package and for Cisco UCCX versions 10 and later and requires a CCP server.

When present, the subsystem 'Chat and Email' contains some or all the following menu options:

* Chat Contact Service Queues
* Customer Collaboration Platform (CCP) Configuration
* Mail Server Configuration
* Predefined Responses
* Wrap-up Reasons
* Chat System (Channel) Parameters
* Chat Widgets (Web Form) List
* Teams

### 4.3.1 Contact Service Queues

The Chat Contact Service Queues (CSQs) section defines chats service queue such as CSQ type, queuing criteria, resource pool (resource skills used for the chat CSQ), resource selection criteria (longest available, most skilled).

The following Chat Contact Service Queues (CSQs) are configured:

| **Contact Service Queues** | |
| --- | --- |
| **Name** | **Details** |
| CSQ-Chat2 | |  |  | | --- | --- | | Resource Selection Criteria | Longest Available | | CSQ Type | Chat | | Skills | Sales(5) | |
| CSQ-Chat1 | |  |  | | --- | --- | | Resource Selection Criteria | Longest Available | | CSQ Type | Chat | | Skills | Cooking(5)  Maintenance(5)  Sales(5)  Accounting(5)  Finance(5) | |

### 4.3.2 Chat SocialMiner Configuration

Cisco Customer Collaboration Platform (CCP), formerly called SocialMiner, is a customer-care system that provides capture, filtering, workflow, queuing, and reporting for social media engagement teams. Internet postings captured by CCP are referred to as Social Contacts. CCP stores the social contacts and groups them into user-defined Campaigns. Each Campaign obtains social contacts from one or more Feeds. CCP presents the social contacts to social media customer care personnel who can search, review, categorize, and respond to the postings. SocialMiner also produces reporting metrics on the handling of the social contacts.

The following Cisco Customer Collaboration Platform (CCP) settings are present:

|  |  |
| --- | --- |
| **SocialMiner Configuration** | |
| IP Address / Host Name | ccp118.lab.test |
| User Name | admin |

### 4.3.3 Mail Server Configuration

The Mail Server Configuration configures the mail server. This web page is available on the Unified CCX node with a premium license. Before creating an email CSQ, you must have configured the mail server.

|  |  |
| --- | --- |
| **Mail Server Configuration** | |
| **Incoming (Scure IMAP)** | |
| Host Name | ad2013.lab.test |
| Port Number | 993 |
| **Outgoing (Secure SMTP)** | |
| Host Name | ad2013.lab.test |
| Port Number | 587 |
| **Description** | |
| Description | ad2013.lab.test Exchange Desc |

### 4.3.4 Predefined Responses

The Predefined Responses page configures and manages chat and email predefined responses. You can add a maximum of 500 chat and email predefined responses in total. These predefined responses are available in the Manage Chat and Email gadget on the Finesse Agent Desktop.

The responses are available either to all the agents or only to the agents that are associated with specific CSQs. Predefined responses are not available in the Cisco Agent Desktop. They are only available with the Finesse Agent Desktop.

The following Predefined Responses are configured:

| **Predefined Responses** | |
| --- | --- |
| **Title** | **Details** |
| Email CSQ specific | |  |  | | --- | --- | | Title | Email CSQ specific | | Type | Email | | Response Description | <![CDATA[<p>Thanks for emailing</p> ]]> | | Tags | Global | |
| Thanks for calling | |  |  | | --- | --- | | Title | Thanks for calling | | Type | Chat | | Response Description | Thanks for calling, we are a bit busy drinking coffee. Do not hesitate to check back in a couple of months. Take care, Best Team Ever | | Tags | Global | |
| Thanks for emailing | |  |  | | --- | --- | | Title | Thanks for emailing | | Type | Email | | Response Description | <![CDATA[<p>Thanks for emailing, we are a bit busy drinking coffee. Do not hesitate to check back in a couple of months.</p> <p>Take care,<br /> Best Team Ever</p> <p> </p> ]]> | | Tags | Global | |
| Thanks for emailing2 | |  |  | | --- | --- | | Title | Thanks for emailing2 | | Type | Email | | Response Description | <![CDATA[<p>Thanks for emailing2</p> ]]> | | Tags | Global | |

### 4.3.5 Chat Wrap-Up Reasons

The Wrap-Up Reasons configure categories and reasons for chat and email Contact Service Queues (CSQs). Wrap-Up Reasons can be Global (available to all CSQs) or only to agents that are associated with some CSQs. Wrap-Up Reasons are a quick way to categorize an interaction with a caller. It is entered by the agent at the end of the call.

The following Wrap-Up Reasons are configured:

| **Wrap-Up Reasons** | |
| --- | --- |
| **Name** | **Details** |
| WrapUpReason1 | |  |  | | --- | --- | | Category | WrapUpReason1 | | Wrap-Up Reason(s) | Tired  Hungry  Too hard  Need more info  I cant bother | | Assigned CSQs | All CSQs | |
| WrapUpReason2 | |  |  | | --- | --- | | Category | WrapUpReason2 | | Wrap-Up Reason(s) | Cat  Dog  Horse  Piggy  Monkey  Chimpansee | | Assigned CSQs | All CSQs | |
| WrapUpReason3 | |  |  | | --- | --- | | Category | WrapUpReason3 | | Wrap-Up Reason(s) | Reason1  Reason2 | | Assigned CSQs | CSQ-Chat1  CSQ-Chat2 | |

### 4.3.6 Channel Parameters

The following Chat System Parameters are configured:

|  |  |
| --- | --- |
| **Channel Parameters** | |
| **Chat** | |
| No Answer Timeout (Seconds) | 15 |
| Join Timeout (Minutes) | 1 |
| Inactivity Timeout (Minutes) | 5 |
| Offer Chat Contact When On Voice Call | Y |
| Offer Voice Call When On Chat | Y |
| Maximum Number Of Chat Sessions Per Agent | 1 |
| **Email** | |
| Maximum Number Of Email Sessions Per Agent | 5 |
| Sticky Email Timeout (Hours) | 4 |

### 4.3.7 Chat Widgets

The Chat Widgets section configures the bubble chat widget and generates HTML code that can be hosted on the customer's website.

The following Chat Web forms (widgets) are configured:

