



You make **possible**



UCCX 12.0 Planning, Design and Troubleshooting

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BRKCCT-2035

CISCO *Live!*

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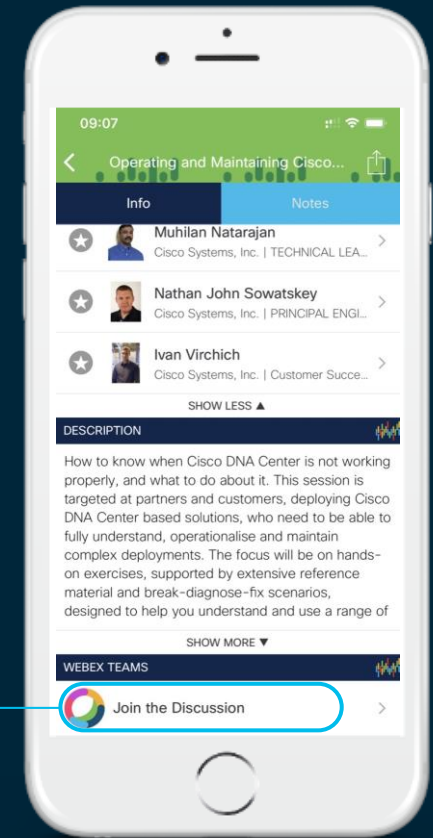
Cisco Webex Teams

Questions?

Use Cisco Webex Teams to chat with the speaker after the session

How

- 1 Find this session in the Cisco Events Mobile App
- 2 Click “Join the Discussion”
- 3 Install Webex Teams or go directly to the team space
- 4 Enter messages/questions in the team space



Agenda

- Introduction
- Planning Contact Center Express 12.0
- Finesse 12.0 New Ux
- Advanced Supervisor Capabilities and Calendaring
- Omnichannel Enhancements
- Reporting CUIC Updates
- Upgrade Tips & Best Practice
- UCCX 12.5 Sneak Peak
- Conclusion

Introduction

User Story Example

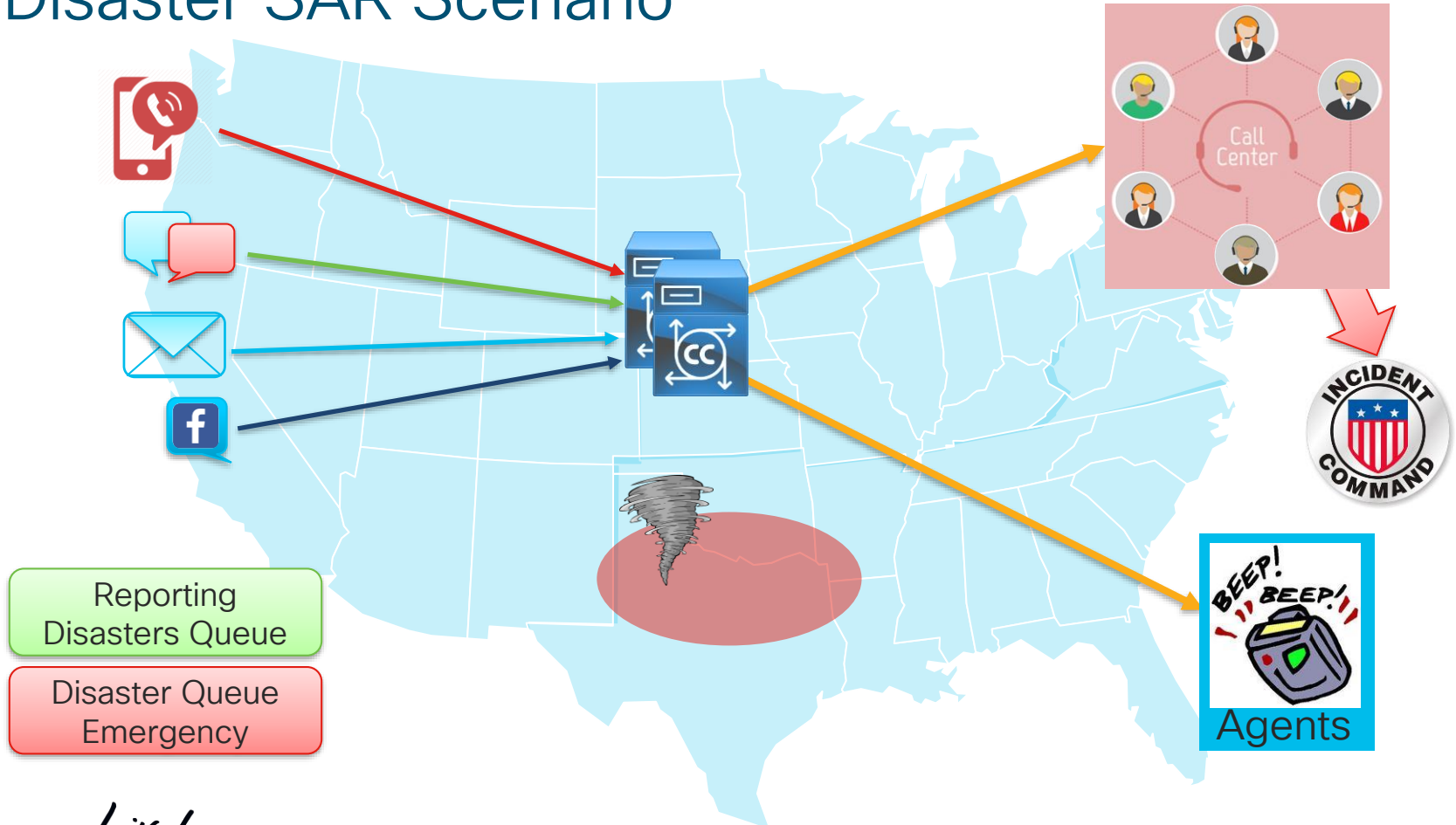
In an emergency, communication is vital and getting accurate communication to the right people is key.



