Permalinks

Overview

Permalinks in Cisco Unified Intelligence Center are permanent hyperlinks.

Unified Intelligence Center supports the following types of permalinks for reports:

- **Excel Link:** This permalink is generated only for grid view.

- **HTML Link:** This permalink is generated for grid view, gauge view, and chart view.

- **XML Link:** This permalink is generated only for the grid view. It is used where the data is required in XML format.
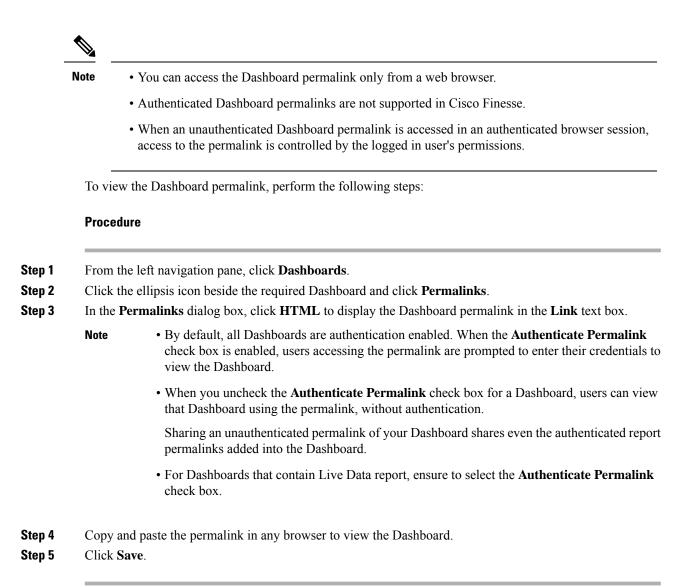
Note For Live Data reports, you will only have the HTML permalink. HTML permalink for Live Data reports always require authentication.

Note Due to security reasons, permalinks from one Unified Intelligence Center cannot be displayed in the dashboard of another Unified Intelligence Center instance.

Permalink for a Dashboard

Dashboard permalinks help you to share your Dashboards with other users and view Dashboards of other users.

Note
- You can access the Dashboard permalink only from a web browser.

- Authenticated Dashboard permalinks are not supported in Cisco Finesse.

- When an unauthenticated Dashboard permalink is accessed in an authenticated browser session, access to the permalink is controlled by the logged in user's permissions.

To view the Dashboard permalink, perform the following steps:

Procedure

Step 1 From the left navigation pane, click **Dashboards**.

Step 2 Click the ellipsis icon beside the required Dashboard and click **Permalinks**.

Step 3 In the **Permalinks** dialog box, click **HTML** to display the Dashboard permalink in the **Link** text box.

Note
- By default, all Dashboards are authentication enabled. When the **Authenticate Permalink** check box is enabled, users accessing the permalink are prompted to enter their credentials to view the Dashboard.

- When you uncheck the **Authenticate Permalink** check box for a Dashboard, users can view that Dashboard using the permalink, without authentication.

  Sharing an unauthenticated permalink of your Dashboard shares even the authenticated report permalinks added into the Dashboard.

- For Dashboards that contain Live Data report, ensure to select the **Authenticate Permalink** check box.

Step 4 Copy and paste the permalink in any browser to view the Dashboard.

Step 5 Click **Save**.

Permalink for a Report

Report permalinks help you to share your report with other users and view reports of other users.

Note
- Authenticated report permalinks are not supported in Cisco Finesse.

- Authenticated Excel report permalink is not supported in SSO.

- Authenticated Excel report permalink is not supported on Office 365.

- When an unauthenticated Report permalink is accessed in an authenticated browser session, access to the permalink is controlled by the logged in user's permissions.

- You cannot drill down to another report from a report permalink.

To view the Report permalink, perform the following steps:

Procedure

Step 1 From the left navigation pane, click **Reports**.

Step 2 Click the ellipsis icon beside the required Report and click **Permalinks**.

Step 3 In the **Permalinks** dialog box, select from the available Link formats; HTML, Excel, XML to display the corresponding Report permalink in the **Link** text box.

> **Note**
> • By default, the **Authenticate Permalink** check boxes are checked to indicate that the default and variable permalink are authenticated.
>
> • For Live Data reports, by default, the **Authenticate** check box is checked and disabled.

Step 4 To view the report,

• HTML and XML Permalink—Copy and paste the permalink (HTML and XML) in any browser

• Excel Permalink—

> **Note**
> • To import permalinks in Excel, use the permalinks with FQDN only.
>
> • To embed excel permalink content as external data within excel on macOS, add **tomcat** certificate from Certificate Management to the trust store of macOS in case self-signed certificates are being used.

Excel—

a. Access Excel and navigate to **Data** > **From Web**.

b. In the **New Web Query** > **Address** field, paste the report permalink and click **Import**.

Excel 365—

a. Access Excel 365 and navigate to **Data** > **From Web**.

b. In the **From Web** > **URL** field, paste the report permalink and click **OK**.

> **Note** For the first time, you will be prompted to **Connect** in the Access Web Content dialog box.

c. In the Navigator dialog box, click **Table View** > **Load**.

Step 5 Click **Save**.

For information on viewing report permalinks in Dashboards as web page widgets, see *View Report Permalinks in Dashboards*.

For more information on permalinks, see *Cisco Unified Intelligence Center Report Customization Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-user-guide-list.html.