| **Chat Widgets** | |
| --- | --- |
| **Name** | **Details** |
| Bubble Chat 1 | |  |  | | --- | --- | | **Chat Widgets Settings** | | | Name | Bubble Chat 1 | | Description | Desc Bubble Chat 1 | | Welcome Message | Thank you for contacting us. A customer care representative would assist you soon. | | Off Hours Message | Sorry, we are not available at the moment. | | **Script** | | | Script | Add this style tag to the target webpage.     Modify only height and width attributes to resize the chat widget.     Modify position attributes (bottom, right) to change the widget positioning on the screen.     --> <style>     /\*         Styles will apply when device(view port) width is >768px     \*/     @media (min-device-width : 768px) {         .desktop\_bubble\_chat {             height: 410px;             max-height: 410px;             width: 312px;             position: fixed;             bottom: 1em;             right: 1em;             border: none;             outline: none;             box-sizing: border-box;             z-index: 999;             overflow: hidden;             padding: 0;         }     }      /\*         Styles will apply when device(view port) width is <=768px     \*/     @media (max-device-width: 768px) {         .desktop\_bubble\_chat {             height: 100%;             max-height: 100%;             width: 100%;             position: fixed;             bottom: 0;             right: 0;             border: none;             outline: none;             box-sizing: border-box;             z-index: 999;             overflow: hidden;             padding: 0;         }     }      /\*         Styles will apply when available width on window resize is >768px     \*/     @media (min-width : 768px) {         .desktop\_bubble\_chat {             height: 410px;             max-height: 410px;             width: 312px;             position: fixed;             bottom: 1em;             right: 1em;             border: none;             outline: none;             box-sizing: border-box;             z-index: 999;             overflow: hidden;             padding: 0;         }     }      /\*         Styles will apply when available width on window resize is <=768px     \*/     @media (max-width: 768px) {         .desktop\_bubble\_chat {             height: 100%;             max-height: 100%;             width: 100%;             position: fixed;             bottom: 0;             right: 0;             border: none;             outline: none;             box-sizing: border-box;             z-index: 999;             overflow: hidden;             padding: 0;         }     }      /\*         Styles will apply when isMobile function returns true     \*/     .mobile\_bubble\_chat {         height: 100%;         max-height: 100%;         width: 100%;         position: fixed;         bottom: 0;         right: 0;         border: none;         outline: none;         box-sizing: border-box;         z-index: 999;         overflow: hidden;         padding: 0;     }      /\*         Style will apply when chat is minimized     \*/     .minimized\_chat {         height: 56px;     } </style>  <!-- Add this script tag without any modification to the target webpage      Use the function 'ciscoBubbleChat.showChatWindow() as the event handler for initiating chat.     eg: <button onclick="ciscoBubbleChat.showChatWindow()">Start Chat</button>      Optionally, invisible form data can be submitted, which will be submitted along with the fields customer fills in.     Upto 10 fields can be passed. If more than 10 fields are passed, the invisible form data will not be used and     the provided error callback will be invoked. For injecting form data, an object should be passed to     ciscoBubbleChat.showChatWindow() as an argument. The object should be of the form:     {         formData: {             InjectedField1: 'InjectedValue1',             InjectedField2: 'InjectedValue2'             ...         },         validationErrorCallback: function(){console.log('business specific logic goes here');}     }     The form data can have any string as field name and value. The submitted invisible form data values will be     shown in the agent desktop, as well as will be updated in ContextService if the specified fieldset(s) in the widget     contains these field names just like the regular visible chat form fields data.     eg:     <button onclick="ciscoBubbleChat.showChatWindow({             formData: {                 AnyFieldName1: 'AnyFieldValue1',                 AnyFieldName2: 'AnyFieldValue2',                 AnyFieldName3: 'AnyFieldValue3',                 AnyFieldName4: 'AnyFieldValue4',                 AnyFieldName5: 'AnyFieldValue5',                 AnyFieldName6: 'AnyFieldValue6',                 AnyFieldName7: 'AnyFieldValue7',                 AnyFieldName8: 'AnyFieldValue8',                 AnyFieldName9: 'AnyFieldValue9',                 AnyFieldName10: 'AnyFieldValue10'             },             validationErrorCallback: function(){console.log('error in validating injected data');}         })">Click to chat</button> --> <script type="application/javascript">     // To detect if the chat is being launched on mobile device     function isMobile() {         var userAgent = navigator.userAgent || navigator.vendor || window.opera;         return /(android|bb\d+|meego).+mobile|bada\/|blackberry|iemobile|ip(hone|od)|lge |mobile.+firefox|opera m(ob|in)i|symbian|treo|up\.(browser|link)|vodafone|wap|windows ce|xda|xiino/i.test(userAgent);     }      var ciscoBubbleChat = (function () {         var smHost = 'ccp118.lab.test';         var widgetId = '1';         // Modify this flag to false, To disable the chat download transcript option         var enableTranscriptDownload = true;                  var msgWaitingForSecureConnectivity = 'Waiting for secure connectivity...';         var msgCloseButtonLabel = 'Close';          var appId = 'cisco\_bubble\_chat';         var appClass = isMobile() ? 'mobile\_bubble\_chat' : 'desktop\_bubble\_chat';         var appMargin = 15;         var scheme = 'https://';         var appUrl = scheme + smHost + '/ccp/ui/BubbleChat.html?host=' + smHost + '&wid=' + widgetId;         var connectivityCheckUrlSecure = scheme + smHost + '/ccp/ui/ConnectivityCheck.html';         var secureConnectivityCheckTimeout = 2000;         var logPrefix = 'CISCO\_BUBBLE\_CHAT: ';         var addNoCacheQueryParam;         document.addEventListener("DOMContentLoaded", function () {             ciscoBubbleChat.checkChatInProgress();         });         return {             checkChatInProgress: function () {                 if (typeof (Storage) !== 'undefined') {                     if (sessionStorage.chatInProgress && JSON.parse(sessionStorage.chatInProgress)) {                         console.log(logPrefix + 'Chat conversation in progress detected. Trying to resume.');                         ciscoBubbleChat.showChatWindow();                     } else {                         console.log(logPrefix + 'There is no chat conversation in progress currently');                     }                 }             },             showChatWindow: function (injectedData) {                 var messageEventListener;                 if (document.getElementById(appId)) {                     console.log(logPrefix + 'Not loading BubbleChat as it is already loaded');                     return;                 }                  var validateInjectedData = function (formData) {                                         // browser compatible way to check whether it is an object with 10 fields and all the values are strings                     var result = true;                     if (formData && typeof formData === 'object' && formData.constructor === Object) {                         var counter = 0;                         for (var key in formData) {                             if (!(typeof formData[key] === 'string' || formData[key] instanceof String)) {                                 result = false;                                 break;                             }                             counter++;                             if (counter > 10) {                                 result = false;                                 break;                             }                         }                     } else {                         result = false;                     }                     return result;                 };                                  if (injectedData) {                     if (validateInjectedData(injectedData.formData)) {                         appUrl += '&injectedFormData=' + encodeURIComponent(JSON.stringify(injectedData.formData));                     } else {                         if (typeof injectedData.validationErrorCallback === 'function') {                             injectedData.validationErrorCallback();                         } else {                             console.log(logPrefix + 'Could not invoke validationErrorCallback as it is not a function');                         }                     }                 }                 appUrl += '&enableTranscriptDownload=' + enableTranscriptDownload;                  var iframe = document.createElement('iframe');                 iframe.setAttribute('sandbox', 'allow-scripts allow-same-origin allow-forms allow-popups');                 iframe.setAttribute('id', appId);                 iframe.setAttribute('class', appClass);                 document.body.appendChild(iframe);                 var frameWindow = iframe.contentWindow ? iframe.contentWindow : iframe;                 var frameDoc = frameWindow.document;                  // Trigger a page load for iframe inline content loading to work in Firefox                 frameDoc.open();                 frameDoc.close();                                  if(isMobile()) {                     frameDoc.body.style = 'margin:0;padding:0;';                 } else {                     frameDoc.body.style = 'margin:0;padding:4;box-sizing:border-box;';                 }                                  frameDoc.body.innerHTML = '<div id="secure\_connectivity\_check\_container" style="width: 100%; height: 100%;' +                         'font-family: Helvetica; font-size: 14px; color: #4F5051;text-align:center;' +                         'box-shadow: 0 0 3px #000; background: #fff; display: flex; flex-direction: column;justify-content:space-around;">' +                         '<div style="height:100%;display:flex;flex-direction:column">' +                             '<div style="height:50%;display:flex;align-items:center;">' +                                 '<div style="width:100%;text-align:center;">' + msgWaitingForSecureConnectivity + '</div>' +                             '</div>' +                         '<div style="height:50%;display:flex;align-items:center;">' +                             '<a href="#" onclick="window.parent.postMessage({messageType: \'unmount\'}, \'\*\'); return void(0);" style="width:100%;text-align:center;">' +                                 msgCloseButtonLabel +                             '</a>' +                         '</div>' +                     '</div>';                 '</div>';                  if (!addNoCacheQueryParam) {                     addNoCacheQueryParam = function (url) {                         return url + (url.indexOf("?") === -1 ? '?' : '&') + 'nocache=' + new Date().getTime();                     }                 }                  if (!messageEventListener) {                     messageEventListener = function (event) {                         console.log(logPrefix + 'Received event from origin: ' + event.origin);                         console.log(logPrefix + 'Received event data: ' + JSON.stringify(event.data));                         switch (event.data.messageType) {                             case 'resize':                                 var styleData = event.data.styles;                                 if(typeof styleData === 'object' && Object.keys(styleData).length > 0) {                                     var widgetStyles = '';                                     for(var style in styleData) {                                         widgetStyles = widgetStyles + style + ':' + styleData[style] + ';';                                     }                                     document.getElementById(appId).style = widgetStyles;                                 }                                 break;                             case 'unmount':                                 document.body.removeChild(document.getElementById(appId));                                 window.removeEventListener('message', messageEventListener);                                 console.log(logPrefix + 'Successfully unmounted BubbleChat and removed event listener for message');                                 break;                             case 'bubblechat-cert-accepted':                                 iframe.contentWindow.location.replace(addNoCacheQueryParam(appUrl));                                 console.log(logPrefix + 'Successfully validated certificate acceptance and loaded BubbleChat');                                 break;                             case 'set-chat-in-progress':                                 if (typeof (Storage) !== 'undefined') {                                     sessionStorage.chatInProgress = JSON.stringify(true);                                     console.log(logPrefix + 'chatInProgress flag set in parent window');                                 }                                 break;                             case 'clear-chat-in-progress':                                 if (typeof (Storage) !== 'undefined') {                                     sessionStorage.removeItem("chatInProgress");                                     console.log(logPrefix + 'chatInProgress flag cleared in parent window');                                 }                                 break;                             case 'minimize':                                 document.getElementById(appId).classList.add('minimized\_chat');                                 break;                             case 'restore':                                 document.getElementById(appId).classList.remove('minimized\_chat');                                 break;                             default:                                 console.log(logPrefix + 'Unknown message type');                         }                     };                 }                  window.addEventListener('message', messageEventListener);                 console.log(logPrefix + 'Event listener for message added');                  var obtainSecureConnectivity = function () {                     window.open(addNoCacheQueryParam(connectivityCheckUrlSecure), 'SM\_CERT\_PAGE');                 };                                  var xhrSecureConnectivityCheck = new XMLHttpRequest();                 xhrSecureConnectivityCheck.onreadystatechange = function () {                     if (this.readyState === 4) {                         console.log(logPrefix + 'Secure connectivity check status: ' + this.status);                         switch (this.status) {                             case 200:                                 iframe.contentWindow.location.replace(addNoCacheQueryParam(appUrl));                                 break;                             default:                                 obtainSecureConnectivity();                         }                     }                 }                 console.log(logPrefix + 'Checking secure connectivity to: ' + connectivityCheckUrlSecure);                 xhrSecureConnectivityCheck.open('HEAD', addNoCacheQueryParam(connectivityCheckUrlSecure), true);                 xhrSecureConnectivityCheck.timeout = secureConnectivityCheckTimeout;                 xhrSecureConnectivityCheck.ontimeout = function () { console.log(logPrefix + 'Secure Connectivity check timed out'); }                 xhrSecureConnectivityCheck.send();             }         };     } | |
| Bubble Chat 2 | |  |  | | --- | --- | | **Chat Widgets Settings** | | | Name | Bubble Chat 2 | | Description | Desc Bubble Chat 2 | | Welcome Message | Thank you for contacting us. A customer care representative would assist you soon. | | Off Hours Message | Sorry, we are not available at the moment. | | **Script** | | | Script | Add this style tag to the target webpage.     Modify only height and width attributes to resize the chat widget.     Modify position attributes (bottom, right) to change the widget positioning on the screen.     --> <style>     /\*         Styles will apply when device(view port) width is >768px     \*/     @media (min-device-width : 768px) {         .desktop\_bubble\_chat {             height: 410px;             max-height: 410px;             width: 312px;             position: fixed;             bottom: 1em;             right: 1em;             border: none;             outline: none;             box-sizing: border-box;             z-index: 999;             overflow: hidden;             padding: 0;         }     }      /\*         Styles will apply when device(view port) width is <=768px     \*/     @media (max-device-width: 768px) {         .desktop\_bubble\_chat {             height: 100%;             max-height: 100%;             width: 100%;             position: fixed;             bottom: 0;             right: 0;             border: none;             outline: none;             box-sizing: border-box;             z-index: 999;             overflow: hidden;             padding: 0;         }     }      /\*         Styles will apply when available width on window resize is >768px     \*/     @media (min-width : 768px) {         .desktop\_bubble\_chat {             height: 410px;             max-height: 410px;             width: 312px;             position: fixed;             bottom: 1em;             right: 1em;             border: none;             outline: none;             box-sizing: border-box;             z-index: 999;             overflow: hidden;             padding: 0;         }     }      /\*         Styles will apply when available width on window resize is <=768px     \*/     @media (max-width: 768px) {         .desktop\_bubble\_chat {             height: 100%;             max-height: 100%;             width: 100%;             position: fixed;             bottom: 0;             right: 0;             border: none;             outline: none;             box-sizing: border-box;             z-index: 999;             overflow: hidden;             padding: 0;         }     }      /\*         Styles will apply when isMobile function returns true     \*/     .mobile\_bubble\_chat {         height: 100%;         max-height: 100%;         width: 100%;         position: fixed;         bottom: 0;         right: 0;         border: none;         outline: none;         box-sizing: border-box;         z-index: 999;         overflow: hidden;         padding: 0;     }      /\*         Style will apply when chat is minimized     \*/     .minimized\_chat {         height: 56px;     } </style>  <!-- Add this script tag without any modification to the target webpage      Use the function 'ciscoBubbleChat.showChatWindow() as the event handler for initiating chat.     eg: <button onclick="ciscoBubbleChat.showChatWindow()">Start Chat</button>      Optionally, invisible form data can be submitted, which will be submitted along with the fields customer fills in.     Upto 10 fields can be passed. If more than 10 fields are passed, the invisible form data will not be used and     the provided error callback will be invoked. For injecting form data, an object should be passed to     ciscoBubbleChat.showChatWindow() as an argument. The object should be of the form:     {         formData: {             InjectedField1: 'InjectedValue1',             InjectedField2: 'InjectedValue2'             ...         },         validationErrorCallback: function(){console.log('business specific logic goes here');}     }     The form data can have any string as field name and value. The submitted invisible form data values will be     shown in the agent desktop, as well as will be updated in ContextService if the specified fieldset(s) in the widget     contains these field names just like the regular visible chat form fields data.     eg:     <button onclick="ciscoBubbleChat.showChatWindow({             formData: {                 AnyFieldName1: 'AnyFieldValue1',                 AnyFieldName2: 'AnyFieldValue2',                 AnyFieldName3: 'AnyFieldValue3',                 AnyFieldName4: 'AnyFieldValue4',                 AnyFieldName5: 'AnyFieldValue5',                 AnyFieldName6: 'AnyFieldValue6',                 AnyFieldName7: 'AnyFieldValue7',                 AnyFieldName8: 'AnyFieldValue8',                 AnyFieldName9: 'AnyFieldValue9',                 AnyFieldName10: 'AnyFieldValue10'             },             validationErrorCallback: function(){console.log('error in validating injected data');}         })">Click to chat</button> --> <script type="application/javascript">     // To detect if the chat is being launched on mobile device     function isMobile() {         var userAgent = navigator.userAgent || navigator.vendor || window.opera;         return /(android|bb\d+|meego).+mobile|bada\/|blackberry|iemobile|ip(hone|od)|lge |mobile.+firefox|opera m(ob|in)i|symbian|treo|up\.(browser|link)|vodafone|wap|windows ce|xda|xiino/i.test(userAgent);     }      var ciscoBubbleChat = (function () {         var smHost = 'ccp118.lab.test';         var widgetId = '2';         // Modify this flag to false, To disable the chat download transcript option         var enableTranscriptDownload = true;                  var msgWaitingForSecureConnectivity = 'Waiting for secure connectivity...';         var msgCloseButtonLabel = 'Close';          var appId = 'cisco\_bubble\_chat';         var appClass = isMobile() ? 'mobile\_bubble\_chat' : 'desktop\_bubble\_chat';         var appMargin = 15;         var scheme = 'https://';         var appUrl = scheme + smHost + '/ccp/ui/BubbleChat.html?host=' + smHost + '&wid=' + widgetId;         var connectivityCheckUrlSecure = scheme + smHost + '/ccp/ui/ConnectivityCheck.html';         var secureConnectivityCheckTimeout = 2000;         var logPrefix = 'CISCO\_BUBBLE\_CHAT: ';         var addNoCacheQueryParam;         document.addEventListener("DOMContentLoaded", function () {             ciscoBubbleChat.checkChatInProgress();         });         return {             checkChatInProgress: function () {                 if (typeof (Storage) !== 'undefined') {                     if (sessionStorage.chatInProgress && JSON.parse(sessionStorage.chatInProgress)) {                         console.log(logPrefix + 'Chat conversation in progress detected. Trying to resume.');                         ciscoBubbleChat.showChatWindow();                     } else {                         console.log(logPrefix + 'There is no chat conversation in progress currently');                     }                 }             },             showChatWindow: function (injectedData) {                 var messageEventListener;                 if (document.getElementById(appId)) {                     console.log(logPrefix + 'Not loading BubbleChat as it is already loaded');                     return;                 }                  var validateInjectedData = function (formData) {                                         // browser compatible way to check whether it is an object with 10 fields and all the values are strings                     var result = true;                     if (formData && typeof formData === 'object' && formData.constructor === Object) {                         var counter = 0;                         for (var key in formData) {                             if (!(typeof formData[key] === 'string' || formData[key] instanceof String)) {                                 result = false;                                 break;                             }                             counter++;                             if (counter > 10) {                                 result = false;                                 break;                             }                         }                     } else {                         result = false;                     }                     return result;                 };                                  if (injectedData) {                     if (validateInjectedData(injectedData.formData)) {                         appUrl += '&injectedFormData=' + encodeURIComponent(JSON.stringify(injectedData.formData));                     } else {                         if (typeof injectedData.validationErrorCallback === 'function') {                             injectedData.validationErrorCallback();                         } else {                             console.log(logPrefix + 'Could not invoke validationErrorCallback as it is not a function');                         }                     }                 }                 appUrl += '&enableTranscriptDownload=' + enableTranscriptDownload;                  var iframe = document.createElement('iframe');                 iframe.setAttribute('sandbox', 'allow-scripts allow-same-origin allow-forms allow-popups');                 iframe.setAttribute('id', appId);                 iframe.setAttribute('class', appClass);                 document.body.appendChild(iframe);                 var frameWindow = iframe.contentWindow ? iframe.contentWindow : iframe;                 var frameDoc = frameWindow.document;                  // Trigger a page load for iframe inline content loading to work in Firefox                 frameDoc.open();                 frameDoc.close();                                  if(isMobile()) {                     frameDoc.body.style = 'margin:0;padding:0;';                 } else {                     frameDoc.body.style = 'margin:0;padding:4;box-sizing:border-box;';                 }                                  frameDoc.body.innerHTML = '<div id="secure\_connectivity\_check\_container" style="width: 100%; height: 100%;' +                         'font-family: Helvetica; font-size: 14px; color: #4F5051;text-align:center;' +                         'box-shadow: 0 0 3px #000; background: #fff; display: flex; flex-direction: column;justify-content:space-around;">' +                         '<div style="height:100%;display:flex;flex-direction:column">' +                             '<div style="height:50%;display:flex;align-items:center;">' +                                 '<div style="width:100%;text-align:center;">' + msgWaitingForSecureConnectivity + '</div>' +                             '</div>' +                         '<div style="height:50%;display:flex;align-items:center;">' +                             '<a href="#" onclick="window.parent.postMessage({messageType: \'unmount\'}, \'\*\'); return void(0);" style="width:100%;text-align:center;">' +                                 msgCloseButtonLabel +                             '</a>' +                         '</div>' +                     '</div>';                 '</div>';                  if (!addNoCacheQueryParam) {                     addNoCacheQueryParam = function (url) {                         return url + (url.indexOf("?") === -1 ? '?' : '&') + 'nocache=' + new Date().getTime();                     }                 }                  if (!messageEventListener) {                     messageEventListener = function (event) {                         console.log(logPrefix + 'Received event from origin: ' + event.origin);                         console.log(logPrefix + 'Received event data: ' + JSON.stringify(event.data));                         switch (event.data.messageType) {                             case 'resize':                                 var styleData = event.data.styles;                                 if(typeof styleData === 'object' && Object.keys(styleData).length > 0) {                                     var widgetStyles = '';                                     for(var style in styleData) {                                         widgetStyles = widgetStyles + style + ':' + styleData[style] + ';';                                     }                                     document.getElementById(appId).style = widgetStyles;                                 }                                 break;                             case 'unmount':                                 document.body.removeChild(document.getElementById(appId));                                 window.removeEventListener('message', messageEventListener);                                 console.log(logPrefix + 'Successfully unmounted BubbleChat and removed event listener for message');                                 break;                             case 'bubblechat-cert-accepted':                                 iframe.contentWindow.location.replace(addNoCacheQueryParam(appUrl));                                 console.log(logPrefix + 'Successfully validated certificate acceptance and loaded BubbleChat');                                 break;                             case 'set-chat-in-progress':                                 if (typeof (Storage) !== 'undefined') {                                     sessionStorage.chatInProgress = JSON.stringify(true);                                     console.log(logPrefix + 'chatInProgress flag set in parent window');                                 }                                 break;                             case 'clear-chat-in-progress':                                 if (typeof (Storage) !== 'undefined') {                                     sessionStorage.removeItem("chatInProgress");                                     console.log(logPrefix + 'chatInProgress flag cleared in parent window');                                 }                                 break;                             case 'minimize':                                 document.getElementById(appId).classList.add('minimized\_chat');                                 break;                             case 'restore':                                 document.getElementById(appId).classList.remove('minimized\_chat');                                 break;                             default:                                 console.log(logPrefix + 'Unknown message type');                         }                     };                 }                  window.addEventListener('message', messageEventListener);                 console.log(logPrefix + 'Event listener for message added');                  var obtainSecureConnectivity = function () {                     window.open(addNoCacheQueryParam(connectivityCheckUrlSecure), 'SM\_CERT\_PAGE');                 };                                  var xhrSecureConnectivityCheck = new XMLHttpRequest();                 xhrSecureConnectivityCheck.onreadystatechange = function () {                     if (this.readyState === 4) {                         console.log(logPrefix + 'Secure connectivity check status: ' + this.status);                         switch (this.status) {                             case 200:                                 iframe.contentWindow.location.replace(addNoCacheQueryParam(appUrl));                                 break;                             default:                                 obtainSecureConnectivity();                         }                     }                 }                 console.log(logPrefix + 'Checking secure connectivity to: ' + connectivityCheckUrlSecure);                 xhrSecureConnectivityCheck.open('HEAD', addNoCacheQueryParam(connectivityCheckUrlSecure), true);                 xhrSecureConnectivityCheck.timeout = secureConnectivityCheckTimeout;                 xhrSecureConnectivityCheck.ontimeout = function () { console.log(logPrefix + 'Secure Connectivity check timed out'); }                 xhrSecureConnectivityCheck.send();             }         };     } | |

