

使用第三方小工具在Cisco Finesse中配置CUIC歷史報告小工具

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簡介

本文檔介紹在Finesse上配置歷史報告小工具的步驟，因為預設設定僅包括Finesse Agent/Supervisor Desktop中的即時資料小工具。

必要條件

需求

思科建議您瞭解以下主題：

- Cisco Unified Contact Center Express (UCCX)
- 思科整合情報中心(CUIC)
- Finesse管理
- Finesse案頭

採用元件

本文中的資訊係根據以下軟體和硬體版本：

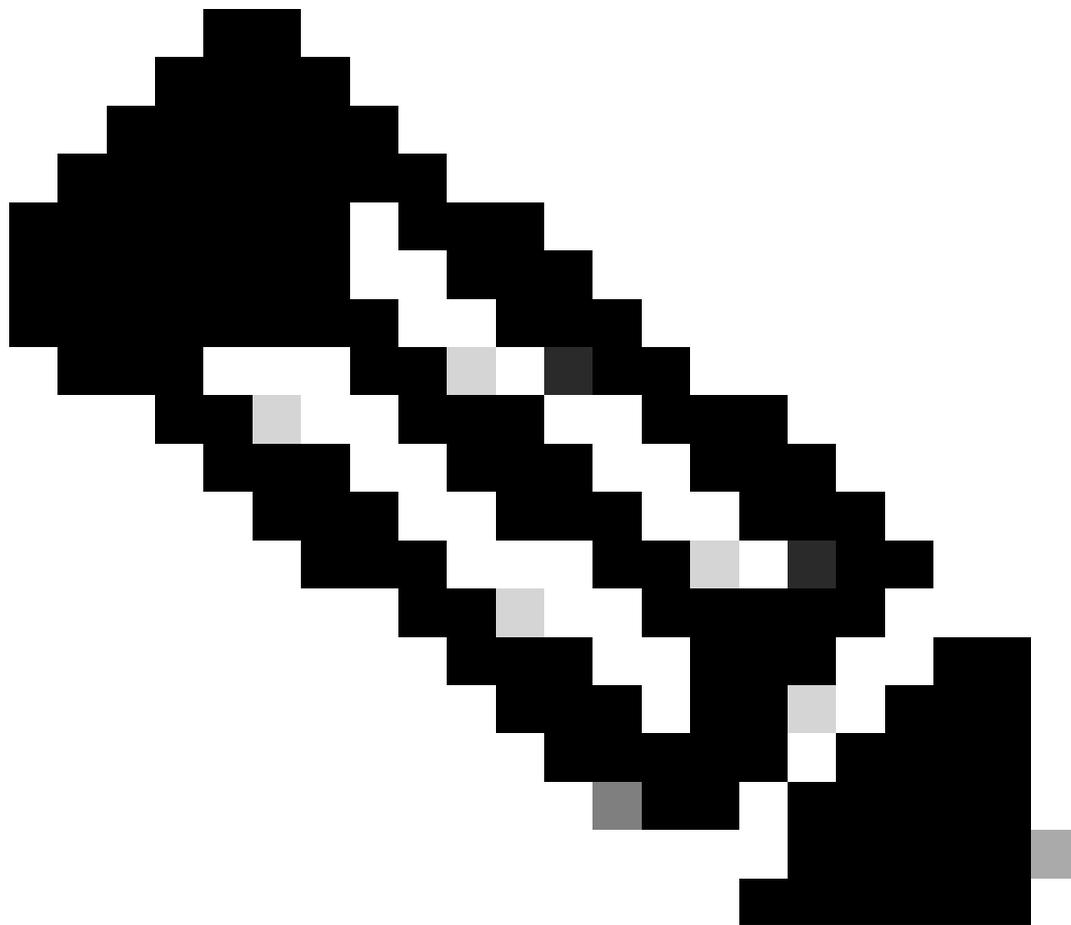
- UCCX版本12.5
- CUIC版本12.5
- Finesse版本12.5
- 菲萊齊拉