Disclaimer

This scenario is not intended to be a template, guide or advice on how to configure a disaster IVR and is only being used as a fictional user story for the development of this Cisco Live UCCX 12.0 Presentation to illustrate features and functionality as applied to this scenario.

Disaster SAR Scenario



Planning & Design

Before any Planning and Design is made...

Milestones

What are the operational milestone requirements



Current CC Infrastructure

What current customer service exists



Does Current Infrastructure Meet CCX Needs

What will need to be added?



Who is the Business

Stakeholders, Customers, etc



What Business Problems are we solving

What problems are priority



Will CCX Work Here?

Given the requirements, will CCX meet those?



Exit Criteria

What should be fulfilled to go to Day 2

A Large UCCX Solution

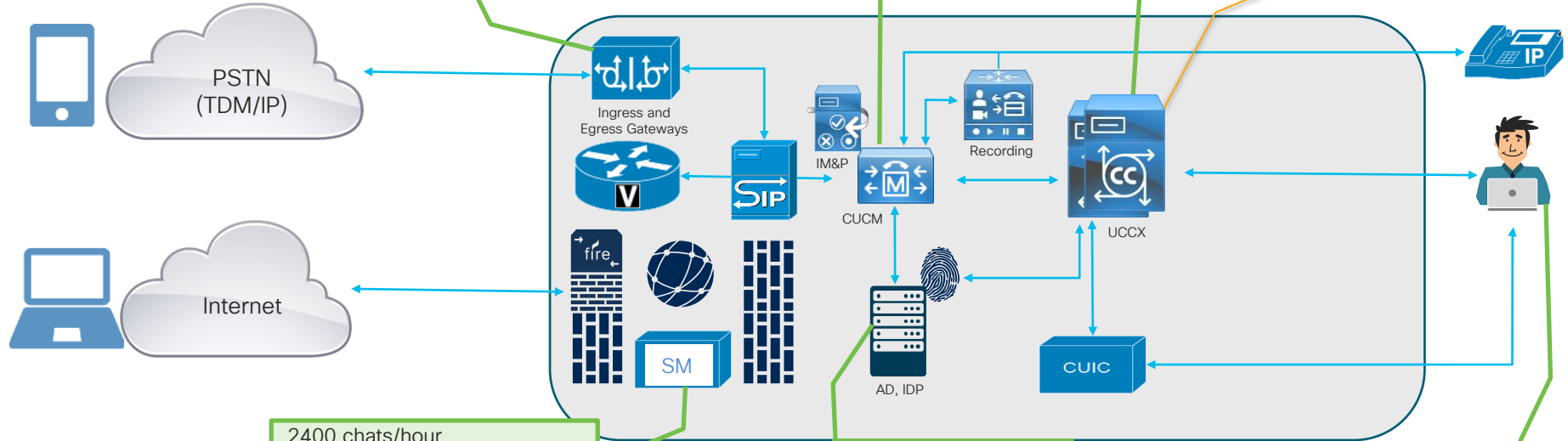
Solution Capacity

150 Blended or Preview Agents
 6000 Outbound BHCC
 1 million contacts/campaign with 10000/import

Total BHCC: 6000(LAN)
 (inbound + outbound)

Large OVA
 400 agents, 42 supervisors
 400 IVR ports
 2000 Configured agents

50 skills/agent
 50 agents/team
 5 supervisors/team
 42 concurrent sup



2400 chats/hour
 120 concurrent chat sessions
 120 email agents with 400 emails/hour (300 if cloud /sm attachments)