### 4.3.8 Teams

The team configuration for chat is the same as as the team configuration for voice.

< Refer to Subsystems\RmCm\Teams >

## 4.4 Outbound

The Outbound feature provides Outbound dialing functionality in addition to existing Unified CCX inbound capabilities. This feature allows agents who are not busy with inbound calls to handle Outbound calls.

This section contains the following chapters:

* General
* Campaigns
* Area Codes (for UCCX version 10 and later)
* SIP Gateway Configuration (for UCCX version 10 and later)

### 4.4.1 General

General Outbound properties refer to the settings information that is common for all the campaigns.

The following lists the settings for the general properties of outbound campaigns:

|  |  |
| --- | --- |
| **General Configuration** | |
| Start Time | 08:00 |
| End Time | 21:00 |
| Outbound Call Timeout (seconds) | 60 |
| Dialing Prefix |  |
| Long Distance Prefix |  |
| International Prefix |  |
| Local Area Code |  |
| Do Not Remove Local Area Code When Dialing | N |
| Include Long Distance Prefix | N |
| Agent AutoAnswer | Y |
| Assigned CSQs |  |

### 4.4.2 Campaigns

The Outbound subsystem views campaigns as logical entities that group a set of contacts together in a dialing list. Campaigns deliver outgoing calls to agents. Agents are assigned to campaigns using CSQs.

The following campaigns have been configured:

< No records found >

### 4.4.3 Area Codes

The Area Codes section defines the mapping of area codes and time zones. The dialer uses the area code of a contact phone number to determine the time zone of the contact calling area.

The following area codes are configured:

| **Area Codes** | | |
| --- | --- | --- |
| **Area Code** | **Time Zone** | **Daylight Savings Observed** |
| 219 | America/New\_York | N |
| 615 | America/Chicago | Y |
| 607 | America/New\_York | Y |
| 760 | America/Los\_Angeles | Y |
| 914 | America/New\_York | Y |
| 671 | America/Juneau | N |
| 518 | America/New\_York | Y |
| 906 | America/Chicago | Y |
| 817 | America/Chicago | Y |
| 970 | America/Denver | Y |
| 574 | America/New\_York | N |
| 954 | America/New\_York | Y |
| 865 | America/New\_York | Y |
| 978 | America/New\_York | Y |
| 301 | America/New\_York | Y |
| 212 | America/New\_York | Y |
| 503 | America/Los\_Angeles | Y |
| 260 | America/New\_York | N |
| 414 | America/Chicago | Y |
| 810 | America/New\_York | Y |
| 252 | America/New\_York | Y |
| 406 | America/Denver | Y |
| 802 | America/New\_York | Y |
| 325 | America/Chicago | Y |
| 713 | America/Chicago | Y |
| 317 | America/New\_York | N |
| 228 | America/Chicago | Y |
| 309 | America/Chicago | Y |
| 850 | America/Chicago | Y |
| 931 | America/Chicago | Y |
| 616 | America/New\_York | Y |
| 608 | America/Chicago | Y |
| 915 | America/Denver | Y |
| 276 | America/New\_York | Y |
| 907 | America/Lima | Y |
| 818 | America/Los\_Angeles | Y |
| 559 | America/Los\_Angeles | Y |
| 478 | America/New\_York | Y |
| 785 | America/Chicago | Y |
| 858 | America/Los\_Angeles | Y |
| 979 | America/Chicago | Y |
| 310 | America/Los\_Angeles | Y |
| 302 | America/New\_York | Y |
| 213 | America/Los\_Angeles | Y |
| 520 | America/Denver | N |
| 601 | America/Chicago | Y |
| 205 | America/Chicago | Y |
| 512 | America/Chicago | Y |
| 504 | America/Chicago | Y |
| 423 | America/New\_York | Y |
| 415 | America/Los\_Angeles | Y |
| 253 | America/Los\_Angeles | Y |
| 334 | America/Chicago | Y |
| 407 | America/New\_York | Y |
| 803 | America/New\_York | Y |
| 641 | America/Chicago | Y |
| 714 | America/Los\_Angeles | Y |
| 318 | America/Chicago | Y |
| 940 | America/Chicago | Y |
| 706 | America/New\_York | Y |
| 229 | America/New\_York | Y |
| 617 | America/New\_York | Y |
| 770 | America/New\_York | Y |
| 843 | America/New\_York | Y |
| 609 | America/New\_York | Y |
| 916 | America/Los\_Angeles | Y |
| 269 | America/New\_York | Y |
| 908 | America/New\_York | Y |
| 972 | America/Chicago | Y |
| 479 | America/Chicago | Y |
| 956 | America/Chicago | Y |
| 859 | America/New\_York | Y |
| 303 | America/Denver | Y |
| 214 | America/Chicago | Y |
| 610 | America/New\_York | Y |
| 602 | America/Denver | N |
| 206 | America/Los\_Angeles | Y |
| 440 | America/New\_York | Y |
| 513 | America/New\_York | Y |
| 270 | America/Chicago | Y |
| 432 | America/Chicago | Y |
| 901 | America/Chicago | Y |
| 262 | America/Chicago | Y |
| 505 | America/Denver | Y |
| 650 | America/Los\_Angeles | Y |
| 731 | America/Chicago | Y |
| 812 | America/New\_York | N |
| 254 | America/Chicago | Y |
| 561 | America/New\_York | Y |
| 480 | America/Denver | N |
| 408 | America/Los\_Angeles | Y |
| 804 | America/New\_York | Y |
| 319 | America/Chicago | Y |
| 715 | America/Chicago | Y |
| 941 | America/New\_York | Y |
| 626 | America/Los\_Angeles | Y |
| 707 | America/Los\_Angeles | Y |
| 860 | America/New\_York | Y |
| 618 | America/Chicago | Y |
| 763 | America/Chicago | Y |
| 925 | America/Los\_Angeles | Y |
| 909 | America/Los\_Angeles | Y |
| 585 | America/New\_York | Y |
| 828 | America/New\_York | Y |
| 973 | America/New\_York | Y |
| 949 | America/Los\_Angeles | Y |
| 787 | America/Nipigon | N |
| 989 | America/New\_York | Y |
| 320 | America/Chicago | Y |
| 401 | America/New\_York | Y |
| 312 | America/Chicago | Y |
| 231 | America/New\_York | Y |
| 304 | America/New\_York | Y |
| 530 | America/Los\_Angeles | Y |
| 215 | America/New\_York | Y |
| 603 | America/New\_York | Y |
| 360 | America/Los\_Angeles | Y |
| 207 | America/New\_York | Y |
| 352 | America/New\_York | Y |
| 910 | America/New\_York | Y |
| 425 | America/Los\_Angeles | Y |
| 740 | America/New\_York | Y |
| 813 | America/New\_York | Y |
| 417 | America/Chicago | Y |
| 732 | America/New\_York | Y |
| 336 | America/New\_York | Y |
| 570 | America/New\_York | Y |
| 651 | America/Chicago | Y |
| 562 | America/Los\_Angeles | Y |
| 409 | America/Chicago | Y |
| 724 | America/New\_York | Y |
| 805 | America/Los\_Angeles | Y |
| 239 | America/New\_York | Y |
| 716 | America/New\_York | Y |
| 708 | America/Chicago | Y |
| 772 | America/New\_York | Y |
| 619 | America/Los\_Angeles | Y |
| 845 | America/New\_York | Y |
| 918 | America/Chicago | Y |
| 586 | America/New\_York | Y |
| 410 | America/New\_York | Y |
| 321 | America/New\_York | Y |
| 402 | America/Chicago | Y |
| 313 | America/New\_York | Y |
| 305 | America/New\_York | Y |
| 620 | America/Chicago | Y |
| 701 | America/Chicago | Y |
| 612 | America/Chicago | Y |
| 216 | America/New\_York | Y |
| 361 | America/Chicago | Y |
| 208 | America/Denver | Y |
| 830 | America/Chicago | Y |
| 515 | America/Chicago | Y |
| 434 | America/New\_York | Y |
| 903 | America/Chicago | Y |
| 660 | America/Chicago | Y |
| 507 | America/Chicago | Y |
| 256 | America/Chicago | Y |
| 337 | America/Chicago | Y |
| 814 | America/New\_York | Y |
| 563 | America/Chicago | Y |
| 806 | America/Chicago | Y |
| 248 | America/New\_York | Y |
| 636 | America/Chicago | Y |
| 951 | America/Los\_Angeles | Y |
| 870 | America/Chicago | Y |
| 717 | America/New\_York | Y |
| 781 | America/New\_York | Y |
| 773 | America/Chicago | Y |
| 765 | America/New\_York | N |
| 919 | America/New\_York | Y |
| 757 | America/New\_York | Y |
| 201 | America/New\_York | Y |
| 330 | America/New\_York | Y |
| 314 | America/Chicago | Y |
| 702 | America/Los\_Angeles | Y |
| 225 | America/Chicago | Y |
| 540 | America/New\_York | Y |
| 217 | America/Chicago | Y |
| 605 | America/Denver | Y |
| 920 | America/Chicago | Y |
| 209 | America/Los\_Angeles | Y |
| 281 | America/Chicago | Y |
| 831 | America/Los\_Angeles | Y |
| 516 | America/New\_York | Y |
| 435 | America/Denver | Y |
| 912 | America/New\_York | Y |
| 904 | America/New\_York | Y |
| 580 | America/Chicago | Y |
| 661 | America/Los\_Angeles | Y |
| 508 | America/New\_York | Y |
| 734 | America/New\_York | Y |
| 419 | America/New\_York | Y |
| 815 | America/Chicago | Y |
| 952 | America/Chicago | Y |
| 718 | America/New\_York | Y |
| 863 | America/New\_York | Y |
| 386 | America/New\_York | Y |
| 936 | America/Chicago | Y |
| 928 | America/Denver | N |
| 847 | America/Chicago | Y |
| 000 | America/Juneau | N |
| 210 | America/Chicago | Y |
| 202 | America/New\_York | Y |
| 501 | America/Chicago | Y |
| 412 | America/New\_York | Y |
| 323 | America/Los\_Angeles | Y |
| 404 | America/New\_York | Y |
| 315 | America/New\_York | Y |
| 630 | America/Chicago | Y |
| 703 | America/New\_York | Y |
| 307 | America/Denver | Y |
| 541 | America/Los\_Angeles | Y |
| 614 | America/New\_York | Y |
| 218 | America/Chicago | Y |
| 606 | America/New\_York | Y |
| 670 | America/Juneau | N |
| 913 | America/Chicago | Y |
| 517 | America/New\_York | Y |
| 662 | America/Chicago | Y |
| 509 | America/Los\_Angeles | Y |
| 573 | America/Chicago | Y |
| 816 | America/Chicago | Y |
| 727 | America/New\_York | Y |
| 808 | America/La\_Paz | N |
| 719 | America/Denver | Y |
| 864 | America/New\_York | Y |
| 856 | America/New\_York | Y |
| 775 | America/Los\_Angeles | Y |
| 937 | America/New\_York | Y |
| 985 | America/Chicago | Y |
| 203 | America/New\_York | Y |
| 510 | America/Los\_Angeles | Y |
| 340 | America/Nipigon | N |
| 502 | America/New\_York | Y |
| 251 | America/Chicago | Y |
| 413 | America/New\_York | Y |
| 801 | America/Denver | Y |
| 405 | America/Chicago | Y |
| 316 | America/Chicago | Y |
| 631 | America/New\_York | Y |
| 712 | America/Chicago | Y |
| 623 | America/Denver | N |
| 704 | America/New\_York | Y |
| 308 | America/Chicago | Y |

### 4.4.4 SIP Gateway Configuration

The SIP Gateway configuration lists parameters that enable the Outbound subsystem of Unified CCX to communicate with the SIP gateway. It also includes parameters specific to Call Progress Analysis functionality of the gateway.

