

Cisco Unified Contact Center Express Configuration Report

Test Customer

As-Built Documentation for project

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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

Services					
Server Name	Node Type	Service Name	Status	Activation Status	Start Time
					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

Services					
Server Name	Node Type	Service Name	Status	Activation Status	Start Time
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]

Applications		
Name	Details	
	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

Group ID	Details	
	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	#	Extension	Partition	CSS	Linetext	Alerting Name	External Mask	Pickup Grp	max/busy	VM Profile	CF All	CF Busy	CF NoAnswer	CFNA [secs]
	Description	CCG-In-1	Line 1	99001	P_1	< None >					4/2	< None >	/ < None >	/ < None >	/ < None >	
	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 >														
ccg1i_99002	Model	CTI Port	#	Extension	Partition	CSS	Linetext	Alerting Name	External Mask	Pickup Grp	max/busy	VM Profile	CF All	CF Busy	CF NoAnswer	CFNA [secs]
	Description	CCG-In-1	Line 1	99002	P_1	< None >					4/2	< None >	/ < None >	/ < None >	/ < None >	
	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 >														
ccg1i_99003	Model	CTI Port	#	Extension	Partition	CSS	Linetext	Alerting Name	External Mask	Pickup Grp	max/busy	VM Profile	CF All	CF Busy	CF NoAnswer	CFNA [secs]
	Description	CCG-In-1	Line 1	99003	P_1	< None >					4/2	< None >	/ < None >	/ < None >	/ < None >	

CTI Port															
Phone	Base settings		Lines												
	Protocol	SCCP	1												
	Device Pool	DP_1													
	CSS	CSS_1													
	MRGL	< None >													
	Location	Hub_None													
	AAR Group														
	Button Template														
	Softkey Template	< None >													
	Owner User ID	< 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	#	Extension	Partition	CSS	Linetext	Alerting Name	External Mask	Pickup Grp	max/busy	VM Profile	CF All	CF Busy	CF NoAnswer	CFNA [secs]
	Description	CCG-Out-1	Line 1	99101	P_1	< None >					4/2	< None >	/ < None >	/ < None >	/ < None >	
	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 >														
ccg1o_99102	Model	CTI Port	#	Extension	Partition	CSS	Linetext	Alerting Name	External Mask	Pickup Grp	max/busy	VM Profile	CF All	CF Busy	CF NoAnswer	CFNA [secs]
	Description	CCG-Out-1	Line 1	99102	P_1	< None >					4/2	< None >	/ < None >	/ < None >	/ < None >	
	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 >														
ccg1o_99103	Model	CTI Port	#	Extension	Partition	CSS	Linetext	Alerting Name	External Mask	Pickup Grp	max/busy	VM Profile	CF All	CF Busy	CF NoAnswer	CFNA [secs]
	Description	CCG-Out-1	Line 1	99103	P_1	< None >					4/2	< None >	/ < None >	/ < None >	/ < None >	

CTI Port																
Phone	Base settings		Lines													
	Protocol	SCCP	1													
	Device Pool	DP_1														
	CSS	CSS_1														
	MRGL	< None >														
	Location	Hub_None														
	AAR Group															
	Button Template															
	Softkey Template	< None >														
	Owner User ID	< None >														
ccg1o_99104	Model	CTI Port	#	Extension	Partition	CSS	Linetext	Alerting Name	External Mask	Pickup Grp	max/busy	VM Profile	CF All	CF Busy	CF NoAnswer	CFNA [secs]
	Description	CCG-Out-1	Line 1	99104	P_1	< None >					4/2	< None >	/ < None >	/ < None >	/ < None >	
	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 >														
ccg1o_99105	Model	CTI Port	#	Extension	Partition	CSS	Linetext	Alerting Name	External Mask	Pickup Grp	max/busy	VM Profile	CF All	CF Busy	CF NoAnswer	CFNA [secs]
	Description	CCG-Out-1	Line 1	99105	P_1	< None >					4/2	< None >	/ < None >	/ < None >	/ < None >	
	Protocol	SCCP														
	Device Pool	DP_1														
	CSS	CSS_1														
	MRGL	< None >														
	Location	Hub_None														