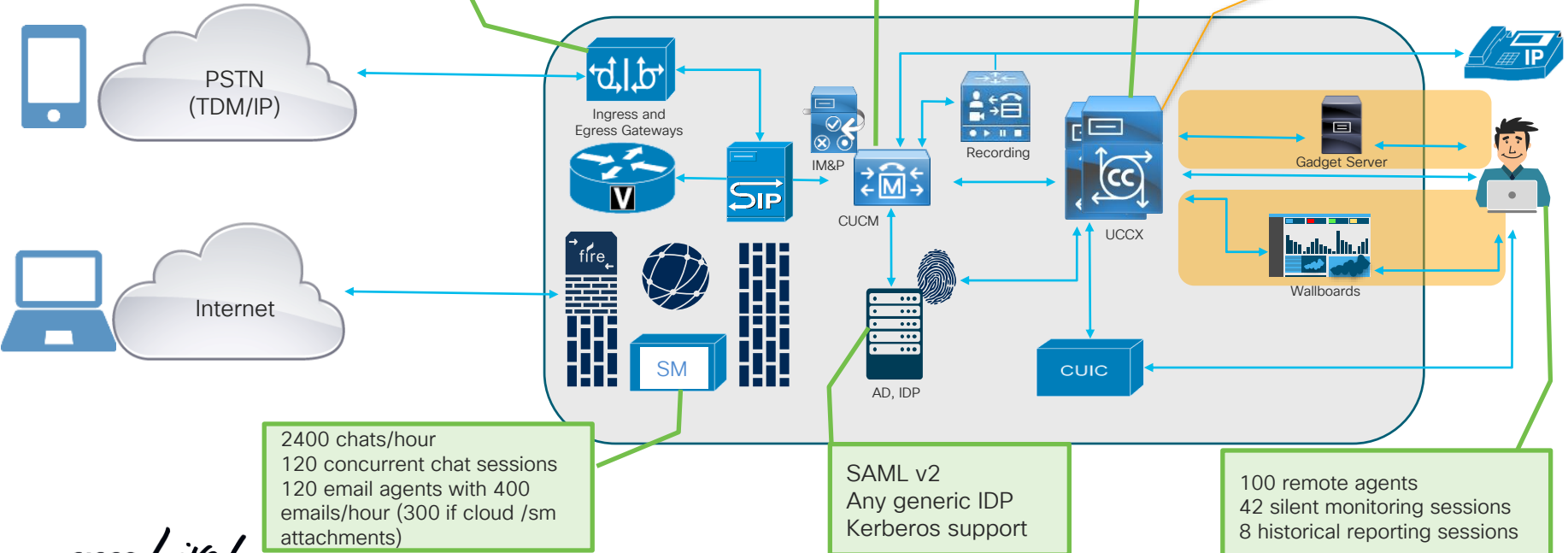
SAML v2
 Any generic IDP
 Kerberos support

100 remote agents
 42 silent monitoring sessions
 8 historical reporting sessions