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

組態

在Finesse上啟用歷史報告的程式。

以下列出了在Finesse平台上啟用歷史報告功能的逐步說明：



註：此處選擇的「座席詳細資訊報告」是一個說明性示例。

1. 在CUIC中建立自訂報表。

導航至CUIC[頁面](#)。點選Reports > Stock > Unified CCX Historical > Inbound. 選擇Agent Detail Report，如圖所示。

Cisco Unified Intelligence Center Super Admin Administrator

Reports

🔍 All Favorites 0 🔄 Import New ▾

Reports > Stock > Unified CCX Historical > Inbound

Name	Description	Report Definition	Actions
Abandoned Call Detail Activity Report	Abandoned Call Detail Activity Report	Abandoned Call Detail Activity Report Definition	★ ...
Aborted Rejected Call Detail Report	Aborted Rejected Call Detail Report	Aborted Rejected Call Detail Report Definition	★ ...
Agent All Fields Report	Agent All Fields Report	Agent All Fields	★ ...
Agent Call Summary Report	Agent Call Summary Report	Agent Call Summary Report Definition	★ ...
Agent Detail Report	Agent Detail Report	Agent Detail Report Definition	★ ...
Agent Login Logout Activity Report	Agent Login Logout Activity Report	Agent Login Logout Activity Report Definition	★ ...
Agent Not Ready Reason Code Summary Report	Agent Not Ready Reason Code Summary Report	Agent Not Ready Reason Code Summary Report Definition	★ ...
Agent State Detail Report	Agent State Detail Report	Agent State Detail Report Definition	★ ...
Agent State Summary by Agent Report	Agent State Summary by Agent Report	Agent State Summary By Agent Definition	★ ...
Agent State Summary by Interval Report	Agent State Summary by Interval Report	Agent State Summary by Interval Report Definition	★ ...
Agent Summary Report	Agent Summary Report	Agent Summary Report Definition	★ ...
Agent Wrap Up Data Summary Report	Agent Wrap Up Data Summary Report	Agent Wrap Up Data Summary Report Definition	★ ...
Agent Wrap-Up Data Detail Report	Agent Wrap-Up Data Detail Report	Agent Wrap Up Data Detail Report Definition	★ ...

- Edit
- Set Default Filter
- Save As
- Rename
- Move
- Add Help
- Delete
- Permissions
- Permalinks
- Export

儲存「座席狀態詳細資訊」報告的副本

在Actions頁籤下，選擇Save As並為報告命名。例如，Agent Detail Report - Test並將其儲存在Reports 下，如下圖所示。

Save Report : Agent Detail Report



Report Name*

Agent Detail Report - Test

Report Location*

Reports

Clone Report Definition 

Report Definition Name *

Enter name

Report Definition Location *

Choose a location

Cancel

Save

儲存代理程式詳細資訊報表

2. 新增使用者的許可權。

導航到Reports，選擇Agent Detail Report - Test，然後增加許可權。在Actions頁籤下，根據要求選擇Permissions - All Users/Supervisors - View/Edit (如圖所示)。

Reports

Search: All Favorites 0

Import New

Name	Description	Report Definition	Actions
Stock		-	...
Agent All Fields Report Test	Agent All Fields Report	Agent All Fields	☆ ...
Agent Detail Report - Test	Agent Detail Report	Agent Detail Report Definition	☆ ...
Common Skill CSQ - finesse gadget	Common Skill CSQ Activity Report	Common Skill CSQ Activity Report Definition	...
Common Skill CSQ Activity Report - Test	Common Skill CSQ Activity Report	Common Skill CSQ Activity Report Definition	...
Finesse - Agent Summary Report	Agent Summary Report	Agent Summary Report Definition	...

- Edit
- Set Default Filter
- Save As
- Rename
- Move
- Add Help
- Delete
- Permissions
- Permalinks
- Export

選取代理程式詳細資訊報告的許可權選項

Permissions Agent Detail Report - Test

User Groups Users

Search: All

Save

Group Name	View	Edit
Administrators	<input type="checkbox"/>	<input type="checkbox"/>
Agents	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AllUsers*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ReportingUsers	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Supervisors	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Members

- Agents
- ReportingUsers
- Supervisors
- CCX\agent1
- CCX\jabber1
- CUIC\sharosha