CTI Port			
Phone	Base settings		Lines
	AAR Group		
	Button Template		
	Softkey Template	< None >	
	Owner User ID	< None >	
ccg1o_99106	Model	CTI Port	< No records found >
	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 >	

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	#	Extension	Partition	CSS	Linetext	Alerting Name	External Mask	Pickup Grp	max/busy	VM Profile	CF All	CF Busy	CF NoAnswer	CFNA [secs]
	Device Pool	Default	1	98002	< None >	< None >					10000/10000	< None >	/ < None >	/ < None >	/ < None >	
	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 >														

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	#	Extension	Partition	CSS	Linetext	Alerting Name	External Mask	Pickup Grp	max/busy	VM Profile	CF All	CF Busy	CF NoAnswer	CFNA [secs]
	Device Pool	Default	1	98003	< None >	< None >					10000/10000	< None >	/ < None >	/ < None >	/ < None >	
	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 >														

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	#	Extension	Partition	CSS	Linetext	Alerting Name	External Mask	Pickup Grp	max/busy	VM Profile	CF All	CF Busy	CF NoAnswer	CFNA [secs]
	Device Pool	Default	1	98004	< None >	< None >					10000/10000	< None >	/ < None >	/ < None >	/ < None >	
	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 >														

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	crsrmmcm

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 (Secure 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, 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 Don

Wrap-Up Reasons		
Name	Details	
		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. <pre>--> <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;</pre>

Chat Widgets	
Name	Details
	<pre> 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; } } </pre>

Chat Widgets	
Name	Details
	<pre> 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 sybian treo up\.(browser link) vodafone wap windows ce xda xiino/i.test(userAgent); } var ciscoBubbleChat = (function () { </pre>

Chat Widgets	
Name	Details
	<pre> 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.');</pre> <p>ciscoBubbleChat.showChatWindow();</p> <pre> } 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'); } } } } }; </pre>

Chat Widgets	
Name	Details
	<pre> 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:4px;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;">' + '' + msgCloseButtonLabel + '' + '</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'); } } } } } </pre>

Chat Widgets		
Name	Details	
	<pre> } 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(applId).classList.add('minimized_chat'); break; case 'restore': document.getElementById(applId).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(); } }; } </pre>	
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	<p>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.</p> <pre> --> <style> /* Styles will apply when device(view port) width is >768px */ @media (min-device-width : 768px) { .desktop_bubble_chat { height: 410px; </pre>

Chat Widgets	
Name	Details
	<pre> 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; } } </pre>

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Chat Widgets	
Name	Details
	<pre> m(ob in)i symbian treo upl.(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 { </pre>

Chat Widgets	
Name	Details
	<pre> 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;">' + '' + msgCloseButtonLabel + '' + '</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; } } } </pre>

Chat Widgets	
Name	Details
	<pre> 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(); } }; </pre>

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

Area Codes		
Area Code	Time Zone	Daylight Savings Observed
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

Area Codes		
Area Code	Time Zone	Daylight Savings Observed
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

Area Codes		
Area Code	Time Zone	Daylight Savings Observed
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

Area Codes		
Area Code	Time Zone	Daylight Savings Observed
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

Area Codes		
Area Code	Time Zone	Daylight Savings Observed
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

HTTP Trigger		
Name	Details	
	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@uplink.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 Dialog Group Configuration			
Name	Details		
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 Variables Layouts		
Name	Details	
	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
<pre><!-- *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> </leftAlignedColumns> </header> </finesseLayout></pre>