A Large UCCX Solution

Solution Capacity



A Large UCCX Solution

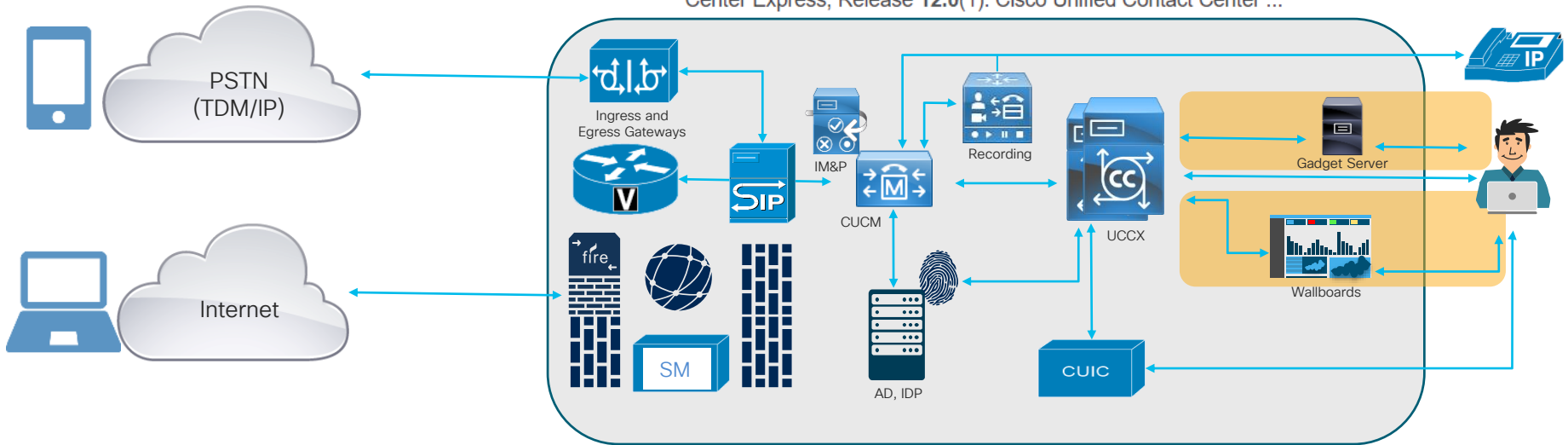
Solution Capacity



www.cisco.com > ... > Cisco Unified Contact Center Express

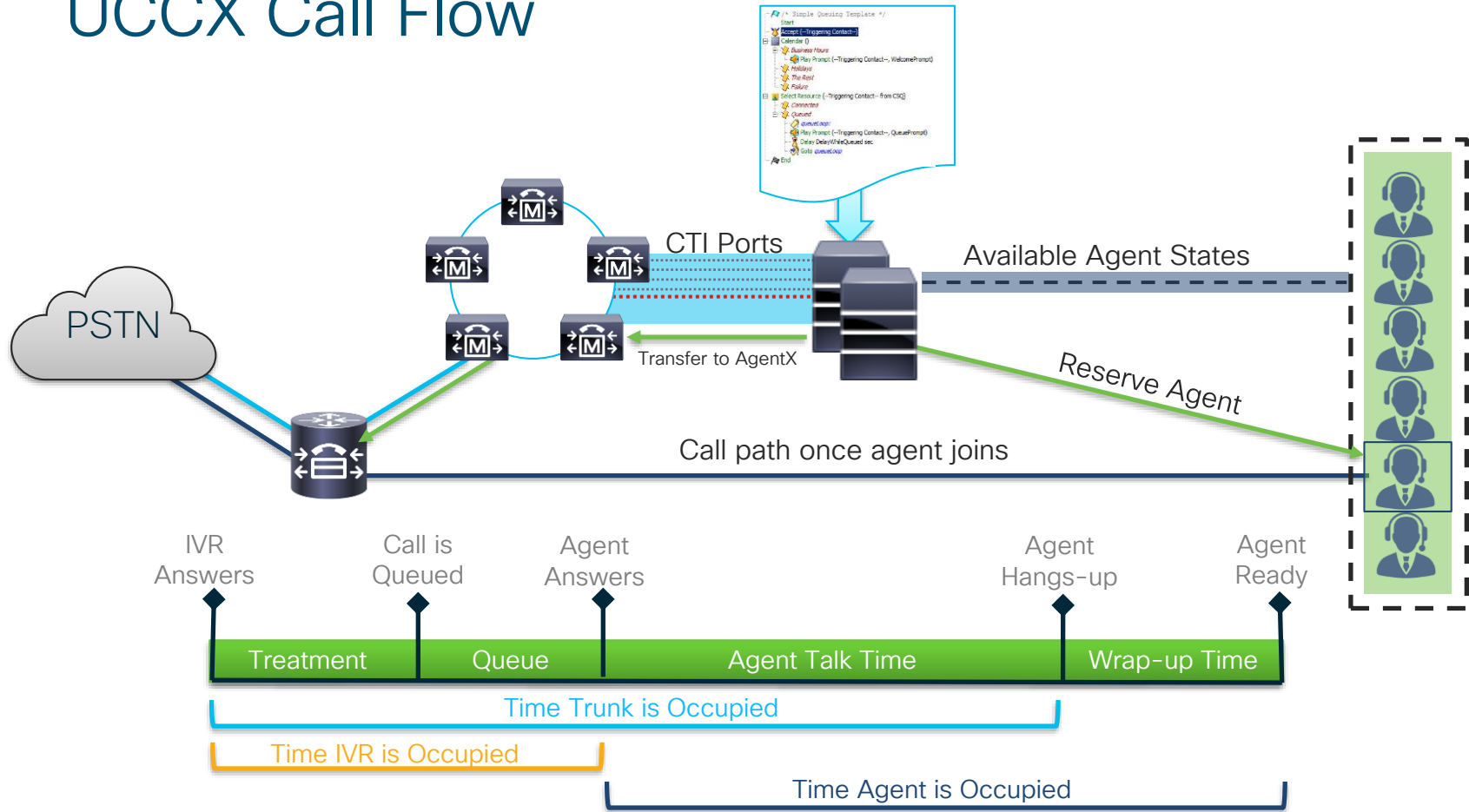
Cisco Unified Contact Center Express - Design Guides - Cisco

Cisco Unified Contact Center Express 12.0(1). Solution **Design Guide** for Cisco Unified Contact Center Express, Release 12.0(1). Cisco Unified Contact Center ...