View Report Permalinks in Dashboards

Viewing report permalinks in Dashboards as web page widgets depends on the authentication status of both reports and the dashboards. The following matrix provides different scenarios that supports viewing report permalinks in Dashboards.

	Authenticated Report Permalink Same Node	Authenticated Report Permalink Different Node	Unauthenticated Report Permalink Same Node	Unauthenticated Report Permalink Different Node
Un-Auth Dashboard	Not Supported	Not Supported	Supported	Supported
Auth Dashboard	Supported	Not Supported	Supported	Supported
Dashboard Viewer	Supported	Not Supported	Supported	Supported

Create Live Data Report Permalink for Finesse

For permalinks of supervisor stock reports, see *Permalinks for Supervisor Live Data Reports*. To create a permalink for saved stock reports, the procedure is as follows:

Procedure

Step 1   Copy the permalink of the stock report that you want to customize from *Permalinks for Supervisor Live Data Reports* and paste it in a text editor.

Example:

Consider the below URL as the permalink. Copy and paste it in a text editor. The underlined ID is the value of viewID.

```
https://<Server Name>:8444/cuicui/permalink/?viewId=5C90012F10000140000000830A4E5B33
&linkType=htmlType&viewType=Grid&ResourceIAQStats.resourceId=CL
```

Step 2   Click **Reports** in the left pane.

Step 3   Navigate to the custom report.

Step 4   Click the ellipsis icon beside the report and click **Edit**.

Step 5   In the **List of Views** > **Manage Views** page, select HTML, Excel, or XML to display the corresponding Report permalink in the **Link** text box.

Step 6   Copy the permalink of the customized report from the **Link** field, paste it in a text editor, and then copy the viewID value from this link.

Example:

Copy the underlined viewID value from the permalink of the customized report.

```
https://<Server Name>:8444/cuicui/permalink/?viewId=B27986B510000142000004D60A4E5B33
&linkType=htmlType&viewType=Grid
```

Step 7 Replace the viewID value in the stock report permalink with the viewID value from the permalink of the customized report.

Example:

After replacing the viewID value with the viewID of the customized report, the customized report permalink appears as follows:

```
https://<Server Name>:8444/cuicui/permalink/?viewId=B27986B510000142000004D60A4E5B33
&linkType=htmlType&viewType=Grid&ResourceIAQStats.resourceId=CL
```

Step 8 Add the customized gadget URL to Desktop Layout in the Finesse Administration console and save.

Step 9 Log in to Finesse desktop and check the report.

Permalinks for Supervisor Live Data Reports

The following table presents the permalinks for supervisor reports. Replace `<Server Name>` with the IP or FQDN address of Unified CCX node.

✎

Note Permalinks are not supported for agent reports.

Table 1: Permalinks for Supervisor Live Data Reports

Report	View	Permalink
Agent Outbound Team Summary Report	Since Midnight	`https://<Server Name>:8444/cuicui/permalink/?viewId=FD919FB9100001440000005D0A4E5B29&linkType=htmlType&viewType=Grid`
	Short and Long Term Average	`https://<Server Name>:8444/cuicui/permalink/?viewId=FD919FB510000144000000470A4E5B29&linkType=htmlType&viewType=Grid`
Chat Agent Statistics Report	—	`https://<Server Name>:8444/cuicui/permalink/?viewId=F2F1FC17100001440000014E0A4E5D48&linkType=htmlType&viewType=Grid&ChatAgentStats.agentId=CL`
Chat CSQ Summary Report	—	`https://<Server Name>:8444/cuicui/permalink/?viewId=E42ED788100001440000007B0A4E5CA1&linkType=htmlType&viewType=Grid&ChatQueueStatistics.queueName=CL`
Team State Report	—	`https://<Server Name>:8444/cuicui/permalink/?viewId=5C90012F10000140000000830A4E5B33&linkType=htmlType&viewType=Grid&ResourceIAQStats.resourceId=CL`

Report	View	Permalink
Team Summary Report	Since Midnight	`https://<Server Name>:8444/cuicui/permalink/?viewId= 728283C210000140000000530A4E5B33&linkType= htmlType&viewType=Grid&ResourceIAQStats.resourceId=CL`
	Short and Long Term Average	`https://<Server Name>:8444/cuicui/permalink/?viewId= 7291DCB410000140000000890A4E5B33&linkType= htmlType&viewType=Grid&ResourceIAQStats.resourceId=CL`
Voice CSQ Agent Detail Report	—	`https://<Server Name>:8444/cuicui/permalink/?viewId= 9A7A14CE10000140000000ED0A4E5E6B&linkType= htmlType&viewType=Grid&VoiceCSQDetailsStats.agentId= CL&VoiceCSQDetailsStats.AgentVoiceCSQNames.agentVoiceCSQName=CL`
Voice CSQ Summary Report	Snapshot	`https://<Server Name>:8444/cuicui/permalink/?viewId= C8E2DB1610000140000000A60A4E5E6B&linkType= htmlType&viewType=Grid&VoiceIAQStats.esdName=CL`
	Since Midnight	`https://<Server Name>:8444/cuicui/permalink/?viewId= C8EF510810000140000000EB0A4E5E6B&linkType= htmlType&viewType=Grid&VoiceIAQStats.esdName=CL`
	Short and Long Term Average	`https://<Server Name>:8444/cuicui/permalink/?viewId= C8EE241910000140000000C30A4E5E6B&linkType= htmlType&viewType=Grid&VoiceIAQStats.esdName=CL`