Call Progress Analysis is a feature of the SIP gateway by which it determines whether the outcome of a call is an answering machine, live voice, fax, or beep tone and so on. The SIP gateway performs call progressive analysis of the call and informs the outcome of the call to Unified CCX.

|  |  |
| --- | --- |
| **Gateway Configuration** | |
| Gateway Hostname/IP Address |  |
| Gateway Port | 5060 |
| Local CCX Port | 5065 |
| Transport Protocol | UDP |
| **eMail Configuration** | |
| Minimum Silence Period (100 - 1000) | 375 Milliseconds |
| Analysis Period (1000 - 10000) | 2500 Milliseconds |
| Maximum Time Analysis (1000 - 10000) | 3000 Milliseconds |
| Minimum Valid Speech Time (50 - 500) | 112 Milliseconds |
| Maximum Term Tone Analysis (1000 - 60000) | 15000 Milliseconds |

## 4.5 Database

The Unified CCX system uses the Database subsystem to enable Unified CCX applications to interact with customer provided enterprise database servers to make database information accessible to contacts. You can connect the Unified CCX system with enterprise databases such as Microsoft SQL Server, Sybase, Oracle, or IBM DB2.

The database subsystem is available if your system has a license installed for either the Unified IP IVR or Unified CCX Premium product packages. If you are not using Unified CCX applications that require access to databases, you do not need to provision the Database subsystem.

This section contains the following chapters:

* Data Source
* Database Parameters
* Drivers (for UCCX versions 10 and later)

### 4.5.1 Data Sources

The Unified CCX system uses the Database subsystem to enable Unified CCX applications to interact with customer provided enterprise database servers to make database information accessible to contacts. You can connect the Unified CCX system with enterprise databases such as Microsoft SQL Server, Sybase, Oracle, or IBM DB2.

The following database sources have been configured:

| **Data Sources** | |
| --- | --- |
| DataSourceJDBC | |  |  | | --- | --- | | User Name\* | user | | Maximum Number of Connections\* | 2 | | Driver\* | net.sourceforge.jtds.jdbc.Driver | | JDBC URL\* | jdbc:jtds:sybase://hostname/dbname | |

### 4.5.2 Parameters

This section configures database source parameters.

*RetryConnectInterval*  
Specifies the interval between two connection attempts when a data source is initialized. The default is 15,000 milliseconds.  
  
*NumAttempt*  
Specifies the number of attempts to establish connections to the database when a data source is initialized. The default is 3 attempts.  
  
*LoginTimeout*  
Sets the maximum time in seconds that a driver will wait while attempting to connect to a database. The default is 0 (disabled).

|  |  |
| --- | --- |
| **Parameters** | |
| RetryConnectInterval (Milliseconds) | 15000 |
| NumAttempt (Seconds) | 5 |
| LoginTimeout (Seconds) | 15000 |

### 4.5.3 Drivers

The following database drivers are present:

| **Driver List** |
| --- |
| **Driver Class Name** |
| net.sourceforge.jtds.jdbc.Driver |

## 4.6 HTTP Trigger Configuration

The Unified CCX system uses the HTTP subsystem to enable Unified CCX applications to respond to requests from a variety of web clients, including computers and IP phones. To provision the HTTP subsystem, you need to provision HTTP triggers. HTTP applications use triggers to activate the application in response to an incoming HTTP message. Use the Document Management page to upload these documents.

The HTTP subsystem is available if your system has a license installed for one of the following Cisco product packages: Unified IP IVR or Unified CCX Premium.

The following HTTP triggers have been configured:

| **HTTP Trigger** | |
| --- | --- |
| **Name** | **Details** |
| /www.google.com | |  |  | | --- | --- | | Language | en\_AU | | Application Name | Application1 | | Maximum Number Of Sessions | 2 | | Idle Timeout (in ms) | 1099 | | Enabled | Y | |
| /www.yahoo.com | |  |  | | --- | --- | | Language | en\_US | | Application Name | RNA | | Maximum Number Of Sessions | 2 | | Idle Timeout (in ms) | 1000 | | Enabled | N | |

## 4.7 eMail Configuration

The Unified CCX system uses the eMail subsystem of the Unified CCX Engine to communicate with your email server and enable your applications to create and send email. The email configuration identifies the default email address and server to be used for sending email (including e-pages and faxes) and for receiving acknowledgments. This email subsystem is not related to agent email-based routing.

|  |  |
| --- | --- |
| **eMail Configuration** | |
| Mail Server | 10.5.1.166 |
| eMail Address | test@uplinx.com |

## 4.8 Cisco Media

The Cisco Media subsystem is a subsystem of the Unified CCX Engine. The Cisco Media subsystem manages the Cisco Media Termination (CMT) media resource. CMT channels are required for Unified CCX to be able to play or record media.

The Unified CCX system uses the Media subsystem of the Unified CCX Engine to configure Cisco Media Termination (CMT) dialog groups that can be used to handle simple Dual-Tone Multi-Frequency (DTMF) based dialog interactions with customers. A dialog group is a pool of dialog channels in which each channel is used to perform dialog interactions with a caller. The Unified CCX system uses the Media subsystem of the Unified CCX Engine to configure Cisco Media Termination (CMT) dialog groups that can be used to handle simple Dual-Tone Multi-Frequency (DTMF) based dialog interactions with customers. A dialog group is a pool of dialog channels in which each channel is used to perform dialog interactions with a caller.

The following Media Termination (CMT) dialog groups are configured:

| **Cisco Media Termination Dialog Groups** | | |
| --- | --- | --- |
| **Group ID** | **Description** | **Channels** |
| 0 | Default | 12 |
| 1 | CMT Auto#2 | 3 |
| 2 | CMT Auto#3 | 6 |
| 3 | Cisco Media Group #3 | 3 |

## 4.9 MRCP ASR

The *MRCP ASR* subsystem allows users to navigate through a menu of options by speaking instead of pressing keys on a touch-tone telephone. When a user calls local directory assistance, for example, Automatic Speech Recognition (ASR) can prompt the user to say the city and state in which to locate the information, then connect the user to an appropriate agent.

Media Resource Control Protocol (MRCP) is defined in RFC 4463 and was developed by Cisco, Nuance, and Speechworks.

To provision the MRCP ASR subsystem, the following information has been defined:

* *MRCP ASR Providers*: Information about the vendor of your speech server, including the number of licenses and the grammar type.
* *MRCP ASR Servers*: Information about the ASR server's name, port location, and available languages.
* *MRCP ASR Groups*: Information about the MRCP ASR dialog control groups and associated locales, which enable Unified CCX applications to use speech recognition.

### 4.9.1 MRCP ASR Providers

The *MRCP Automatic Speech Recognition (ASR) Provider* section defines the vendor of your speech server, including the number of licenses and the grammar type.

| **MRCP ASR Provider Configuration** | |
| --- | --- |
| **Name** | **Details** |
| Provider0 | |  |  | | --- | --- | | Number Of Provider Licenses\* | 0 | | Grammar Variant\* | OSR 3.1.x | | Status | OUT\_OF\_SERVICE | |
| Provider1 | |  |  | | --- | --- | | Number Of Provider Licenses\* | 0 | | Grammar Variant\* | 2003 SISR | | Status | OUT\_OF\_SERVICE | |
| Provider2 | |  |  | | --- | --- | | Number Of Provider Licenses\* | 0 | | Grammar Variant\* | Nuance | | Status | UNKNOWN | |

### 4.9.2 MRCP ASR Servers

The *MRCP Automatic Speech Recognition (ASR) Servers* section contains the ASR server's name, port location, and available languages.

| **MRCP ASR Server Configuration** | |
| --- | --- |
| **Name** | **Details** |
| ASRServer1 | |  |  | | --- | --- | | Provider Name\* | Provider0 | | Port Number\* | 5060 | | Enabled Languages\* | |  |  | | --- | --- | | Afar | Y | | | Status | UNREACHABLE | |
| ASRServer2 | |  |  | | --- | --- | | Provider Name\* | Provider1 | | Port Number\* | 5060 | | Enabled Languages\* | |  |  | | --- | --- | | Akan | Y | | Amharic (Ethiopia) | Y | | Arabic (Djibouti) | Y | | | Status | UNREACHABLE | |

### 4.9.3 MRCP ASR Dialog Groups

The *MRCP ASR Dialog Groups* configuration is used to specify information about MRCP ASR dialog control groups, which enable Unified CCX applications to use speech recognition.

You must have a MRCP ASR Provider defined before you can provision a MRCP ASR Group. Also, you should configure MRCP ASR Servers for the specific MRCP Provider before configuring the MRCP ASR Groups. This allows users to configure languages for the groups based on the languages supported by the configured servers.

| **MRCP ASR Dialog Group Configuration** | |
| --- | --- |
| **Name** | **Details** |
| MRCP ASR Group #4 | |  |  | | --- | --- | | Group ID\* | 4 | | Number Of Provider Licenses | 0 | | Number Of Licensed IVR Ports | 12 | | Maximum Number Of sessions\* | 0 | | Provider Name | Provider1 | | Enabled Languages\* | |  |  | | --- | --- | | Akan | Y | | Amharic (Ethiopia) | Y | | Arabic (Djibouti) | Y | | |
| MRCP ASR Group #5 | |  |  | | --- | --- | | Group ID\* | 5 | | Number Of Provider Licenses | 0 | | Number Of Licensed IVR Ports | 12 | | Maximum Number Of sessions\* | 3 | | Provider Name | Provider0 | | Enabled Languages\* | |  |  | | --- | --- | | Afar | Y | | |

## 4.10 MRCP TTS

The Unified CCX system uses the *MRCP Text-to-Speech (TTS)* subsystem to convert text into spoken words to provide a user with information or to prompt a user to respond to an action.

Media Resource Control Protocol (MRCP) is defined in RFC 4463 and was developed by Cisco, Nuance, and Speechworks.

To provision the *MRCP Text-to-Speech (TTS)* subsystem, the following sections are present:

* MRCP TTS Providers
* MRCP TTS Servers
* MRCP TTS Default Genders

### 4.10.1 MRCP TTS Providers

The MRCP TTS Providers configuration specifies information about the vendor of the TTS server.

You need at least one MRCP TTS Server associated with each configured provider.

| **Ports List** | |
| --- | --- |
| **Provider** | **Status** |
| IBM WebSphere Voice Server | OUT\_OF\_SERVICE |
| Nuance Vocalizer | OUT\_OF\_SERVICE |
| Scansoft Realspeak | UNKNOWN |

### 4.10.2 MRCP TTS Servers

The MRCP TTS Servers configuration defines the TTS server's name, port location, and available languages.

You need at least one MRCP TTS Server associated with each configured provider.

| **MRCP TTS Server Configuration** | |
| --- | --- |
| **Name** | **Details** |
| IBM WebSphere Voice Server | |  |  | | --- | --- | | Server Name | TTSIBM | | Provider Name | IBM WebSphere Voice Server | | Port Number | 554 | | Enabled Languages | | **Language Gender** | | | | | --- | --- | --- | --- | | **Language** | **Male** | **Female** | **Neutral** | | Afar | Y | Y | Y | | |
| Nuance Vocalizer | |  |  | | --- | --- | | Server Name | TTSNUANCE | | Provider Name | Nuance Vocalizer | | Port Number | 5060 | | Enabled Languages | | **Language Gender** | | | | | --- | --- | --- | --- | | **Language** | **Male** | **Female** | **Neutral** | | Aragonese | Y | N | N | | |

### 4.10.3 MRCP TTS Default Genders

The MRCP TTS Default Genders configuration specifies the default gender settings per Locale per Provider.

TTS uses default genders when a prompt for a specific locale is used without specifying the gender.

| **Default Gender** | | | | |
| --- | --- | --- | --- | --- |
| **Provider Name** | **Locales** | **Male** | **Female** | **Neutral** |
| Nuance Vocalizer | an | N | Y | N |
| IBM WebSphere Voice Server | aa | Y | N | N |
| Scansoft Realspeak | no record was found |  |  |  |

# 5 Tools

The tools section contains options that allow you to access the following system tools such as Plug-ins, Real-Time Reporting, Real-Time Snapshot Config, and Historical Reporting, You can also assign access levels to administrators and supervisors and reset passwords.

This section contains the following chapters:

* Database Server Configuration
* Purge Schedule Configuration

## 5.1 Historical Reporting

Historical reports are not shown in this configuration report. You can view the historical reports through Historical Reporting client.

This section contains the following configuration settings:

* Database Server Configuration
* SMTP Server Configuration (for UCCX versions 10 and later)
* Purge Schedule Configuration

### 5.1.1 Database Server Configuration

The Database Server configuration specifies the maximum number of client and scheduler connections that can access the database server.

|  |  |
| --- | --- |
| **Database Server Configuration** | |
| Server Name | uccx119\* |
| Max DB Connections for Report Client Sessions | 5 |

### 5.1.2 SMTP Server Configuration

The SMTP Server configuration contains email server settings which are used to email scheduled Cisco Unified Intelligence Center (CUIC) reports.

|  |  |
| --- | --- |
| **SMTP Server Configuration** | |
| HostName/IP Address |  |
| From Email Address |  |
| Use SMTP Authentication | N |
| SMTP Username |  |

### 5.1.3 Purge Schedule Configuration

You can change the time of day that the system assesses the need to purge data and the age of data to purge.