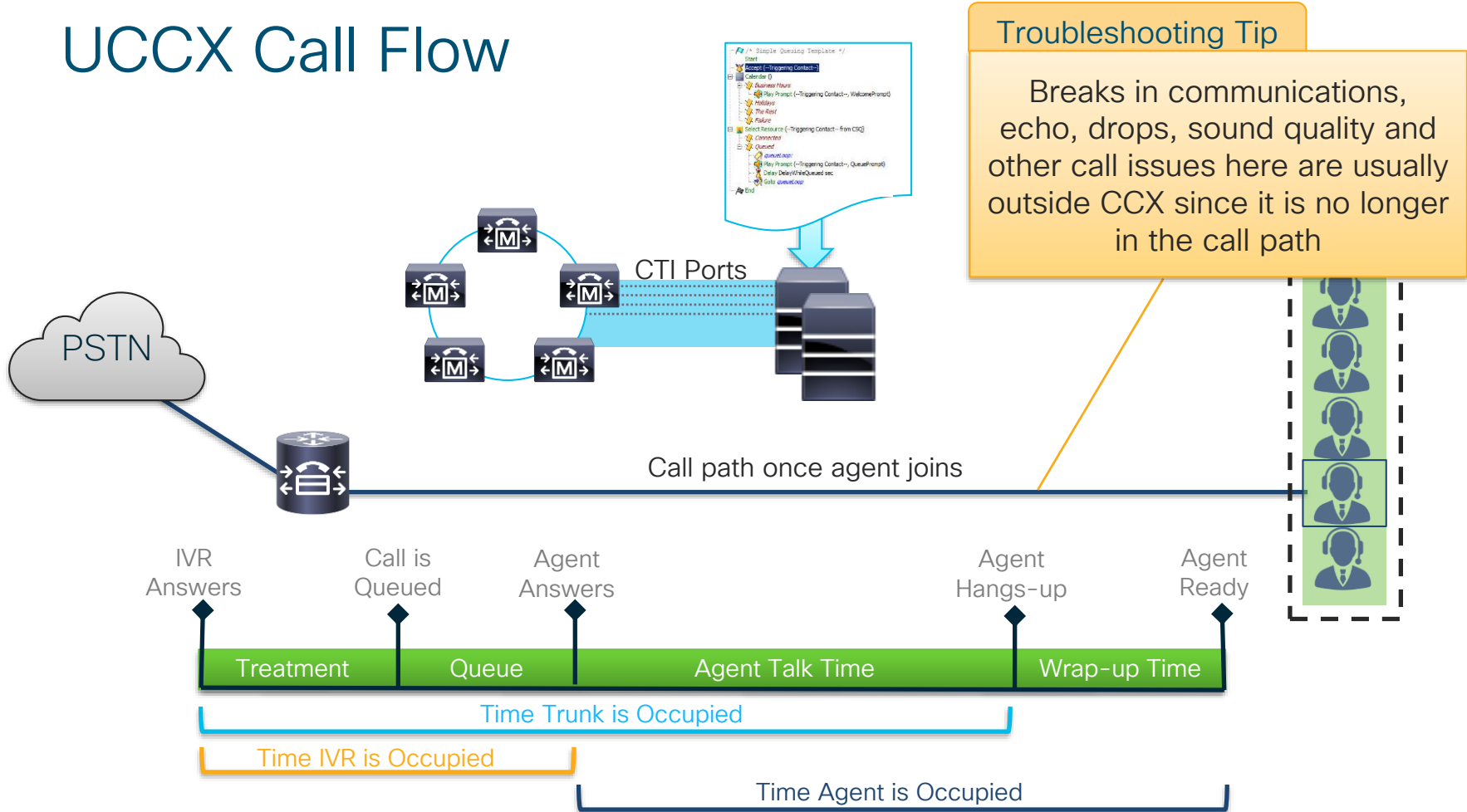


Call Flows Explained

UCCX Call Flow



UCCX Call Flow



Troubleshooting Tip

Breaks in communications, echo, drops, sound quality and other call issues here are usually outside CCX since it is no longer in the call path

Baseline Contact Center Metrics



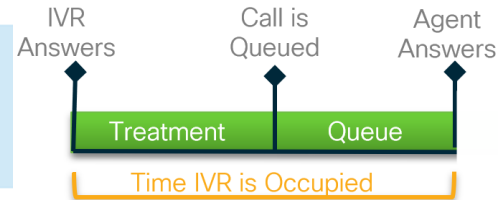
AHT

Average Handle Time
• Talk time + wrap-up



IVR port usage time

• Prompts/menu treatment in script



BHCA

Busy Hour Call Attempts
• Average number of calls received in a busy hour.

Baseline Contact Center Metrics



Service Level

- Goal for agents
- Percentage of calls answered by agents within a specific number of seconds

Grade of service

- Percentage of calls that get a busy tone (no gateway trunks available) out of the total BHCA

Erlang Calculations



Agner Krarup Erlang

“The erlang (symbol E) is a dimensionless unit that is used in telephony as a measure of offered load or carried load on service-providing elements such as telephone circuits or telephone switching equipment. A single cord circuit has the capacity to be used for 60 minutes in one hour. Full utilization of that capacity, 60 minutes of traffic, constitutes 1 erlang.”

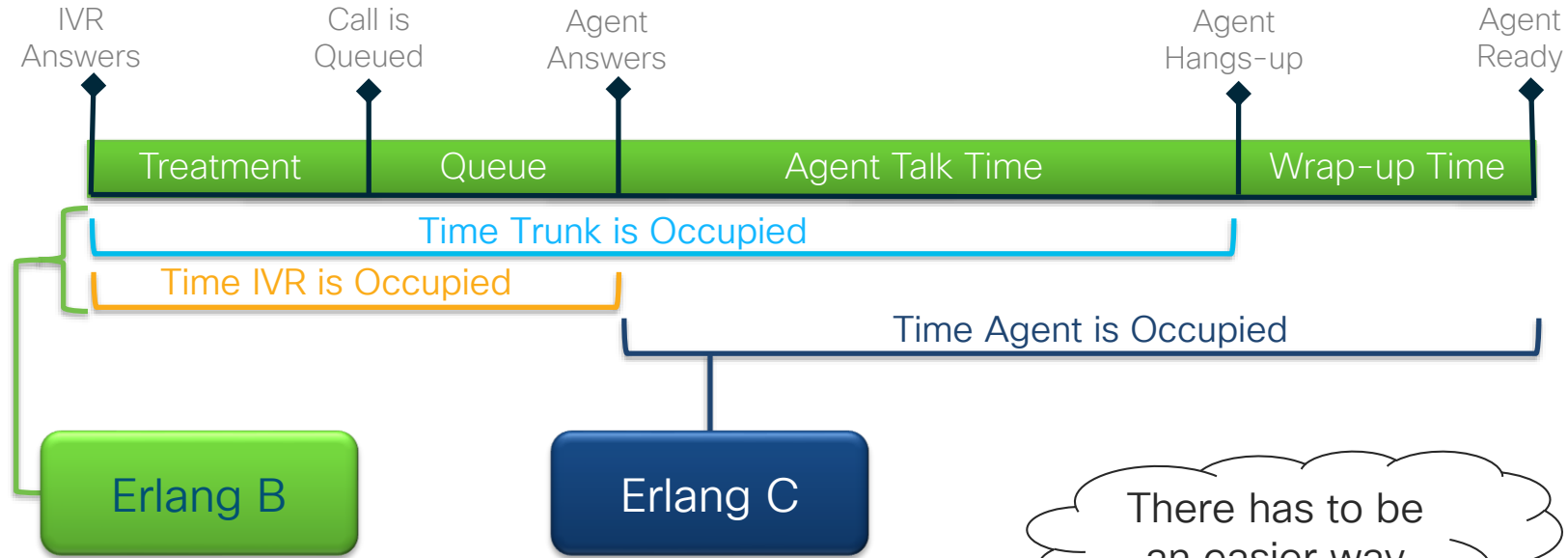
ErlangB: is a formula for the blocking probability that describes the probability of call losses for a group of identical parallel resources.

