UCCX Finesse Supervisor Desktop Shows All Queues and All Logged in Agents

Contents

Introduction

This document describes an issue that is encountered with Cisco Unified Contact Center Express (UCCX) when too much information is displayed on the Finesse Supervisor Desktop and also describes a workaround for the issue.

Prerequisites

Requirements

Cisco recommends that you have knowledge of UCCX Versions 10.0 and later with Finesse Desktop.

Components Used

The information in this document is based on UCCX Versions 10.0 and later with Finesse Desktop.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Problem

The Finesse Supervisor Desktop displays statistics for every Contact Service Queue (CSQ) that is configured in UCCX under the Voice CSQ Summary Report in the Queue Data tab in Finesse. This report is an embedded live-data gadget that pulls the live information from the Cisco Unified Intelligence Center (CUIC). Supervisors also see all agents that are logged in from the Team Data tab in Finesse, irrespective of the team the agents are assigned to.

It has been observed that only some supervisors are able to see all of the queues and agents

logged in. This becomes a problem throughout the Contact Center environment because too much information is displayed.

Cause

This issue occurs because the supervisors might also be configured as *reporting* users. When a supervisor is made to be a Historical Reporting user, the supervisor is also assigned to the *AllUsers. ReportingUsers* group, which changes the accessible list of collections (widens the scope).

In the Queue Data tab in the Finesse Supervisor Desktop, data is pulled from the Voice CSQ Summary Report, Voice CSQ Agent Detail Report, and Agent Statistics Report from the CUIC live data. The CSQ entries that correspond to the scope of the supervisor are displayed, which is now all of the CSQs because the supervisor is also a Reporting user.

In the Team Data tab in the Finesse Supervisor Desktop, data is pulled from the Agent Statistics Report from the CUIC live data. The agents that correspond to the scope of the supervisor are displayed, which is now all of the agents because the supervisor is also a Reporting user.

> **Note**: By default, the supervisor is given access to only the live-data reports that are documented in the [Cisco Unified Contact Center Express Report User Guide 10.6(1)](#).

Workaround

> **Note**: This issue is tracked as an enhancement request under Cisco bug ID [CSCus17605](#).

The workaround for this issue reduces the scope of the statistics that appear on the Finesse Supervisor Desktop, which involves a modification of the the XML layout via Finesse Admininstration page. You must modify the URL for each of the gadgets. Here is an example:

> **Note**: Do not copy and paste XML code from this section. This is shown as an example, and the changes to the XML code on Finesse will be made on a case-by-case basis.

If a supervisor that is a resource of team "blue" wants to see CSQ data for the CSQs assigned team "blue" and team "red", but not the other CSQ data for CSQs not assigned to these two teams, edit the queueData URL in the Finesse layout XML for team "blue" on the Finesse Administration page on the Team Resources tab as shown in this example.

```
 <id>queueData</id>
<label>finesse.container.tabs.supervisor.queueDataLabel</label>
<columns>
<column>
<gadgets>
<gadget>https://localhost:8444/cuic/gadget/LiveData/LiveData
Gadget.jsp?gadgetHeight=620&viewId_1=C8E2DB1610000140000000A60A4E5E6B&filterId_1
=VoiceIAQStats.esdName=CL%20blue,%20red&viewId_2=9A7A14CE10000140000000ED0A
4E5E6B&filterId_2=VoiceCSQDetailsStats.agentId=CL%20blue,%20red&compositeFilterId
=VoiceCSQDetailsStats.AgentVoiceCSQNames.agentVoiceCSQName=CL%20blue,%20red
&viewId_3=C8EF510810000140000000EB0A4E5E6B&filterId_3=VoiceIAQStats.esdName
```

```
=CL%20blue,%20red&viewId_4=C8EE241910000140000000C30A4E5E6B&filterId_4
=VoiceIAQStats.esdName=CL%20blue,%20red</gadget>
```

Likewise, if a supervisor that is a resource of team "blue" wants to see team data for members of team "blue" and team "red", but not the other team data for agents not in these two teams, edit the teamData URL for team "blue" as shown in this example.

```
<id>teamData</id>
<label>finesse.container.tabs.supervisor.teamDataLabel</label>
<columns>
<column>
<gadgets>
<gadget>https://localhost:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?
gadgetHeight=620&viewId_1=7291DCB410000140000000890A4E5B33&filterId_1=
ResourceIAQStats.resourceId=CL%20blue,%20red&viewId_2=728283C210000140000000530A4E5B33
&filterId_2=ResourceIAQStats.resourceId=CL%20blue,%20red</gadget>
```

Here are some important notes about this example:

- When only **CL** is used within the URL, the report contains values for all of the collections for which the supervisor has permission.

- When **CL%20<Team_Name>** is used within the URL, the **<Team_Name>** is replaced with the actual name of the team of which the supervisor wants to see data for; thus, only the data for **<Team_Name>** is displayed. The **<Team_Name>** in the URL is a placeholder and is replaced by the actual value that is passed by Finesse to the CUIC gadget code before it is sent to the CUIC server. If the supervisor wants to see data for multilple teams, say 'N' number of teams, **CL%20<Team_Name_1>,%20<Team_Name_2>,...,%20<Team_Name_N>** must be used.

- When **CL%20blue** is used within the URL (with the assumption that **blue** is the actual team name), only the values that belong to the **blue** collection are displayed.

- When **CL%20blue,%20red** is used within the URL (with the assumption that **blue** and **red** are actual team names), only the values that belong to the **blue** collection and the **red** collection are displayed.

You must implement these modifications to any other gadgets as well. For more information about the gadget URL and the gadget definitions for the live data, refer to the Cisco Unified CCX Administration Guide, Release 10.6.

> **Note**: This workaround should be assessed carefully when used, as the modification must be completed on the Desktop layout at the *Team level*. You can override the System Default Layout when the edits are made at the Team level.

> **Note:** A team name with spaces can be used, but the XML layout must be set with %20 in order to represent the space.

Feature Introduction

A new feature was introduced in UCCX 11.6 to fully resolve this issue. This feature was added via the enhancement request under Cisco bug ID CSCus17605.

Starting in UCCX 11.6, supervisors have access to historical reports for their teams so that they do not need to set the additional reporting user role. In this way, supervisors will only see their teams in Finesse Live Data reports and still have access to their teams' historical reports without needing to have the reporting user role. If the reporting user role is added to any user, they will have access to see all teams' agents and CSQs in all reports and will see all agents and CSQs in Finesse live data reports.