為報表指派許可權

3. 在Actions, 下選取Set Default Filter, 然後選擇Agent Names您要檢視其資料的專案。此外, 請務必選取選項, Skip Filter during the report execution 如下圖所示。

Reports

Search: All Favorites 0 Import New

Name	Description	Report Definition	Actions
Stock		-	...
Agent All Fields Report Test	Agent All Fields Report	Agent All Fields	☆ ...
Agent Detail Report - Test	Agent Detail Report	Agent Detail Report Definition	☆ ...
Common Skill CSQ - finesse gadget	Common Skill CSQ Activity Report	Common Skill CSQ Activity Report Definition	...
Common Skill CSQ Activity Report - Test	Common Skill CSQ Activity Report	Common Skill CSQ Activity Report Definition	...
Finesse - Agent Summary Report	Agent Summary Report	Agent Summary Report Definition	...

- Edit
- Set Default Filter
- Save As
- Rename
- Move
- Add Help
- Delete
- Permissions
- Permalinks
- Export

在報表中設定預設篩選

Set Default Filter - Agent Detail Report - Test ✕

Parameters

Agent Names (@param5)

Available: 2 Values

Search Available 🔍

> Default(2/2)

agent1

jabber1

Selected: 2 Values 🔄

Search Selected 🔍

agent1

jabber1

Skip filter during the report execution

Save

選取預設篩選的使用者

4. 在Actions下，選擇**Permalinks**。按一下HTML，然後複製顯示在左下角的permalink。之後，請務必取消選中permalink身份驗證選項（「Variable」和「Default」），最後按一下Save，如圖所示。

Reports

🔍 All Favorites 0 🔄 Import ➕ New

Name	Description	Report Definition	Actions
Stock		-	...
Agent All Fields Report Test	Agent All Fields Report	Agent All Fields	☆ ...
Agent Detail Report - Test	Agent Detail Report	Agent Detail Report Definition	☆ ...
Common Skill CSQ - finesse gadget	Common Skill CSQ Activity Report	Common Skill CSQ Activity Report Definition	
Common Skill CSQ Activity Report - Test	Common Skill CSQ Activity Report	Common Skill CSQ Activity Report Definition	
Finesse - Agent Summary Report	Agent Summary Report	Agent Summary Report Definition	

- Edit
- Set Default Filter
- Save As
- Rename
- Move
- Add Help
- Delete
- Permissions
- Permalinks**
- Export

選取報表的永久連結

Permalinks



View Name ▼	View Type ▼	Authenticate Permalink		Links		
		Variable	Default			
Agent Detail Report	Grid	<input type="checkbox"/>	<input type="checkbox"/>	✓ HTML	Excel	XML
Agent Detail Report Chart	Chart	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	HTML	Excel	XML

Link

Cancel

Save

尋找報表的永久連結

例如

； <https://FQDN:8444/cuicui/permalink/?viewId=2F8D8F0710000186000000440A6A54A2&linkType=htmlType&viewType=Grid&refreshRate=1800>

5. 使用複製的永久連結來建立XML檔案。

以此格式建立XML檔案並將其另存為AgentDetailReport.xml and href = "Permalink you have copied from CUIC"。另外，將「&」替換為永久連結中的「&」。