When data is purged, the Unified CCX sends a 'Database purged' message. This message announces that a purge has taken place and includes an explanation of the purging activity. If the database is approaching its maximum size, then the Unified CCX sends the following message - 'Database approaching maximum size'. The system can send notifications through Syslog (system log) and SNMP traps.

The following purge schedule options are defined:

|  |  |
| --- | --- |
| **Purge Schedule Configuration** | |
| **Purge Schedule** | |
| Daily purge at | 01:00 |
| Purge data older than | 90 months. |
| **Auto Purge Configuration** | |
| Initiate automatic purge when database size exceeds | 80% maximum database size |
| Auto purge data for the oldest | 16 days. |

### 5.1.4 Purge Now

| **Purge Now** |
| --- |
| **Purge Now** |
| Current historical database size at 1 % ( 13312 KB ) of 11038 MB. |
| Current config database size at 5 % ( 22528 KB ) of 500 MB. |
| Purge data older than 13 months and 15 days. |
| Purge run time 7 hours. |

# 6 Finesse Workflow Configuration

Cisco Finesse is a next-generation agent and supervisor desktop designed to provide a collaborative experience for the various communities that interact with your customer service organization. It helps improve the customer experience while offering a user-centric design to enhance customer care representative satisfaction as well.

This section contains following chapters:

* Call Variables Layout
* Desktop Layout
* Phone Books
* Reasons
* Team Resources
* Workflows

## 6.1 IP Phone Agent Settings

|  |  |
| --- | --- |
| **IP Phone Agent Settings** | |
| **Phone URL Authentication Settings** | |
| Username |  |

## 6.2 Call Variables Layout

The Finesse agent desktop supports one variable in the header of the call control gadget and up to a total of 20 variables in two columns below the header (up to 10 in each column). Call variables, Extended Call Context (ECC) variables, or the following Outbound Option ECC variables can be used:

* BACampaign
* BAAccountNumber
* BAResponse
* BAStatus
* BADialedListID
* BATimeZone
* BABuddyName
* BACustomerNumber

| **Call Variables Layouts** | |
| --- | --- |
| **Name** | **Details** |
| Default Layout | |  |  | | --- | --- | | **Layout Details** | | | Description | Layout used when no other layout matches the user layout Custom/ECC Variable | | **Call Header Layout** | | | Call Variable 1 | callVariable1 | | **Call Body Left-Hand Layout** | | | BA AccountNumber | BAAccountNumber | | BA Campaign | BACampaign | | Call Variable 1 | callVariable1 | | Call Variable 2 | callVariable2 | | Call Variable 3 | callVariable3 | | Call Variable 4 | callVariable4 | | Call Variable 5 | callVariable5 | | **Call Body Right-Hand Layout** | | | BA Status | BAStatus | | BA Response | BAResponse | | Call Variable 6 | callVariable6 | | Call Variable 7 | callVariable7 | | Call Variable 8 | callVariable8 | | Call Variable 9 | callVariable9 | | Call Variable 10 | callVariable10 | |

## 6.3 Desktop Layout

The Finesse Layout XML defines the layout of the Finesse desktop, including tab names and the gadgets that appear on each tab. Manage Desktop Layout gadget can be used to upload an XML layout file to define the layout of the Finesse desktop for agents and supervisors.

| **Desktop Layout** |
| --- |
| **Finesse Layout XML** |
| <!--  \*Note:   - When you upgrade, modify Custom Layout XML appropriately to utilize the benefits of new gadgets.  - Remove the Agent State Log gadget from My Statistics tab, as it is available in the My History tab. --> <finesseLayout xmlns="http://www.cisco.com/vtg/finesse">     <!--  DO NOT EDIT. The version number for the layout XML. -->     <version>1250.03</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="enableShortCutKeys" value="true"/> -->         <!-- 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 following Gadget is used for WebChat and Email. It is \*ONLY\* supported with WebChat and Email.  If you are not using WebChat and Email, then     remove it. If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat and email     CSQs. To include this functionality:         1) Remove these comments leaving the gadget      RESTRICTIONS:         - The NonVoiceControl gadget must be configured as a page level gadget         - The NonVoiceControl gadget must not be configured in a column                  <gadget hidden="true">https://localhost:8445/uccx-nvcontrol/gadgets/NonVoiceControl.xml</gadget> -->         </page>         <tabs>             <tab>                 <id>home</id>                 <icon>home</icon>                 <label>finesse.container.tabs.agent.homeLabel</label>                 <columns>                     <column>                         <gadgets>        <!-- The following gadget is for CloudCherry Customer Experience Journey.                              If CloudCherry is onboarded successfully with all configurations, then replace the url                              with the actual url obtained by exporting the Cisco Finesse gadget from CloudCherry -->        <!-- <gadget>/3rdpartygadget/files/CXService/CiscoCXJourneyGadget.xml</gadget> -->                                     <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&amp;viewId=76D964AD10000140000000830A4E5E6F&amp;filterId=AgentCSQStats.csqName=CL&amp;compositeFilterId=AgentCSQStats.AgentIds.agentId=loginId</gadget>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&amp;viewId=5C626F9C10000140000000600A4E5B33&amp;filterId=ResourceIAQStats.resourceId=CL</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>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&amp;viewId=ECD59EE071BE439A898187B29575E175&amp;filterId=AgentCallLogDetailStats.agentID=loginId</gadget>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&amp;viewId=5D411E8A10000140000000230A4E5E6B&amp;filterId=AgentStateDetailStats.agentID=loginId</gadget>                         </gadgets>                     </column>                 </columns>             </tab>             <tab>                 <id>myStatistics</id>                 <icon>column-chart</icon>                 <label>finesse.container.tabs.agent.myStatisticsLabel</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=150&amp;viewId=67D4371110000140000001080A4E5E6B&amp;filterId=ResourceIAQStats.resourceId=loginId</gadget>                         </gadgets>                     </column>                 </columns>             </tab>             <!--     The following Tab and Gadget are used for WebChat and Email. They are \*ONLY\* supported with WebChat and Email. If you are not using WebChat or Email, then     remove them. If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email     CSQs.  To include this functionality:         1) Remove these comments leaving the tab and gadget         2) Replace all instances of "my-ccp-server" with the Fully Qualified Domain Name of your CCP Server.         3) [OPTIONAL] Adjust the height of the gadget by changing the "gadgetHeight" parameter.      IMPORTANT NOTE:         - In order for this Gadget to work, you must have performed all documented prerequisite steps.      RESTRICTIONS:         - The multisession-reply-gadget must not be configured as a page level gadget         - The multisession-reply-gadget must not be configured in a column                        <tab>                 <id>manageNonVoiceMedia</id>                 <icon>settings</icon>                 <label>finesse.container.tabs.agent.manageNonVoiceMediaLabel</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://my-ccp-server/multisession/ui/gadgets/multisession-reply-gadget.xml?gadgetHeight=590</gadget>                         </gadgets>                     </column>                 </columns>             </tab> -->         </tabs>     </layout>     <layout>         <role>Supervisor</role>         <page>             <gadget>/desktop/scripts/js/callcontrol.js</gadget>             <!--     The following Gadget is used for WebChat and Email.  It is \*ONLY\* supported with WebChat and Email.  If you are not using WebChat and Email, then     remove it.  If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email     CSQs. To include this functionality:         1) Remove these comments leaving the gadget      RESTRICTIONS:         - The NonVoiceControl gadget must be configured as a page level gadget         - The NonVoiceControl gadget must not be configured in a column         - The NonVoiceControl gadget is a headless gadget(i.e., with no display of its own),               but has to be available for the agent's non-voice state control to be able to               set agent states for WebChat and Email.                  <gadget hidden="true">https://localhost:8445/uccx-nvcontrol/gadgets/NonVoiceControl.xml</gadget> -->         </page>         <tabs>             <tab>                 <id>manageTeam</id>                 <icon>manage-team</icon>                 <label>finesse.container.tabs.supervisor.manageTeamLabel</label>                 <columns>                     <column>                         <gadgets>                          <!-- The following gadget is for CloudCherry Customer Experience Analytics.                              If CloudCherry is onboarded successfully with all configurations, then replace the url                              with the actual url obtained by exporting the Cisco Finesse gadget from CloudCherry -->        <!-- <gadget>/3rdpartygadget/files/CXService/CiscoCXAnalyticsGadget.xml</gadget> -->                                     <gadget 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://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=275&amp;viewId=D6D0B6740B0040D5A089FD1C09F5C72C&amp;filterId=AgentCallLogDetailStats.agentID=AgentEvent:Id&amp;type=dynamic&amp;maxRows=20</gadget>                             <gadget managedBy="team-performance">https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=275&amp;viewId=5D411E8A10000140000000230A4E5E6B&amp;filterId=AgentStateDetailStats.agentID=AgentEvent:Id&amp;type=dynamic&amp;maxRows=20</gadget>                         </gadgets>                     </column>                 </columns>             </tab>             <tab>                 <id>myHistory</id>                 <icon>history</icon>                 <label>finesse.container.tabs.supervisor.myHistoryLabel</label>                 <columns>                     <column>                         <!-- The following gadgets are used for viewing the call history and state history of a supervisor. -->                         <gadgets>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&amp;viewId=ECD59EE071BE439A898187B29575E175&amp;filterId=AgentCallLogDetailStats.agentID=loginId</gadget>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&amp;viewId=5D411E8A10000140000000230A4E5E6B&amp;filterId=AgentStateDetailStats.agentID=loginId</gadget>                         </gadgets>                     </column>                 </columns>             </tab>             <tab>                 <id>teamData</id>                 <icon>team-data</icon>                 <label>finesse.container.tabs.supervisor.teamDataLabel</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=620&amp;viewId\_1=7291DCB410000140000000890A4E5B33&amp;filterId\_1=ResourceIAQStats.resourceId=CL&amp;viewId\_2=728283C210000140000000530A4E5B33&amp;filterId\_2=ResourceIAQStats.resourceId=CL</gadget>                             <!--     The following Gadget is used for WebChat and Email.  It is \*ONLY\* supported with WebChat and Email.  If you are not using WebChat or Email, then     remove it.  If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email      CSQs.  To include this functionality:         1) Remove these comments leaving the gadget                               <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=F2F1FC17100001440000014E0A4E5D48&filterId=ChatAgentStats.agentId=CL</gadget>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=BCC5767B1000014F000000580A4D3FA7&filterId=EmailAgentStats.agentId=CL</gadget>  -->                             <!--     The following Gadgets are used for Predictive/Progressive/Preview Agent Outbound.     To include this functionality:     1) Remove these comments leaving the gadget                                 <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId\_1=FD919FB9100001440000005D0A4E5B29&filterId\_1=ResourceIAQStats.resourceId=CL&viewId\_2=FD919FB510000144000000470A4E5B29&filterId\_2=ResourceIAQStats.resourceId=CL</gadget> -->                         </gadgets>                     </column>                 </columns>             </tab>             <tab>                 <id>queueData</id>                 <icon>storage</icon>                 <label>finesse.container.tabs.supervisor.queueDataLabel</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=620&amp;viewId\_1=C8E2DB1610000140000000A60A4E5E6B&amp;filterId\_1=VoiceIAQStats.esdName=CL&amp;viewId\_2=9A7A14CE10000140000000ED0A4E5E6B&amp;filterId\_2=VoiceCSQDetailsStats.agentId=CL&amp;compositeFilterId=VoiceCSQDetailsStats.AgentVoiceCSQNames.agentVoiceCSQName=CL&amp;viewId\_3=C8EF510810000140000000EB0A4E5E6B&amp;filterId\_3=VoiceIAQStats.esdName=CL&amp;viewId\_4=C8EE241910000140000000C30A4E5E6B&amp;filterId\_4=VoiceIAQStats.esdName=CL</gadget>                             <!--     The following Gadget is used for WebChat and Email. It is \*ONLY\* supported with WebChat and Email.  If you are not using WebChat or Email, then     remove it.  If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email     CSQs.  To include this functionality:         1) Remove these comments leaving the gadget                               <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=E42ED788100001440000007B0A4E5CA1&filterId=ChatQueueStatistics.queueName=CL</gadget>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=13970B4E100001500000021C0A4D3FA7&filterId=EmailQueueStatistics.queueName=CL</gadget>  -->                         </gadgets>                     </column>                 </columns>             </tab>             <!--     The following Tab and Gadget are used for WebChat and Email. They are \*ONLY\* supported with WebChat and Email. If you are not using WebChat or Email, then     remove them. If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email     CSQs.  To include this functionality:         1) Remove these comments leaving the tab and gadget         2) Replace all instances of "my-ccp-server" with the Fully Qualified Domain Name of your CCP Server.         3) [OPTIONAL] Adjust the height of the gadget by changing the "gadgetHeight" parameter.      IMPORTANT NOTE:         - In order for this Gadget to work, you must have performed all documented prerequisite steps.      RESTRICTIONS:         - The multisession-reply-gadget must not be configured as a page level gadget         - The multisession-reply-gadget must not be configured in a column                        <tab>                 <id>manageNonVoiceMedia</id>                 <icon>settings</icon>                 <label>finesse.container.tabs.supervisor.manageNonVoiceMediaLabel</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://my-ccp-server/multisession/ui/gadgets/multisession-reply-gadget.xml?gadgetHeight=590</gadget>                         </gadgets>                     </column>                 </columns>             </tab> --> <!--    The following gadget provides Supervisor with advanced capabilities.     Using this gadget, supervisors can manage Queues, Prompts, Calendars, and so on.     Before including this gadget in Desktop Layout,     ensure that the advanced capability is enabled in Unified CCX Administration.                <tab>                 <id>ASCGadget</id>                 <icon>admin</icon>                 <label>finesse.container.tabs.supervisor.advancedcapabilities</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://localhost:8445/ascgadget/gadgets/ascgadget.xml</gadget>                         </gadgets>                     </column>                 </columns>             </tab> -->            </tabs>     </layout> </finesseLayout> |

## 6.4 Phone Books

On the Phone Books tab of the Cisco Finesse administration console, global and team phone books and phone book contacts can be created and managed. Global phone books are available to all agents; team phone books are available to agents in that specific team.