Desktop Layout

Finesse Layout XML

```
</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&viewId=76D964AD1000014000000008
30A4E5E6F&filterId=AgentCSQStats.csqName=CL&compositeFilterId=AgentCSQStats.AgentIds.agentId=loginId</gadget>
            <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=5C626F9C1000014000000006
00A4E5B33&filterId=ResourceIAQStats.resourceId=CL</gadget>
          </gadgets>
        </column>
      </columns>
    </tab>
    <tab>
      <id>myHistory</id>
```

Desktop Layout

Finesse Layout XML

```
<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&viewId=ECD59EE071BE439A898187
B29575E175&filterId=AgentCallLogDetailStats.agentId=loginId</gadget>
      <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&viewId=5D411E8A100001400000002
30A4E5E6B&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&viewId=67D437111000014000000108
0A4E5E6B&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

Desktop Layout

Finesse Layout XML

- 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&viewId=D6D0B6740B0040D5A089FD1C09F5C72
C&filterId=AgentCallLogDetailStats.agentId=AgentEvent:Id&type=dynamic&maxRows=20</gadget>
          <gadget managedBy="team-
performance">https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=275&viewId=5D411E8A10000140000000230A4E5E6B
&filterId=AgentStateDetailStats.agentId=AgentEvent:Id&type=dynamic&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&viewId=ECD59EE071BE439A898187
B29575E175&filterId=AgentCallLogDetailStats.agentId=loginId</gadget>
          <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&viewId=5D411E8A100001400000002
30A4E5E6B&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&viewId_1=7291DCB41000014000000
0890A4E5B33&filterId_1=ResourceIAQStats.resourceId=CL&viewId_2=728283C2100001400000000530A4E5B33&filterId_2=ResourceIAQSt
ats.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
```

Desktop Layout

Finesse Layout XML

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&viewId_1=C8E2DB1610000140000000A0A4E5E6B&filterId_1=VoiceIAQStats.esdName=CL&viewId_2=9A7A14CE10000140000000ED0A4E5E6B&filterId_2=VoiceCSQDetailsStats.agentId=CL&compositeFilterId=VoiceCSQDetailsStats.AgentVoiceCSQNames.agentVoiceCSQName=CL&viewId_3=C8EF5108100001400000EB0A4E5E6B&filterId_3=VoiceIAQStats.esdName=CL&viewId_4=C8EE241910000140000000C30A4E5E6B&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=13970B4E1000015000000021C0A4D3FA7&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>