格式範例：

```
<?xml version="1.0" encoding="UTF-8"?>
```

```
<Module>
```

<ModulePrefs title=" Agent Detail Report " height="425">

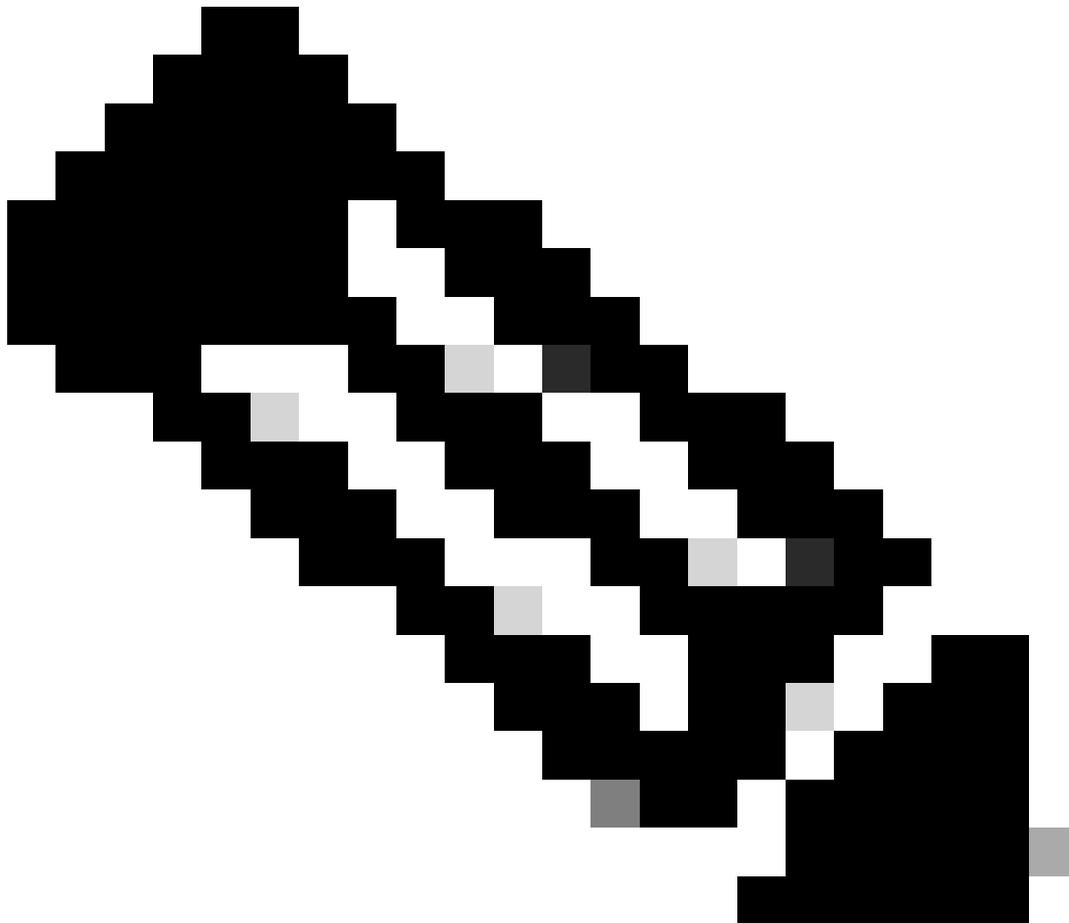
</ModulePrefs>

<Content type="url" href= "<https://FQDN:8444/cuicui/permalink/?viewId=2F8D8F0710000186000000440A6A54A2&linkType=htmlType&viewType=Grid&refreshRate=1800>">

</Module>

```
AgentDetailReport.xml
1 <?xml version="1.0" encoding="UTF-8" ?>
2 <Module>
3   <ModulePrefs title="Agent Detail Report" height="425">
4     </ModulePrefs>
5     <Content type="url" href= "https://ocxshabic.cscotaclab.com:8444/cuicui/permalink/?viewId=2F8D8F0710000186000000440A6A54A2&linkType=htmlType&viewType=Grid&refreshRate=1800">
6   </Content>
7 </Module>
```

XML格式



AgentDetailReport.xml 附註：此處提供了使用的檔案。

```
<?xml version="1.0" encoding="UTF-8"?> <Module> <ModulePrefs title="Agent Detail Report" height="425">
```

6. 透過UCCX伺服器上的CLI重置3rdpartygadget使用者密碼。

3rdpartygadget帳戶用於將第三方小工具上載到Finesse。用於設定或重置口令的新CLI命令為：utils reset_3rdpartygadget_password 如圖所示。

```
VMware Installation:
 128 vCPU: Intel(R) Xeon(R) Platinum 8180 CPU @ 2.50GHz
 Disk 1: 146GB, Partitions aligned
 10240 Mbytes RAM

admin:utils reset_3rdpartygadget_password
New Password:
Confirm New Password:
Updating password for 3rdpartygadget...

Password updated successfully.
admin:█
```

3rdpartygadget登入CLI

7.使用FileZilla或WinSCP（SFTP使用者端）將AgentDetailReport.xml檔案上傳到/3rdpartygadget/files資料夾：