* Phone Books and Contacts
* Add Phone Book
* Edit Phone Book
* Delete Phone Book
* Import Contacts
* Export Contacts
* Add Contact
* Edit Contact
* Delete Contact

< No records found >

## 6.5 Reasons

The *Reasons* section defines Not Ready, Sign Out, and Wrap-Up reasons that an agent can choose to set his status on the Finesse desktop. The reason codes are used to:

* *Not Ready* reason codes represent reasons that agents can select when they change their state to Not Ready.
* *Sign Out* reason codes represent reasons that agents can select when they sign out of the Finesse desktop.
* *Wrap-Up* reasons represent the reasons that agents can apply to calls. A Wrap-Up reason indicates why a customer called the contact center. For example, there may be one Wrap-Up reason for sales calls and another for support calls.

| **Reasons** | | |
| --- | --- | --- |
| **Label** | **Code** | **Global?** |
| **Reason Codes (Not Ready)** | | |
| Supervisor Initiated | 33 | Yes |
| Non ACD Offhook | 32742 | Yes |
| Call Cancel | 32749 | Yes |
| Extension Modified | 32750 | Yes |
| Skip Preview Call | 32751 | Yes |
| Cancel Reservation Preview Call | 32752 | Yes |
| Restricted Line | 32753 | Yes |
| Restricted Device | 32754 | Yes |
| Call Ended | 32755 | Yes |
| Phone Working | 32756 | Yes |
| CUCM Failover | 32757 | Yes |
| Wrap Up Timer Expiry | 32758 | Yes |
| Phone Failure | 32759 | Yes |
| Agent Logon | 32760 | Yes |
| Non ACD Busy | 32761 | Yes |
| Offhook | 32762 | Yes |
| Call Not Answered | 32763 | Yes |
| **Reason Codes (Sign Out)** | | |
| Supervisor Initiated | 22 | Yes |
| Connection Failure | 255 | Yes |
| System Initiated Relogin | 32740 | Yes |
| Extension Conflict | 32741 | Yes |
| Agent Deleted | 32748 | Yes |
| System Standby | 32764 | Yes |
| System Disconnect | 32765 | Yes |
| Agent Initiated | 32766 | Yes |
| Device Conflict | 32767 | Yes |
| **Wrap-Up Reasons** | | |

## 6.6 Team Resources

Phone books, reason codes, wrap-up reasons, custom desktop layouts, and workflows can be assigned to teams using the Team Resources tab of the administration console.