-- Used to calculate number of trunks/lines/ports

ErlangC: originally used to calculate number of switchboard operators required.

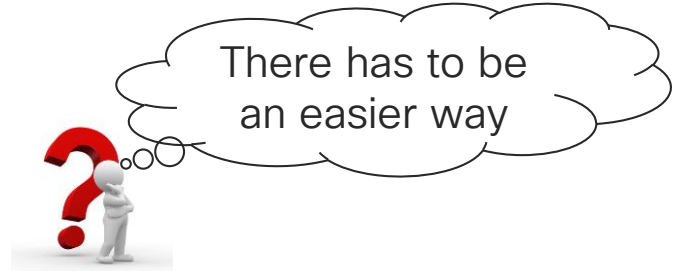
-- Used to calculate number of agents

Inbound Call Timeline Resources Occupancy



$$P_b = \frac{\frac{E^m}{m!}}{\sum_{i=0}^m \frac{E^i}{i!}}$$

$$P_w = \frac{\frac{A^N}{N!} \frac{N}{N-A}}{\left(\sum_{i=0}^{N-1} \frac{A^i}{i!}\right) + \frac{A^N}{N!} \frac{N}{N-A}}$$



Hello Erlang Calculator!

Call Center Calculator (Ansapoint)					Call Center Calculator (Ansapoint)				
Hourly calls and results					Hourly calls and results				
	Calls	Agents	Delay	Lines		Calls	Agents	Delay	Lines
Hour 1	500	39	11	38	Hour 1	500	42	3	36
Hour 2	800	60	11	56	Hour 2	800	64	3	54
Hour 3	250	21	13	22	Hour 3	250	24	3	21
Hour 4					Hour 4				
Hour 5					Hour 5				
Peak agents required: 60, in hour 2					Peak agents required: 64, in hour 2				
Targets and parameters					Targets and parameters				
Call duration:	180	seconds			Call duration:	180	seconds		
Wrap-up time:	60	seconds			Wrap-up time:	60	seconds		
Service level:	80	% answered in			Service level:	95	% answered in		
	20	seconds				20	seconds		
Blocking target:	0.010				Blocking target:	0.010			
Calculate					Calculate				

Enter Desired Calls Per Hour. Mainly just calculate for the busiest hour(s)

Tweak the targets and parameters to adjust for business needs

Reference: <https://www.erlang.com/calculator/call/>

Available CCX Bandwidth Calculator

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-technical-reference-list.html>

Found on CCO under Technical Reference for CCX

Plug in Values

Spreadsheet is already set with appropriate needed values

Unified CCX Bandwidth Calculator 12.0(1)			
Total Bandwidth		Web Clients (Agent, Supervisor to Unified, Unified CCX to External Systems (EDBS, REST APIs, etc.)	290,653 kbps
			801 kbps
Agent Desktop Login		No Caching	83,461 kbps
		Caching	73,004 kbps
Customer Site Information	Value	Units	Comments
Call Center Information			
Number of Agents	200	agent(s)	400 maximum
Number of Supervisors	8	supervisor(s)	Typically 10% of desktops
Maximum Login Time for all users	5	minute(s)	The total amount of time it should take for all agents to log into the Finesse server including Finesse failover conditions. If the deployment includes 300 agents and this value is set to 5 minutes, all 300 agents should be able to point their browser to Finesse and complete the login sequence within 5 minutes.
Agent Desktop Usage			2,401 kbps
Call Profile	Value	Units	Comments
BHCA	6000	calls/hour	Typically 30 calls per hour per agent
Agent Call Wrap-Up Time	30	seconds(s)	
Call Distribution			
Percentage of Incoming Straight Calls	90%	percent	85% Straight Calls Typical
Percentage of Outgoing Straight Calls	6%	percent	
Percentage of Consultative Transfer Calls	2%	percent	
Percentage of Consultative Conference Calls	2%	percent	5% Conference Calls Typical
	Total	100%	
Percentage of Calls that are silently monitored	1%	percent	This will be less than or equal to the number of silent monitor calls
Percentage of Calls that are barged in on	1%	percent	This will be less than or equal to the number of Barged Calls
Percentage of Calls that are intercepted	1%	percent	
Unified CCX Configuration Information			
Average number of agents per Team	30	agent(s)	0 Default, 50 agents per team maximum
ECC Variables			
Number of Configured ECC variables	2	(variable)s	0 Default
Sum of all ECC Variable Names	640	char(s)	Count characters of all configured ECC variable names
Sum of all ECC Variable Values	1500	char(s)	Maximum length is 2k chars
Call Variables			
Number of Configured Call Variables	2	(variable)s	0 Default, Max of 10
Sum of all Call Variable Values	100	char(s)	0 <= "Sum of all Call Variable Values" <= 400
Chat Related Parameters			
Number of new Chats sessions for an Agent/hour	3	chat sessions/hour	
Avg. no of messages exchanged (Sent and Received) per Agent /minute	3	messages/minute	
Avg. no of characters per message	100		
Avg. no of contacts in address book per Agent	50		
Avg. no of 1 MB File Transfers per contact/hour	0	transfers/minute	
Avg. no of State changes per contact/hour	2		
Maximum Chat server Login Time for all users	1	minute(s)	The total amount of time it should take for all agents to log into the Chat server. If the deployment includes 300 agents and this value is set to 5
Cost to fetch one contacts Presence while Login	1963	Bytes	
Total no of Agents on Chat	150		
Agent Desktop Live Data Report		Initial Report Load - One Time	10,354,688 kbps
		After Initial Load	123,482 kbps
Agent Reports Name	Value	Units	Comments
Recent State history	yes	yes or no	choose yes, if Agent uses this reports in finesse desktop, otherwise no
Recent Call history	yes	yes or no	choose yes, if Agent uses this reports in finesse desktop, otherwise no
Agent Team Summary report	no	yes or no	choose yes, if Agent uses this reports in finesse desktop, otherwise no
Agent Statistics Report	yes	yes or no	choose yes, if Agent uses this reports in finesse desktop, otherwise no
Agent CSQ Statistics Report	no	yes or no	choose yes, if Agent uses this reports in finesse desktop, otherwise no
Supervisor Reports Name			
Agent Outbound Team Summary Report	no	yes or no	choose yes, if Supervisor accesses this reports in finesse desktop, otherwise no
Chat Agent Statistics Report	no	yes or no	choose yes, if Supervisor accesses this reports in finesse desktop, otherwise no
Chat CSQ Summary Report	no	yes or no	choose yes, if Supervisor accesses this reports in finesse desktop, otherwise no
Mail Agent Statistics Report	yes	yes or no	choose yes, if Supervisor accesses this reports in finesse desktop, otherwise no
Email CSQ Summary Report	yes	yes or no	choose yes, if Supervisor accesses this reports in finesse desktop, otherwise no