Filezilla登入介面

Remote site: /files

files

Filename	Filesize	Filetype	Last modified	Permissions	Owner/Group
..					
CXService		File folder	1/21/2023 8:45:...	drwxrwxr-x	0 0
Agent-Detail-Report.xml	351	XML Docu...	1/22/2023 7:12:...	-rwxr-xr-x	1009 1009
AgentDetailReport.xml	321	XML Docu...	2/8/2023 12:04:...	-rw-r--r--	1009 1009
AgentSummaryReport.xml	327	XML Docu...	1/23/2023 6:04:...	-rwxrwxrwx	1009 1009
CommonSkillCSQActivityReport.xml	331	XML Docu...	1/23/2023 8:03:...	-rwxr-xr-x	1009 1009
myxml	1,191	File	1/26/2023 12:3:...	-rwxr-xr-x	1009 1009

上傳XML至伺服器

8. 將值變更為755，以授與XML檔案的檔案許可權。

Filename	Filesize	Filetype	Last modified	Permissions	Owner/Group
..					
CXService		File folder	1/21/2023 8:45:...	drwxrwxr-x	0 0
Agent-Detail-Report.xml	351	XML Docu...	1/22/2023 7:12:...	-rwxr-xr-x	1009 1009
AgentDetailReport.xml	321	XML Docu...	2/8/2023 12:04:...	-rw-r--r--	1009 1009
AgentSummaryReport.xml			4:...	-rwxrwxrwx	1009 1009
CommonSkillCSQActivityReport.xml			3:...	-rwxr-xr-x	1009 1009
myxml			3:...	-rwxr-xr-x	1009 1009

- Download
- Add files to queue
- View/Edit
- Create directory
- Create directory and enter it
- Create new file
- Refresh
- Delete
- Rename
- Copy URL(s) to clipboard
- File permissions...

設定XML許可權

Change file attributes



Please select the new attributes for the file "AgentDetailReport.xml".

Owner permissions

Read Write Execute

Group permissions

Read Write Execute

Public permissions

Read Write Execute

Numeric value:

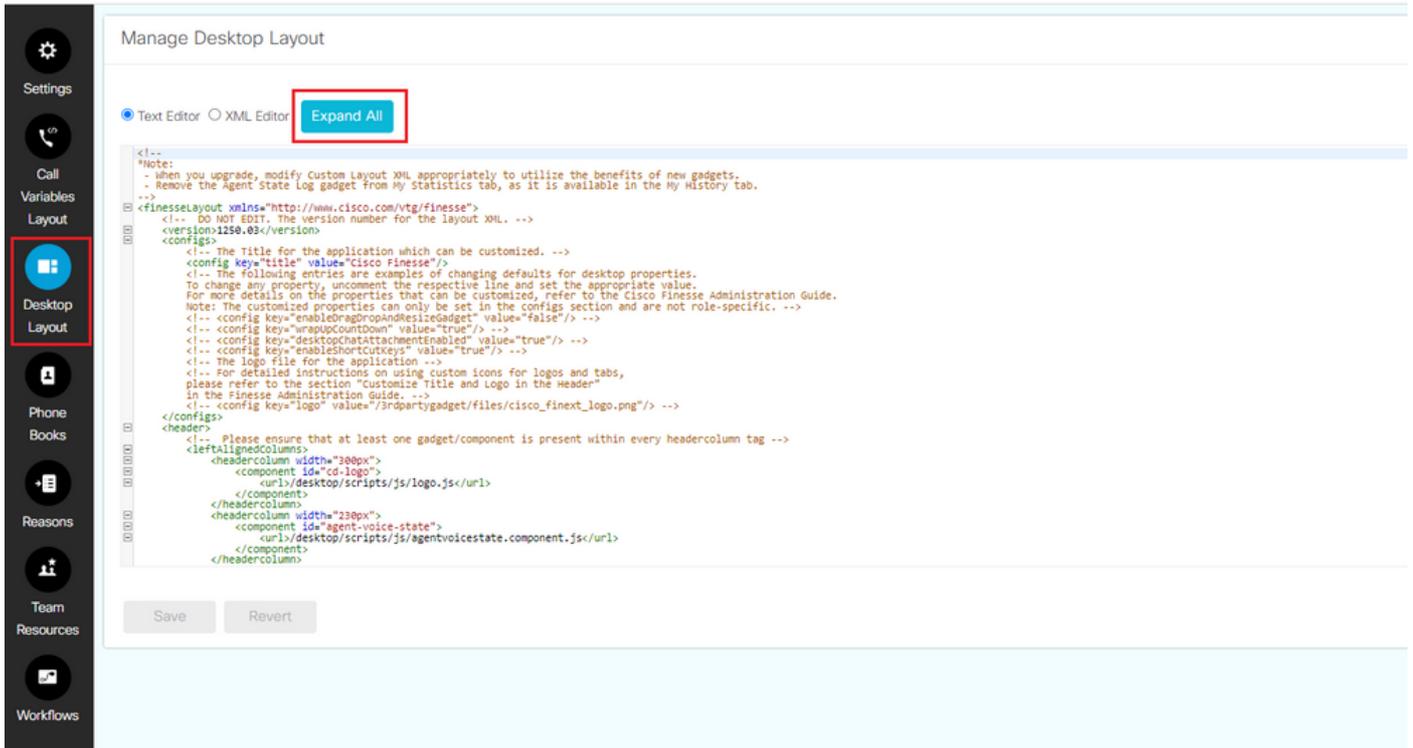
You can use an x at any position to keep the permission the original files have.