| **Team Resources** | |
| --- | --- |
| **Name** | **Details** |
| Default | |  |  | | --- | --- | | ID | 1 | | Desktop Layout | <!--  \*Note:   - When you upgrade, modify Custom Layout XML appropriately to utilize the benefits of new gadgets.  - Remove the Agent State Log gadget from My Statistics tab, as it is available in the My History tab. --> <finesseLayout xmlns="http://www.cisco.com/vtg/finesse">     <!--  DO NOT EDIT. The version number for the layout XML. -->     <version>1250.03</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="enableShortCutKeys" value="true"/> -->         <!-- 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 following Gadget is used for WebChat and Email. It is \*ONLY\* supported with WebChat and Email.  If you are not using WebChat and Email, then     remove it. If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat and email     CSQs. To include this functionality:         1) Remove these comments leaving the gadget      RESTRICTIONS:         - The NonVoiceControl gadget must be configured as a page level gadget         - The NonVoiceControl gadget must not be configured in a column                  <gadget hidden="true">https://localhost:8445/uccx-nvcontrol/gadgets/NonVoiceControl.xml</gadget> -->         </page>         <tabs>             <tab>                 <id>home</id>                 <icon>home</icon>                 <label>finesse.container.tabs.agent.homeLabel</label>                 <columns>                     <column>                         <gadgets>        <!-- The following gadget is for CloudCherry Customer Experience Journey.                              If CloudCherry is onboarded successfully with all configurations, then replace the url                              with the actual url obtained by exporting the Cisco Finesse gadget from CloudCherry -->        <!-- <gadget>/3rdpartygadget/files/CXService/CiscoCXJourneyGadget.xml</gadget> -->                                     <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&amp;viewId=76D964AD10000140000000830A4E5E6F&amp;filterId=AgentCSQStats.csqName=CL&amp;compositeFilterId=AgentCSQStats.AgentIds.agentId=loginId</gadget>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&amp;viewId=5C626F9C10000140000000600A4E5B33&amp;filterId=ResourceIAQStats.resourceId=CL</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>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&amp;viewId=ECD59EE071BE439A898187B29575E175&amp;filterId=AgentCallLogDetailStats.agentID=loginId</gadget>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&amp;viewId=5D411E8A10000140000000230A4E5E6B&amp;filterId=AgentStateDetailStats.agentID=loginId</gadget>                         </gadgets>                     </column>                 </columns>             </tab>             <tab>                 <id>myStatistics</id>                 <icon>column-chart</icon>                 <label>finesse.container.tabs.agent.myStatisticsLabel</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=150&amp;viewId=67D4371110000140000001080A4E5E6B&amp;filterId=ResourceIAQStats.resourceId=loginId</gadget>                         </gadgets>                     </column>                 </columns>             </tab>             <!--     The following Tab and Gadget are used for WebChat and Email. They are \*ONLY\* supported with WebChat and Email. If you are not using WebChat or Email, then     remove them. If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email     CSQs.  To include this functionality:         1) Remove these comments leaving the tab and gadget         2) Replace all instances of "my-ccp-server" with the Fully Qualified Domain Name of your CCP Server.         3) [OPTIONAL] Adjust the height of the gadget by changing the "gadgetHeight" parameter.      IMPORTANT NOTE:         - In order for this Gadget to work, you must have performed all documented prerequisite steps.      RESTRICTIONS:         - The multisession-reply-gadget must not be configured as a page level gadget         - The multisession-reply-gadget must not be configured in a column                        <tab>                 <id>manageNonVoiceMedia</id>                 <icon>settings</icon>                 <label>finesse.container.tabs.agent.manageNonVoiceMediaLabel</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://my-ccp-server/multisession/ui/gadgets/multisession-reply-gadget.xml?gadgetHeight=590</gadget>                         </gadgets>                     </column>                 </columns>             </tab> -->         </tabs>     </layout>     <layout>         <role>Supervisor</role>         <page>             <gadget>/desktop/scripts/js/callcontrol.js</gadget>             <!--     The following Gadget is used for WebChat and Email.  It is \*ONLY\* supported with WebChat and Email.  If you are not using WebChat and Email, then     remove it.  If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email     CSQs. To include this functionality:         1) Remove these comments leaving the gadget      RESTRICTIONS:         - The NonVoiceControl gadget must be configured as a page level gadget         - The NonVoiceControl gadget must not be configured in a column         - The NonVoiceControl gadget is a headless gadget(i.e., with no display of its own),               but has to be available for the agent's non-voice state control to be able to               set agent states for WebChat and Email.                  <gadget hidden="true">https://localhost:8445/uccx-nvcontrol/gadgets/NonVoiceControl.xml</gadget> -->         </page>         <tabs>             <tab>                 <id>manageTeam</id>                 <icon>manage-team</icon>                 <label>finesse.container.tabs.supervisor.manageTeamLabel</label>                 <columns>                     <column>                         <gadgets>                          <!-- The following gadget is for CloudCherry Customer Experience Analytics.                              If CloudCherry is onboarded successfully with all configurations, then replace the url                              with the actual url obtained by exporting the Cisco Finesse gadget from CloudCherry -->        <!-- <gadget>/3rdpartygadget/files/CXService/CiscoCXAnalyticsGadget.xml</gadget> -->                                     <gadget 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://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=275&amp;viewId=D6D0B6740B0040D5A089FD1C09F5C72C&amp;filterId=AgentCallLogDetailStats.agentID=AgentEvent:Id&amp;type=dynamic&amp;maxRows=20</gadget>                             <gadget managedBy="team-performance">https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=275&amp;viewId=5D411E8A10000140000000230A4E5E6B&amp;filterId=AgentStateDetailStats.agentID=AgentEvent:Id&amp;type=dynamic&amp;maxRows=20</gadget>                         </gadgets>                     </column>                 </columns>             </tab>             <tab>                 <id>myHistory</id>                 <icon>history</icon>                 <label>finesse.container.tabs.supervisor.myHistoryLabel</label>                 <columns>                     <column>                         <!-- The following gadgets are used for viewing the call history and state history of a supervisor. -->                         <gadgets>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&amp;viewId=ECD59EE071BE439A898187B29575E175&amp;filterId=AgentCallLogDetailStats.agentID=loginId</gadget>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&amp;viewId=5D411E8A10000140000000230A4E5E6B&amp;filterId=AgentStateDetailStats.agentID=loginId</gadget>                         </gadgets>                     </column>                 </columns>             </tab>             <tab>                 <id>teamData</id>                 <icon>team-data</icon>                 <label>finesse.container.tabs.supervisor.teamDataLabel</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=620&amp;viewId\_1=7291DCB410000140000000890A4E5B33&amp;filterId\_1=ResourceIAQStats.resourceId=CL&amp;viewId\_2=728283C210000140000000530A4E5B33&amp;filterId\_2=ResourceIAQStats.resourceId=CL</gadget>                             <!--     The following Gadget is used for WebChat and Email.  It is \*ONLY\* supported with WebChat and Email.  If you are not using WebChat or Email, then     remove it.  If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email      CSQs.  To include this functionality:         1) Remove these comments leaving the gadget                               <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=F2F1FC17100001440000014E0A4E5D48&filterId=ChatAgentStats.agentId=CL</gadget>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=BCC5767B1000014F000000580A4D3FA7&filterId=EmailAgentStats.agentId=CL</gadget>  -->                             <!--     The following Gadgets are used for Predictive/Progressive/Preview Agent Outbound.     To include this functionality:     1) Remove these comments leaving the gadget                                 <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId\_1=FD919FB9100001440000005D0A4E5B29&filterId\_1=ResourceIAQStats.resourceId=CL&viewId\_2=FD919FB510000144000000470A4E5B29&filterId\_2=ResourceIAQStats.resourceId=CL</gadget> -->                         </gadgets>                     </column>                 </columns>             </tab>             <tab>                 <id>queueData</id>                 <icon>storage</icon>                 <label>finesse.container.tabs.supervisor.queueDataLabel</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=620&amp;viewId\_1=C8E2DB1610000140000000A60A4E5E6B&amp;filterId\_1=VoiceIAQStats.esdName=CL&amp;viewId\_2=9A7A14CE10000140000000ED0A4E5E6B&amp;filterId\_2=VoiceCSQDetailsStats.agentId=CL&amp;compositeFilterId=VoiceCSQDetailsStats.AgentVoiceCSQNames.agentVoiceCSQName=CL&amp;viewId\_3=C8EF510810000140000000EB0A4E5E6B&amp;filterId\_3=VoiceIAQStats.esdName=CL&amp;viewId\_4=C8EE241910000140000000C30A4E5E6B&amp;filterId\_4=VoiceIAQStats.esdName=CL</gadget>                             <!--     The following Gadget is used for WebChat and Email. It is \*ONLY\* supported with WebChat and Email.  If you are not using WebChat or Email, then     remove it.  If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email     CSQs.  To include this functionality:         1) Remove these comments leaving the gadget                               <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=E42ED788100001440000007B0A4E5CA1&filterId=ChatQueueStatistics.queueName=CL</gadget>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=13970B4E100001500000021C0A4D3FA7&filterId=EmailQueueStatistics.queueName=CL</gadget>  -->                         </gadgets>                     </column>                 </columns>             </tab>             <!--     The following Tab and Gadget are used for WebChat and Email. They are \*ONLY\* supported with WebChat and Email. If you are not using WebChat or Email, then     remove them. If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email     CSQs.  To include this functionality:         1) Remove these comments leaving the tab and gadget         2) Replace all instances of "my-ccp-server" with the Fully Qualified Domain Name of your CCP Server.         3) [OPTIONAL] Adjust the height of the gadget by changing the "gadgetHeight" parameter.      IMPORTANT NOTE:         - In order for this Gadget to work, you must have performed all documented prerequisite steps.      RESTRICTIONS:         - The multisession-reply-gadget must not be configured as a page level gadget         - The multisession-reply-gadget must not be configured in a column                        <tab>                 <id>manageNonVoiceMedia</id>                 <icon>settings</icon>                 <label>finesse.container.tabs.supervisor.manageNonVoiceMediaLabel</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://my-ccp-server/multisession/ui/gadgets/multisession-reply-gadget.xml?gadgetHeight=590</gadget>                         </gadgets>                     </column>                 </columns>             </tab> --> <!--    The following gadget provides Supervisor with advanced capabilities.     Using this gadget, supervisors can manage Queues, Prompts, Calendars, and so on.     Before including this gadget in Desktop Layout,     ensure that the advanced capability is enabled in Unified CCX Administration.                <tab>                 <id>ASCGadget</id>                 <icon>admin</icon>                 <label>finesse.container.tabs.supervisor.advancedcapabilities</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://localhost:8445/ascgadget/gadgets/ascgadget.xml</gadget>                         </gadgets>                     </column>                 </columns>             </tab> -->            </tabs>     </layout> </finesseLayout> | | Phone Books | < No records found > | | Reason Codes (Not Ready) | < No records found > | | Reason Codes (Sign Out) | < No records found > | | Wrap-Up Reasons | < No records found > | | Workflows | < No records found > | |
| Team Goodies | |  |  | | --- | --- | | ID | 2 | | Desktop Layout | <!--  \*Note:   - When you upgrade, modify Custom Layout XML appropriately to utilize the benefits of new gadgets.  - Remove the Agent State Log gadget from My Statistics tab, as it is available in the My History tab. --> <finesseLayout xmlns="http://www.cisco.com/vtg/finesse">     <!--  DO NOT EDIT. The version number for the layout XML. -->     <version>1250.03</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="enableShortCutKeys" value="true"/> -->         <!-- 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 following Gadget is used for WebChat and Email. It is \*ONLY\* supported with WebChat and Email.  If you are not using WebChat and Email, then     remove it. If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat and email     CSQs. To include this functionality:         1) Remove these comments leaving the gadget      RESTRICTIONS:         - The NonVoiceControl gadget must be configured as a page level gadget         - The NonVoiceControl gadget must not be configured in a column                  <gadget hidden="true">https://localhost:8445/uccx-nvcontrol/gadgets/NonVoiceControl.xml</gadget> -->         </page>         <tabs>             <tab>                 <id>home</id>                 <icon>home</icon>                 <label>finesse.container.tabs.agent.homeLabel</label>                 <columns>                     <column>                         <gadgets>        <!-- The following gadget is for CloudCherry Customer Experience Journey.                              If CloudCherry is onboarded successfully with all configurations, then replace the url                              with the actual url obtained by exporting the Cisco Finesse gadget from CloudCherry -->        <!-- <gadget>/3rdpartygadget/files/CXService/CiscoCXJourneyGadget.xml</gadget> -->                                     <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&amp;viewId=76D964AD10000140000000830A4E5E6F&amp;filterId=AgentCSQStats.csqName=CL&amp;compositeFilterId=AgentCSQStats.AgentIds.agentId=loginId</gadget>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&amp;viewId=5C626F9C10000140000000600A4E5B33&amp;filterId=ResourceIAQStats.resourceId=CL</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>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&amp;viewId=ECD59EE071BE439A898187B29575E175&amp;filterId=AgentCallLogDetailStats.agentID=loginId</gadget>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&amp;viewId=5D411E8A10000140000000230A4E5E6B&amp;filterId=AgentStateDetailStats.agentID=loginId</gadget>                         </gadgets>                     </column>                 </columns>             </tab>             <tab>                 <id>myStatistics</id>                 <icon>column-chart</icon>                 <label>finesse.container.tabs.agent.myStatisticsLabel</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=150&amp;viewId=67D4371110000140000001080A4E5E6B&amp;filterId=ResourceIAQStats.resourceId=loginId</gadget>                         </gadgets>                     </column>                 </columns>             </tab>             <!--     The following Tab and Gadget are used for WebChat and Email. They are \*ONLY\* supported with WebChat and Email. If you are not using WebChat or Email, then     remove them. If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email     CSQs.  To include this functionality:         1) Remove these comments leaving the tab and gadget         2) Replace all instances of "my-ccp-server" with the Fully Qualified Domain Name of your CCP Server.         3) [OPTIONAL] Adjust the height of the gadget by changing the "gadgetHeight" parameter.      IMPORTANT NOTE:         - In order for this Gadget to work, you must have performed all documented prerequisite steps.      RESTRICTIONS:         - The multisession-reply-gadget must not be configured as a page level gadget         - The multisession-reply-gadget must not be configured in a column                        <tab>                 <id>manageNonVoiceMedia</id>                 <icon>settings</icon>                 <label>finesse.container.tabs.agent.manageNonVoiceMediaLabel</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://my-ccp-server/multisession/ui/gadgets/multisession-reply-gadget.xml?gadgetHeight=590</gadget>                         </gadgets>                     </column>                 </columns>             </tab> -->         </tabs>     </layout>     <layout>         <role>Supervisor</role>         <page>             <gadget>/desktop/scripts/js/callcontrol.js</gadget>             <!--     The following Gadget is used for WebChat and Email.  It is \*ONLY\* supported with WebChat and Email.  If you are not using WebChat and Email, then     remove it.  If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email     CSQs. To include this functionality:         1) Remove these comments leaving the gadget      RESTRICTIONS:         - The NonVoiceControl gadget must be configured as a page level gadget         - The NonVoiceControl gadget must not be configured in a column         - The NonVoiceControl gadget is a headless gadget(i.e., with no display of its own),               but has to be available for the agent's non-voice state control to be able to               set agent states for WebChat and Email.                  <gadget hidden="true">https://localhost:8445/uccx-nvcontrol/gadgets/NonVoiceControl.xml</gadget> -->         </page>         <tabs>             <tab>                 <id>manageTeam</id>                 <icon>manage-team</icon>                 <label>finesse.container.tabs.supervisor.manageTeamLabel</label>                 <columns>                     <column>                         <gadgets>                          <!-- The following gadget is for CloudCherry Customer Experience Analytics.                              If CloudCherry is onboarded successfully with all configurations, then replace the url                              with the actual url obtained by exporting the Cisco Finesse gadget from CloudCherry -->        <!-- <gadget>/3rdpartygadget/files/CXService/CiscoCXAnalyticsGadget.xml</gadget> -->                                     <gadget 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://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=275&amp;viewId=D6D0B6740B0040D5A089FD1C09F5C72C&amp;filterId=AgentCallLogDetailStats.agentID=AgentEvent:Id&amp;type=dynamic&amp;maxRows=20</gadget>                             <gadget managedBy="team-performance">https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=275&amp;viewId=5D411E8A10000140000000230A4E5E6B&amp;filterId=AgentStateDetailStats.agentID=AgentEvent:Id&amp;type=dynamic&amp;maxRows=20</gadget>                         </gadgets>                     </column>                 </columns>             </tab>             <tab>                 <id>myHistory</id>                 <icon>history</icon>                 <label>finesse.container.tabs.supervisor.myHistoryLabel</label>                 <columns>                     <column>                         <!-- The following gadgets are used for viewing the call history and state history of a supervisor. -->                         <gadgets>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&amp;viewId=ECD59EE071BE439A898187B29575E175&amp;filterId=AgentCallLogDetailStats.agentID=loginId</gadget>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&amp;viewId=5D411E8A10000140000000230A4E5E6B&amp;filterId=AgentStateDetailStats.agentID=loginId</gadget>                         </gadgets>                     </column>                 </columns>             </tab>             <tab>                 <id>teamData</id>                 <icon>team-data</icon>                 <label>finesse.container.tabs.supervisor.teamDataLabel</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=620&amp;viewId\_1=7291DCB410000140000000890A4E5B33&amp;filterId\_1=ResourceIAQStats.resourceId=CL&amp;viewId\_2=728283C210000140000000530A4E5B33&amp;filterId\_2=ResourceIAQStats.resourceId=CL</gadget>                             <!--     The following Gadget is used for WebChat and Email.  It is \*ONLY\* supported with WebChat and Email.  If you are not using WebChat or Email, then     remove it.  If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email      CSQs.  To include this functionality:         1) Remove these comments leaving the gadget                               <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=F2F1FC17100001440000014E0A4E5D48&filterId=ChatAgentStats.agentId=CL</gadget>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=BCC5767B1000014F000000580A4D3FA7&filterId=EmailAgentStats.agentId=CL</gadget>  -->                             <!--     The following Gadgets are used for Predictive/Progressive/Preview Agent Outbound.     To include this functionality:     1) Remove these comments leaving the gadget                                 <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId\_1=FD919FB9100001440000005D0A4E5B29&filterId\_1=ResourceIAQStats.resourceId=CL&viewId\_2=FD919FB510000144000000470A4E5B29&filterId\_2=ResourceIAQStats.resourceId=CL</gadget> -->                         </gadgets>                     </column>                 </columns>             </tab>             <tab>                 <id>queueData</id>                 <icon>storage</icon>                 <label>finesse.container.tabs.supervisor.queueDataLabel</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=620&amp;viewId\_1=C8E2DB1610000140000000A60A4E5E6B&amp;filterId\_1=VoiceIAQStats.esdName=CL&amp;viewId\_2=9A7A14CE10000140000000ED0A4E5E6B&amp;filterId\_2=VoiceCSQDetailsStats.agentId=CL&amp;compositeFilterId=VoiceCSQDetailsStats.AgentVoiceCSQNames.agentVoiceCSQName=CL&amp;viewId\_3=C8EF510810000140000000EB0A4E5E6B&amp;filterId\_3=VoiceIAQStats.esdName=CL&amp;viewId\_4=C8EE241910000140000000C30A4E5E6B&amp;filterId\_4=VoiceIAQStats.esdName=CL</gadget>                             <!--     The following Gadget is used for WebChat and Email. It is \*ONLY\* supported with WebChat and Email.  If you are not using WebChat or Email, then     remove it.  If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email     CSQs.  To include this functionality:         1) Remove these comments leaving the gadget                               <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=E42ED788100001440000007B0A4E5CA1&filterId=ChatQueueStatistics.queueName=CL</gadget>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=13970B4E100001500000021C0A4D3FA7&filterId=EmailQueueStatistics.queueName=CL</gadget>  -->                         </gadgets>                     </column>                 </columns>             </tab>             <!--     The following Tab and Gadget are used for WebChat and Email. They are \*ONLY\* supported with WebChat and Email. If you are not using WebChat or Email, then     remove them. If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email     CSQs.  To include this functionality:         1) Remove these comments leaving the tab and gadget         2) Replace all instances of "my-ccp-server" with the Fully Qualified Domain Name of your CCP Server.         3) [OPTIONAL] Adjust the height of the gadget by changing the "gadgetHeight" parameter.      IMPORTANT NOTE:         - In order for this Gadget to work, you must have performed all documented prerequisite steps.      RESTRICTIONS:         - The multisession-reply-gadget must not be configured as a page level gadget         - The multisession-reply-gadget must not be configured in a column                        <tab>                 <id>manageNonVoiceMedia</id>                 <icon>settings</icon>                 <label>finesse.container.tabs.supervisor.manageNonVoiceMediaLabel</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://my-ccp-server/multisession/ui/gadgets/multisession-reply-gadget.xml?gadgetHeight=590</gadget>                         </gadgets>                     </column>                 </columns>             </tab> --> <!--    The following gadget provides Supervisor with advanced capabilities.     Using this gadget, supervisors can manage Queues, Prompts, Calendars, and so on.     Before including this gadget in Desktop Layout,     ensure that the advanced capability is enabled in Unified CCX Administration.                <tab>                 <id>ASCGadget</id>                 <icon>admin</icon>                 <label>finesse.container.tabs.supervisor.advancedcapabilities</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://localhost:8445/ascgadget/gadgets/ascgadget.xml</gadget>                         </gadgets>                     </column>                 </columns>             </tab> -->            </tabs>     </layout> </finesseLayout> | | Phone Books | < No records found > | | Reason Codes (Not Ready) | < No records found > | | Reason Codes (Sign Out) | < No records found > | | Wrap-Up Reasons | < No records found > | | Workflows | < No records found > | |
| Team Baddies | |  |  | | --- | --- | | ID | 3 | | Desktop Layout | <!--  \*Note:   - When you upgrade, modify Custom Layout XML appropriately to utilize the benefits of new gadgets.  - Remove the Agent State Log gadget from My Statistics tab, as it is available in the My History tab. --> <finesseLayout xmlns="http://www.cisco.com/vtg/finesse">     <!--  DO NOT EDIT. The version number for the layout XML. -->     <version>1250.03</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="enableShortCutKeys" value="true"/> -->         <!-- 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 following Gadget is used for WebChat and Email. It is \*ONLY\* supported with WebChat and Email.  If you are not using WebChat and Email, then     remove it. If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat and email     CSQs. To include this functionality:         1) Remove these comments leaving the gadget      RESTRICTIONS:         - The NonVoiceControl gadget must be configured as a page level gadget         - The NonVoiceControl gadget must not be configured in a column                  <gadget hidden="true">https://localhost:8445/uccx-nvcontrol/gadgets/NonVoiceControl.xml</gadget> -->         </page>         <tabs>             <tab>                 <id>home</id>                 <icon>home</icon>                 <label>finesse.container.tabs.agent.homeLabel</label>                 <columns>                     <column>                         <gadgets>        <!-- The following gadget is for CloudCherry Customer Experience Journey.                              If CloudCherry is onboarded successfully with all configurations, then replace the url                              with the actual url obtained by exporting the Cisco Finesse gadget from CloudCherry -->        <!-- <gadget>/3rdpartygadget/files/CXService/CiscoCXJourneyGadget.xml</gadget> -->                                     <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&amp;viewId=76D964AD10000140000000830A4E5E6F&amp;filterId=AgentCSQStats.csqName=CL&amp;compositeFilterId=AgentCSQStats.AgentIds.agentId=loginId</gadget>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&amp;viewId=5C626F9C10000140000000600A4E5B33&amp;filterId=ResourceIAQStats.resourceId=CL</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>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&amp;viewId=ECD59EE071BE439A898187B29575E175&amp;filterId=AgentCallLogDetailStats.agentID=loginId</gadget>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&amp;viewId=5D411E8A10000140000000230A4E5E6B&amp;filterId=AgentStateDetailStats.agentID=loginId</gadget>                         </gadgets>                     </column>                 </columns>             </tab>             <tab>                 <id>myStatistics</id>                 <icon>column-chart</icon>                 <label>finesse.container.tabs.agent.myStatisticsLabel</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=150&amp;viewId=67D4371110000140000001080A4E5E6B&amp;filterId=ResourceIAQStats.resourceId=loginId</gadget>                         </gadgets>                     </column>                 </columns>             </tab>             <!--     The following Tab and Gadget are used for WebChat and Email. They are \*ONLY\* supported with WebChat and Email. If you are not using WebChat or Email, then     remove them. If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email     CSQs.  To include this functionality:         1) Remove these comments leaving the tab and gadget         2) Replace all instances of "my-ccp-server" with the Fully Qualified Domain Name of your CCP Server.         3) [OPTIONAL] Adjust the height of the gadget by changing the "gadgetHeight" parameter.      IMPORTANT NOTE:         - In order for this Gadget to work, you must have performed all documented prerequisite steps.      RESTRICTIONS:         - The multisession-reply-gadget must not be configured as a page level gadget         - The multisession-reply-gadget must not be configured in a column                        <tab>                 <id>manageNonVoiceMedia</id>                 <icon>settings</icon>                 <label>finesse.container.tabs.agent.manageNonVoiceMediaLabel</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://my-ccp-server/multisession/ui/gadgets/multisession-reply-gadget.xml?gadgetHeight=590</gadget>                         </gadgets>                     </column>                 </columns>             </tab> -->         </tabs>     </layout>     <layout>         <role>Supervisor</role>         <page>             <gadget>/desktop/scripts/js/callcontrol.js</gadget>             <!--     The following Gadget is used for WebChat and Email.  It is \*ONLY\* supported with WebChat and Email.  If you are not using WebChat and Email, then     remove it.  If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email     CSQs. To include this functionality:         1) Remove these comments leaving the gadget      RESTRICTIONS:         - The NonVoiceControl gadget must be configured as a page level gadget         - The NonVoiceControl gadget must not be configured in a column         - The NonVoiceControl gadget is a headless gadget(i.e., with no display of its own),               but has to be available for the agent's non-voice state control to be able to               set agent states for WebChat and Email.                  <gadget hidden="true">https://localhost:8445/uccx-nvcontrol/gadgets/NonVoiceControl.xml</gadget> -->         </page>         <tabs>             <tab>                 <id>manageTeam</id>                 <icon>manage-team</icon>                 <label>finesse.container.tabs.supervisor.manageTeamLabel</label>                 <columns>                     <column>                         <gadgets>                          <!-- The following gadget is for CloudCherry Customer Experience Analytics.                              If CloudCherry is onboarded successfully with all configurations, then replace the url                              with the actual url obtained by exporting the Cisco Finesse gadget from CloudCherry -->        <!-- <gadget>/3rdpartygadget/files/CXService/CiscoCXAnalyticsGadget.xml</gadget> -->                                     <gadget 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://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=275&amp;viewId=D6D0B6740B0040D5A089FD1C09F5C72C&amp;filterId=AgentCallLogDetailStats.agentID=AgentEvent:Id&amp;type=dynamic&amp;maxRows=20</gadget>                             <gadget managedBy="team-performance">https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=275&amp;viewId=5D411E8A10000140000000230A4E5E6B&amp;filterId=AgentStateDetailStats.agentID=AgentEvent:Id&amp;type=dynamic&amp;maxRows=20</gadget>                         </gadgets>                     </column>                 </columns>             </tab>             <tab>                 <id>myHistory</id>                 <icon>history</icon>                 <label>finesse.container.tabs.supervisor.myHistoryLabel</label>                 <columns>                     <column>                         <!-- The following gadgets are used for viewing the call history and state history of a supervisor. -->                         <gadgets>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&amp;viewId=ECD59EE071BE439A898187B29575E175&amp;filterId=AgentCallLogDetailStats.agentID=loginId</gadget>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&amp;viewId=5D411E8A10000140000000230A4E5E6B&amp;filterId=AgentStateDetailStats.agentID=loginId</gadget>                         </gadgets>                     </column>                 </columns>             </tab>             <tab>                 <id>teamData</id>                 <icon>team-data</icon>                 <label>finesse.container.tabs.supervisor.teamDataLabel</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=620&amp;viewId\_1=7291DCB410000140000000890A4E5B33&amp;filterId\_1=ResourceIAQStats.resourceId=CL&amp;viewId\_2=728283C210000140000000530A4E5B33&amp;filterId\_2=ResourceIAQStats.resourceId=CL</gadget>                             <!--     The following Gadget is used for WebChat and Email.  It is \*ONLY\* supported with WebChat and Email.  If you are not using WebChat or Email, then     remove it.  If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email      CSQs.  To include this functionality:         1) Remove these comments leaving the gadget                               <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=F2F1FC17100001440000014E0A4E5D48&filterId=ChatAgentStats.agentId=CL</gadget>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=BCC5767B1000014F000000580A4D3FA7&filterId=EmailAgentStats.agentId=CL</gadget>  -->                             <!--     The following Gadgets are used for Predictive/Progressive/Preview Agent Outbound.     To include this functionality:     1) Remove these comments leaving the gadget                                 <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId\_1=FD919FB9100001440000005D0A4E5B29&filterId\_1=ResourceIAQStats.resourceId=CL&viewId\_2=FD919FB510000144000000470A4E5B29&filterId\_2=ResourceIAQStats.resourceId=CL</gadget> -->                         </gadgets>                     </column>                 </columns>             </tab>             <tab>                 <id>queueData</id>                 <icon>storage</icon>                 <label>finesse.container.tabs.supervisor.queueDataLabel</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=620&amp;viewId\_1=C8E2DB1610000140000000A60A4E5E6B&amp;filterId\_1=VoiceIAQStats.esdName=CL&amp;viewId\_2=9A7A14CE10000140000000ED0A4E5E6B&amp;filterId\_2=VoiceCSQDetailsStats.agentId=CL&amp;compositeFilterId=VoiceCSQDetailsStats.AgentVoiceCSQNames.agentVoiceCSQName=CL&amp;viewId\_3=C8EF510810000140000000EB0A4E5E6B&amp;filterId\_3=VoiceIAQStats.esdName=CL&amp;viewId\_4=C8EE241910000140000000C30A4E5E6B&amp;filterId\_4=VoiceIAQStats.esdName=CL</gadget>                             <!--     The following Gadget is used for WebChat and Email. It is \*ONLY\* supported with WebChat and Email.  If you are not using WebChat or Email, then     remove it.  If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email     CSQs.  To include this functionality:         1) Remove these comments leaving the gadget                               <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=E42ED788100001440000007B0A4E5CA1&filterId=ChatQueueStatistics.queueName=CL</gadget>                             <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=13970B4E100001500000021C0A4D3FA7&filterId=EmailQueueStatistics.queueName=CL</gadget>  -->                         </gadgets>                     </column>                 </columns>             </tab>             <!--     The following Tab and Gadget are used for WebChat and Email. They are \*ONLY\* supported with WebChat and Email. If you are not using WebChat or Email, then     remove them. If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat or email     CSQs.  To include this functionality:         1) Remove these comments leaving the tab and gadget         2) Replace all instances of "my-ccp-server" with the Fully Qualified Domain Name of your CCP Server.         3) [OPTIONAL] Adjust the height of the gadget by changing the "gadgetHeight" parameter.      IMPORTANT NOTE:         - In order for this Gadget to work, you must have performed all documented prerequisite steps.      RESTRICTIONS:         - The multisession-reply-gadget must not be configured as a page level gadget         - The multisession-reply-gadget must not be configured in a column                        <tab>                 <id>manageNonVoiceMedia</id>                 <icon>settings</icon>                 <label>finesse.container.tabs.supervisor.manageNonVoiceMediaLabel</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://my-ccp-server/multisession/ui/gadgets/multisession-reply-gadget.xml?gadgetHeight=590</gadget>                         </gadgets>                     </column>                 </columns>             </tab> --> <!--    The following gadget provides Supervisor with advanced capabilities.     Using this gadget, supervisors can manage Queues, Prompts, Calendars, and so on.     Before including this gadget in Desktop Layout,     ensure that the advanced capability is enabled in Unified CCX Administration.                <tab>                 <id>ASCGadget</id>                 <icon>admin</icon>                 <label>finesse.container.tabs.supervisor.advancedcapabilities</label>                 <columns>                     <column>                         <gadgets>                             <gadget>https://localhost:8445/ascgadget/gadgets/ascgadget.xml</gadget>                         </gadgets>                     </column>                 </columns>             </tab> -->            </tabs>     </layout> </finesseLayout> | | Phone Books | < No records found > | | Reason Codes (Not Ready) | < No records found > | | Reason Codes (Sign Out) | < No records found > | | Wrap-Up Reasons | < No records found > | | Workflows | < No records found > | |