Desktop Layout

Finesse Layout XML

```
<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

Reasons		
Label	Code	Global?
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
	Description	<p><!-- *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. --></p> <pre><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. --></pre>

Team Resources	
Na me	Details
	<pre> <!-- <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> </layout> </page> </tabs> <tab> <id>home</id> <icon>home</icon> <label>finesse.container.tabs.agent.homeLabel</label> <columns> <column> </pre>

Team Resources	
Na me	Details
	<pre> <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&viewId=76D964AD1000014 0000000830A4E5E6F&filterId=AgentCSQStats.csqName=CL&compositeFilterId=AgentCSQStats.AgentIds.agentId=loginId</gadget> <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=5C626F9C1000014 0000000600A4E5B33&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&viewId=ECD59EE071BE43 9A898187B29575E175&filterId=AgentCallLogDetailStats.agentId=loginId</gadget> <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&viewId=5D411E8A1000014 0000000230A4E5E6B&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&viewId=67D437111000014 0000001080A4E5E6B&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 We bChat 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> </pre>

Team Resources	
Na me	Details
	<pre> </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&viewId=D6D0B6740B0040D5A089FD1 C09F5C72C&filterId=AgentCallLogDetailStats.agentId=AgentEvent:Id&type=dynamic&maxRows=20</gadget> <gadget managedBy="team- performance">https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=275&viewId=5D411E8A10000140000000230 A4E5E6B&filterId=AgentStateDetailStats.agentId=AgentEvent:Id&type=dynamic&maxRows=20</gadget> </gadgets> </column> </columns> </tab> </tab> <id>myHistory</id> <icon>history</icon> <label>finesse.container.tabs.supervisor.myHistoryLabel</label> </columns> </pre>

Page 67 of 84

Team Resources	
Na me	Details
	<pre> </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 We bChat 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> </pre>
Ph on e Bo ok s	< No records found >
Re as on Co de s (N ot	< No records found >

Team Resources		
Na me	Details	
	Re ad y)	
	Re as on Co de s (Si gn Ou t)	< No records found >
	Wr ap- Up Re as on s	< No records found >
	Wo rkfl ow s	< No records found >
Te a m Go odi es	ID	2
	De skt op La yo ut	<p><!-- *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. --></p> <p><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> </header> </finesseLayout></p>

Team Resources	
Na me	Details
	<pre> </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&viewId=76D964AD1000014 0000000830A4E5E6F&filterId=AgentCSQStats.csqName=CL&compositeFilterId=AgentCSQStats.AgentIds.agentId=loginId</gadget> <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=5C626F9C1000014 0000000600A4E5B33&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> </pre>

Team Resources	
Na me	Details
	<pre> <!-- 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&viewId=ECD59EE071BE43 9A898187B29575E175&filterId=AgentCallLogDetailStats.agentID=loginId</gadget> <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&viewId=5D411E8A1000014 0000000230A4E5E6B&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&viewId=67D437111000014 0000001080A4E5E6B&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 We bChat 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> </page> </layout> --> The following Gadget is used for WebChat and Email. It is *ONLY* supported with WebChat and Email. If you are not using WebChat and Em ail, 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) </pre>

Team Resources	
Na me	Details
	<p>but has to be available for the agent's non-voice state control to be able to set agent states for WebChat and Email.</p> <pre> --> <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&viewId=D6D0B6740B0040D5A089FD1 C09F5C72C&filterId=AgentCallLogDetailStats.agentID=AgentEvent:Id&type=dynamic&maxRows=20</gadget> <gadget managedBy="team- performance">https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=275&viewId=5D411E8A10000140000000230 A4E5E6B&filterId=AgentStateDetailStats.agentID=AgentEvent:Id&type=dynamic&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&viewId=ECD59EE071BE43 9A898187B29575E175&filterId=AgentCallLogDetailStats.agentID=loginId</gadget> <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&viewId=5D411E8A1000014 0000000230A4E5E6B&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&viewId_1=7291DCB410000 140000000890A4F5B33&filterId_1=ResourceIAQStats.resourceId=CI &viewId_2=728283C210000140000000530A4F5B33&filterId </pre>

Team Resources	
Na me	Details