OK

Cancel

需要XML檔案許可權

9. 導航至Cisco Finesse Administration : https://FQDN:8445/cfadmin/container/?locale=en_US。編輯Finesse案頭佈局檔案。點選Expand All，如圖所示。



Finesse案頭版面配置頁面

10. 將小工具增加到代理/主管角色的Finesse案頭上的新頁籤並儲存。

舉例來說：

```

<tab>

  <id>Agent_Detail_Report</id>

  <label>Agent Detail Report</label>

  <gadgets>

    <gadget>/3rdpartygadget/files/AgentDetailReport.xml</gadget>

  </gadgets>

</tab>

```

```

</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>Agent_Detail_Report</id>
    <label>Agent Detail Report</label>
    <gadgets>
      <gadget>/3rdpartygadget/files/AgentDetailReport.xml</gadget>
    </gadgets>
  </tab>
  <tab>
    <id>manageTeam</id>
    <label>Manage Team</label>
  </tab>

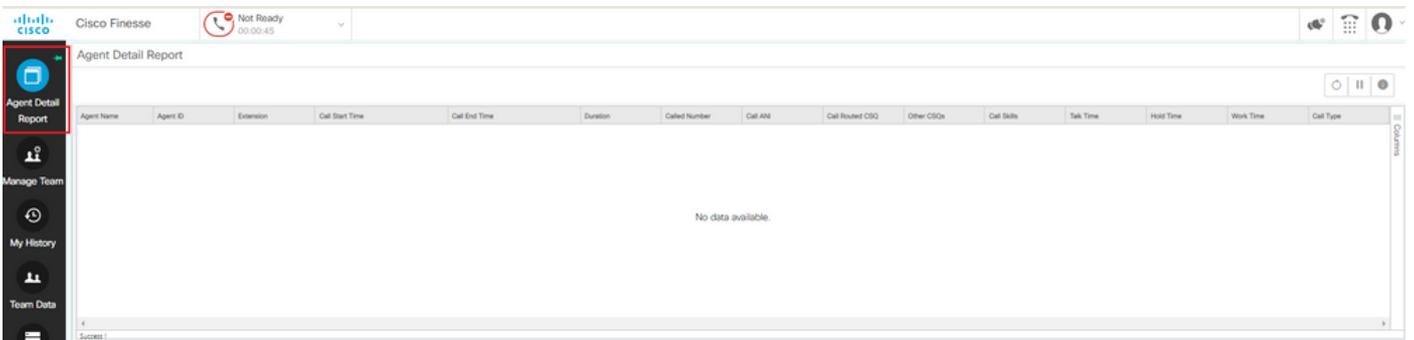
```