## 6.7 Workflows

Workflows can be used to automate common repetitive agent tasks. A workflow has a unique name and a helpful description. Manage Workflows and Manage Workflow Actions gadgets can be used to view, add, edit, or delete workflows and workflow actions.

All workflows are team-level workflows. Global workflow cannot be created. If global workflow is required, team workflow can be created first and then it can be assigned to all teams.

< No records found >

## 6.8 Workflow Actions

You can configure workflow actions to be handled by the Finesse desktop or in a third-party gadget. A third-party gadget can be designed to handle the action differently than Finesse does.

There are two different types of workflow actions. The Browser Pop workflow action opens a browser window or tab on the user's desktop when workflow conditions are met, while the HTTP Request workflow action makes an HTTP request to an API on behalf of the desktop user.

< No records found >

# 7 Command Line Output

This section contains status and the output of configuration commands obtained via the command line (SSH).

## 7.1 Server uccx119.lab.test

This section contains status and the output of configuration commands obtained via the command line (SSH).

* [show status](#show_status_1)
* [utils ntp status](#utils_ntp_status_1)
* [show hardware](#show_hardware_1)
* [show network eth0](#show_network_eth0_1)
* [show version active](#show_version_active_1)
* [show version inactive](#show_version_inactive_1)
* [show timezone config](#show_timezone_config_1)
* [show stats io](#show_stats_io_1)

### 7.1.1 Show status

| **show status** |
| --- |
| Host Name : uccx119 Date : Mon Apr 20, 2020 08:01:17 Time Zone : Pacific Daylight Time (America/Los\_Angeles) Locale : en\_US.UTF-8 Product Ver : 12.5.1.10000-31 Unified OS Version : 7.0.0.0-4 License MAC : 825468e74a99  Uptime: 08:01:18 up 4 days, 20:01, 2 users, load average: 2.49, 0.86, 0.52  CPU Idle: 66.16% System: 12.63% User: 20.71% IOWAIT: 00.00% IRQ: 00.00% Soft: 00.51%  Memory Total: 10073928K Free: 249432K Used: 7242448K Cached: 1474788K Shared: 960212K Buffers: 2582048K  Total Free Used Disk/active 26953876K 4753896K 21908428K (83%) Disk/inactive 26953876K 25516568K 45080K (1%) Disk/logging 94110236K 42739856K 46566748K (53%) |

### 7.1.2 NTP Status

| **utils ntp status** |
| --- |
| ntpd (pid 16216) is running...  remote refid st t when poll reach delay offset jitter ============================================================================== \*10.5.1.100 95.81.173.8 3 u 639 1024 377 1.099 -0.556 0.760   synchronised to NTP server (10.5.1.100) at stratum 4 time correct to within 82 ms polling server every 1024 s  Current time in UTC is : Mon Apr 20 15:01:19 UTC 2020 Current time in America/Los\_Angeles is : Mon Apr 20 08:01:19 PDT 2020 |

### 7.1.3 Show hardware

| **show hardware** |
| --- |
| HW Platform : VMware Virtual Machine Processors : 2 Type : Intel(R) Core(TM) i7-4930K CPU @ 3.40GHz CPU Speed : 3400 Memory : 10240 MBytes Object ID : 1.3.6.1.4.1.9.1.1348 OS Version : UCOS 7.0.0.0-4.i386 Serial Number : VMware-56 4d e9 2e cd 80 54 d7-88 3e 7d 87 77 87 91 c9  RAID Version : No RAID controller information is available  BIOS Information : PhoenixTechnologiesLTD 6.00 04/05/2016  RAID Details : No RAID information is available ----------------------------------------------------------------------- Physical device information ----------------------------------------------------------------------- Number of Disks : 1 Hard Disk #1 Size (in GB) : 146  Partition Details :  Disk /dev/sda: 19059 cylinders, 255 heads, 63 sectors/track Units: sectors of 512 bytes, counting from 0  Device Boot Start End #sectors Id System /dev/sda1 \* 2048 55035903 55033856 83 Linux /dev/sda2 55035904 110069759 55033856 83 Linux /dev/sda3 110069760 110594047 524288 83 Linux /dev/sda4 110594048 306184191 195590144 5 Extended /dev/sda5 110596096 114692095 4096000 82 Linux swap / Solaris /dev/sda6 114694144 306184191 191490048 83 Linux |

### 7.1.4 Show network eth0

| **show network eth0** |
| --- |
| Ethernet 0 DHCP : disabled Status : up IP Address : 10.5.1.119 IP Mask : 255.255.255.000 Link Detected: yes Mode : Auto disabled, Full, 10000 Mbits/s Duplicate IP : no  DNS Primary : 10.5.1.166 Secondary : Not Configured Options : timeout:5 attempts:2 single-request-reopen Domain : lab.test Gateway : 10.5.1.1 on Ethernet 0 |

### 7.1.5 Show version active

| **show version active** |
| --- |
| Active Master Version: 12.5.1.10000-31 Active Version Installed Software Options:  No Installed Software Options Found. |

### 7.1.6 Show version inactive

| **show version inactive** |
| --- |
| Inactive Master Version: No Inactive side available |

### 7.1.7 Show timezone config

| **show timezone config** |
| --- |
| Current timezone: Pacific Daylight Time (America/Los\_Angeles) Timezone version: 2019b |

### 7.1.8 Show stats io

| **show stats io** |
| --- |
| avg-cpu: %user %nice %system %iowait %steal %idle 6.71 0.05 6.22 0.04 0.00 86.97  Device: tps kB\_read/s kB\_wrtn/s kB\_read kB\_wrtn fd0 0.00 0.00 0.00 232 0 sda 6.37 6.01 176.54 2509276 73743599 scd0 0.00 0.00 0.00 1028 0 |