- Bandwidth Calculator
- Finesse Desktop BW
- Finesse BW Data
- Finesse LD Report BW
- Email BW Data
- Chat BW Data
- EDBS BW Data
- REST APIs BW Data
- CUIC Report BW Data
- FIPPA BW Data

Other Calculators



Support Info



UCCX Compatibility Guide



Supported Browsers

	Internet Explorer 11 Native Mode	Firefox 52 Extended Support Release (ESR) and higher ESR	Chrome 60 and higher	Microsoft Edge 41.16299.15.0 and higher
Unified CCX Administration	Yes	Yes	Yes	Yes
Cisco Finesse(FN 1)	Yes	Yes	Yes	Yes
Cisco Unified Intelligence Center	Yes	Yes	Yes	Yes
Cisco Unified Intelligence Center (Live Data Gadgets)	Yes	Yes	Yes	Yes
Cisco SocialMiner Administration	Yes	Yes	Yes	Yes
Cisco Identity Service Administration	Yes	Yes	Yes	Yes

OS Compatibility	Windows 8.1	Windows 10	Chromebook	Red Hat Enterprise Linux v6	Mac OS X	Android	Apple iOS with Safari browser
Finesse 12	NO	YES	YES	NO	YES 10.10 & 10.11	NO	NO

Finesse Reformed Experience

Design Improvements

- Align Finesse and CUIC to look & feel the same
- Force Wrap-Up Reason
- New PhoneBook and one-click calling UX
- Supervisor Control Additions
- Customizable to Business Needs

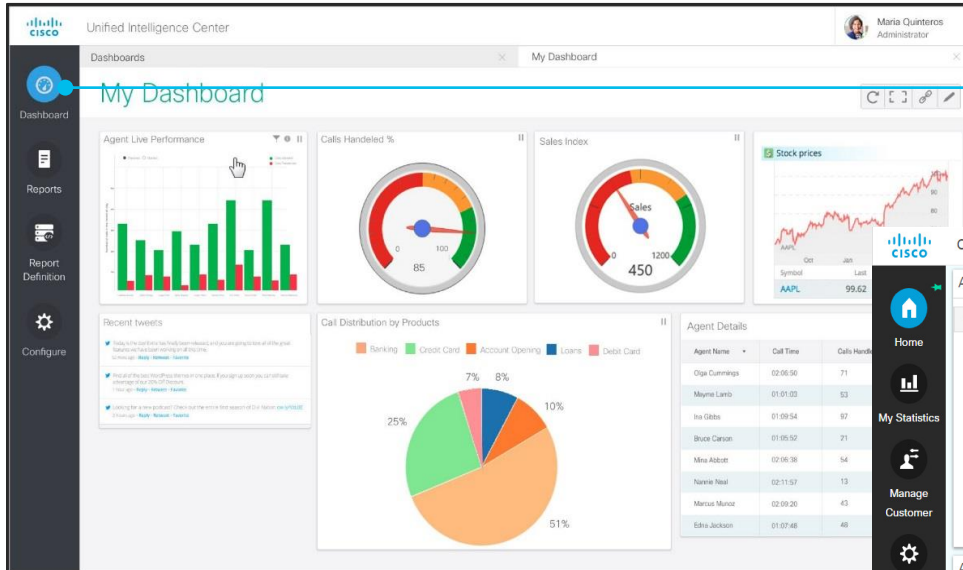
User Experience

- Clarity in color indicators for Agent state
- Wrap-Up State Timer
- Improved Wrap-Up Reason UX
- Workflow Enhancement for digital channels
- Agent to agent chat