Finesse小工具配置

11. 從UCCX GUI重新啟動這些服務：

- Cisco Unified CCX通知服務
- Cisco Finesse Tomcat
- Unified CCX Socket.IO服務

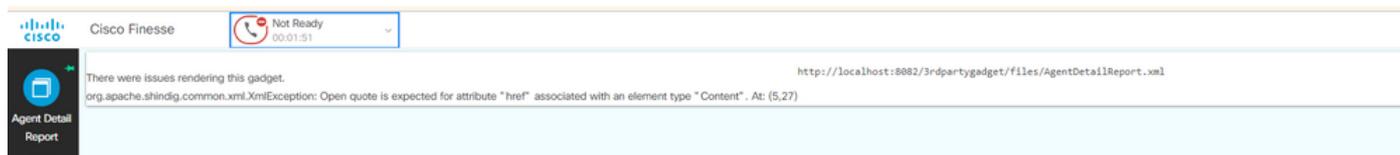
12. 登入到Finesse Desktop，並驗證「座席詳細資訊報告」現在是否顯示在新的頁籤中。



Finesse座席案頭檢視

疑難排解

- 遇到錯誤消息「呈現此小工具時出現問題。org.apache.shindig.common.xml.XmlException：與元素型別「Content」關聯的屬性「href」應為開放報價。」（如圖所示）。



Finesse中的Href錯誤

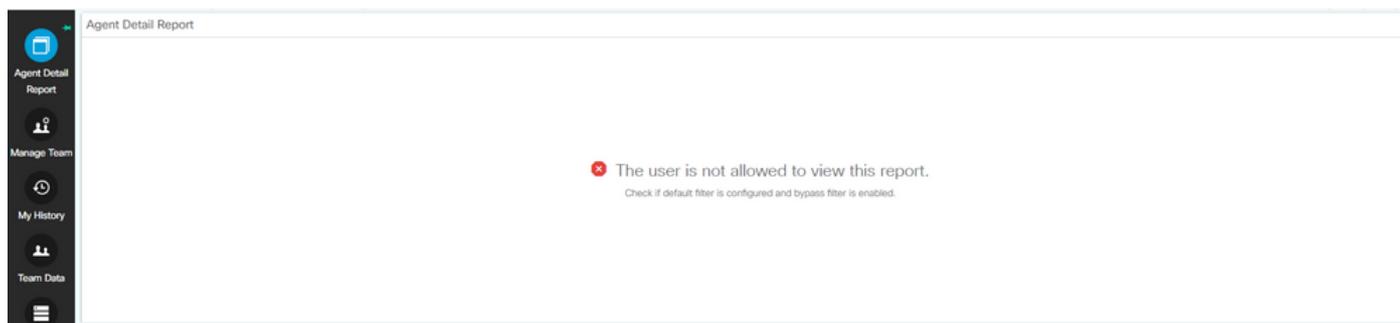
解決方案：

開啟錯誤中提到的XML檔案，並確認href屬性後引號(")內所括的永久連結已正確格式化為步驟5中的指示。



XML檔案格式

2. 嘗試從Finesse Desktop載入小工具時，使用者收到錯誤「不允許使用者檢視此報告」。



Finesse Agent Desktop發生錯誤

解決方案：

如步驟3所示，請取消選項Skip Filter during the report execution。如前所述。

在Actions選單中，選擇Set Default Filter，然後確保勾選選項Skip filter during the report execution，如圖所示。

Set Default Filter – Agent Detail Report – Test



Parameters

Interval* (@param1 - @param2)

Date Range

This Week

Time Range

All Day Custom

12:00:00 AM



to

11:59:59 PM



Resource Group Name (@param4)

Available: 0 Values

Search Available



Selected: 0 Values

Search Selected



Skip filter during the report execution

Save

設定報表的預設篩選

常見問題

- 是否可以在單一標籤下新增多個3rdpartygadgets？

是，您可以在單一標籤下新增多個3rdpartygadgets。在「案頭佈局」的步驟中增加新<gadgets>小工具。

- 重設3rdpartygadget使用者密碼是否會影響/3rdpartygadget/files資料夾中的現有XML檔案？

3rdpartygadget密碼的用途是透過SFTP客戶端訪問3rdpartygadget/files資料夾並上傳XML檔案。因此，它不會影響任何現有配置。

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。