	<p>d_2=ResourceIAQStats.resourceId=CL</gadget> <!--</p> <p>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:</p> <ol style="list-style-type: none"> 1) Remove these comments leaving the gadget <pre> <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=F2F1FC171000014400014E0A4E5D48&filterId=ChatAgentStats.agentId=CL</gadget> <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=BCC5767B1000014F0000580A4D3FA7&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=FD919FB910000144000005D0A4E5B29&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&viewId_1=C8E2DB1610000140000000A60A4E5E6B&filterId_1=VoiceIAQStats.esdName=CL&viewId_2=9A7A14CE10000140000000ED0A4E5E6B&filterId_2=VoiceCSQDetailsStats.agentId=CL&compositeFilterId=VoiceCSQDetailsStats.AgentVoiceCSQNames.agentVoiceCSQName=CL&viewId_3=C8EF510810000140000000EB0A4E5E6B&filterId_3=VoiceIAQStats.esdName=CL&viewId_4=C8EE241910000140000000C30A4E5E6B&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=E42ED7881000014400007B0A4E5CA1&filterId=ChatQueueStatistics.queueName=CL</gadget> <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=13970B4E10000150000021C0A4D3FA7&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 </pre>

Team Resources	
Na me	Details
	<pre> <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> </pre>
Ph on e Bo ok s	< No records found >
Re as on Co de s (N ot Re ad y)	< No records found >
Re as on Co de s (Si gn Ou t)	< No records found >
Wr ap- Up Re as on	< No records found >

Team Resources		
Na me	Details	
	s	
	Wo rkfl ow s	< No records found >
Te a m Ba ddi es	ID	3
	De skt op La yo ut	<p><!-- *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. --></p> <pre><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"> </pre>

Team Resources	
Na me	Details
	<pre> <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&viewId=76D964AD1000014 0000000830A4E5E6F&filterId=AgentCSQStats.csqName=CL&compositeFilterId=AgentCSQStats.AgentIds.agentId=loginId</gadget> <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=5C626F9C1000014 0000000600A4E5B33&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&viewId=ECD59EE071BE43 9A898187B29575E175&filterId=AgentCallLogDetailStats.agentID=loginId</gadget> <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&viewId=5D411E8A1000014 0000000230A4E5E6B&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&viewId=67D437111000014 0000001080A4E5E6B&filterId=ResourceIAQStats.resourceId=loginId</gadget> </gadgets> </column> </columns> </tab> </pre>

Team Resources	
Name	Details
	<pre> </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/is/teamPerformance.js</gadget> </pre>

Team Resources	
Na me	Details
	<pre> <!-- 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&viewId=D6D0B6740B0040D5A089FD1 C09F5C72C&filterId=AgentCallLogDetailStats.agentId=AgentEvent:Id&type=dynamic&maxRows=20</gadget> <gadget managedBy="team- performance">https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=275&viewId=5D411E8A10000140000000230 A4E5E6B&filterId=AgentStateDetailStats.agentId=AgentEvent:Id&type=dynamic&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&viewId=ECD59EE071BE43 9A898187B29575E175&filterId=AgentCallLogDetailStats.agentId=loginId</gadget> <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=280&viewId=5D411E8A1000014 0000000230A4E5E6B&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&viewId_1=7291DCB410000 140000000890A4E5B33&filterId_1=ResourceIAQStats.resourceId=CL&viewId_2=728283C210000140000000530A4E5B33&filterI d_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=F2F1FC1710000144000 0014E0A4E5D48&filterId=ChatAgentStats.agentId=CL</gadget> <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=BCC5767B1000014F000 000580A4D3FA7&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=FD919FB9100001440 000005D0A4F5R29&filterId_1=ResourceIAQStats.resourceId=CL &viewId_2=FD919FB910000144000000470A4F5R29&filterId_2=ResourceIAQ </pre>

Team Resources	
Na me	Details
	<pre> Stats.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&viewId_1=C8E2DB1610000 140000000A60A4E5E6B&filterId_1=VoiceIAQStats.esdName=CL&viewId_2=9A7A14CE10000140000000ED0A4E5E6B&filterId_ 2=VoiceCSQDetailsStats.agentId=CL&compositeFilterId=VoiceCSQDetailsStats.AgentVoiceCSQNames.agentVoiceCSQName=CL&vi ewId_3=C8EF510810000140000000EB0A4E5E6B&filterId_3=VoiceIAQStats.esdName=CL&viewId_4=C8EE241910000140000000C3 0A4E5E6B&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=E42ED78810000144000 0007B0A4E5CA1&filterId=ChatQueueStatistics.queueName=CL</gadget> <gadget>https://localhost:8445/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=310&viewId=13970B4E10000150000 0021C0A4D3FA7&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 We bChat 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. </pre>

Team Resources	
Na me	Details
	<pre> <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> </pre>
Ph on e Bo ok s	< No records found >
Re as on Co de s (N ot Re ad y)	< No records found >
Re as on Co de s (Si gn Ou t)	< No records found >
Wr ap- Up Re as on s	< No records found >
Wo rkfl ow s	< 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
- utils ntp status
- show hardware
- show network eth0
- show version active
- show version inactive
- show timezone config
- show stats io

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

utils ntp status

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