Performance Enhancement

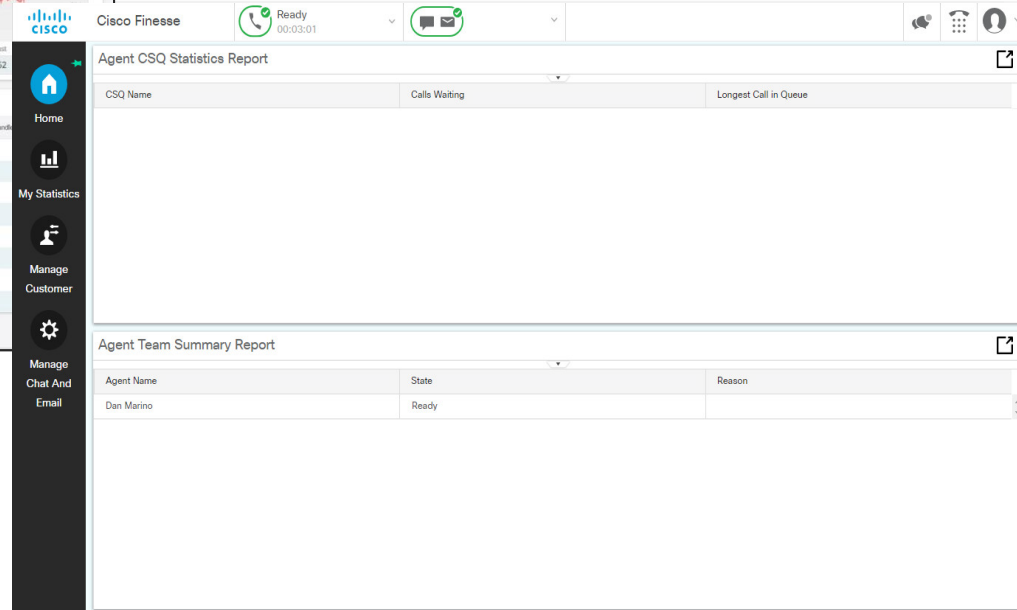
- Identity Component
- Browser close confirmation
- Ease of changing states for voice & digital channels
- Pop-over for voice & digital channel alerts

Finesse Design Improvements



Side Menu Bar
Frees up desk space
and navigation is
simplified

Old Finesse Desktop
was dated and not
very intuitive



Cleaner looking interface in
Finesse now matches the
theme in CUIC

cisco *Live!*

Post Login - Desktop

The screenshot shows the Cisco Finesse desktop interface. At the top, the Cisco logo is on the left, followed by the text 'Cisco Finesse'. To the right of this is a status bar showing 'Not Ready' with a timer at '00:00:16'. Further right are icons for chat and email. On the far right of the top bar are icons for a headset, a grid, and a user profile. Below the top bar is a 'Queue Statistics' section containing a table with columns for Queue Name, # Calls, Max Time, Ready, Not Ready, In, Out, Other, Ready (Pending), and Not Ready (Pending). The table shows data for 'Func.Agents.SG'. On the left side, there is a vertical navigation menu with icons for Home, Manage Call, Manage Chat And Email, and Manage Customer. Three callout boxes are present: a blue box pointing to the top bar, a red box pointing to the status bar, and a green box pointing to the top right icons. A grey box points to the vertical menu.

Queue Name	# Calls	Max Time	Ready	Not Ready	Active			WrapUp	
					In	Out	Other	Ready (Pending)	Not Ready (Pending)
Func.Agents.SG	0	00:00:00	0	2	1	0	0	0	0

Configurable Header

Easy to read Voice and Digital Channel states

Agent controls for chat, phone and login

Horizontal tabs are replaced with vertical menu and can be hidden

New Finesse Header

Customizable

Change icons, name and alignment in desktop editor

The screenshot displays the Cisco Finesse desktop interface. At the top is a header bar with the Cisco logo, the text 'Cisco Finesse', and status indicators for 'Ready' (00:03:01) and a message icon. Below the header is a dark sidebar with navigation icons and labels: Home, My Statistics, Manage Customer, and Manage Chat And Email. The main content area contains two reports: 'Agent CSQ Statistics Report' and 'Agent Team Summary Report'. The CSQ report has columns for CSQ Name, Calls Waiting, and Longest Call in Queue. The Team Summary report has columns for Agent Name, State, and Reason, with one entry for Dan Marino in the Ready state.

CSQ Name	Calls Waiting	Longest Call in Queue
----------	---------------	-----------------------

Agent Name	State	Reason
Dan Marino	Ready	

New Finesse Header

Customizable

Change icons, name and alignment in desktop editor



```
Finesse Desktop Layout
<finesseLayout xmlns="http://www.cisco.com/vtg/finesse">
  <!-- DO NOT EDIT. The version number for the layout XML. -->
  <version>1201.0</version>
  <configs>
    <!-- The Title for the application which can be customized. -->
    <config key="title" value="Cisco Finesse"/>
    <!-- The logo file for the application -->
    <!-- For detailed instructions on using custom icons for logos and tabs,
    please refer to the section "Customise Title and Logo in the Header"
    in the Finesse Administration Guide. -->
    <!-- <config key="logo" value="/3rdpartygadget/files/cisco_finext_logo.png"/> -->
  </configs>
```

New Finesse Header

Customizable

Change icons, name and alignment in desktop editor



Finesse Desktop Layout

```
<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>
```

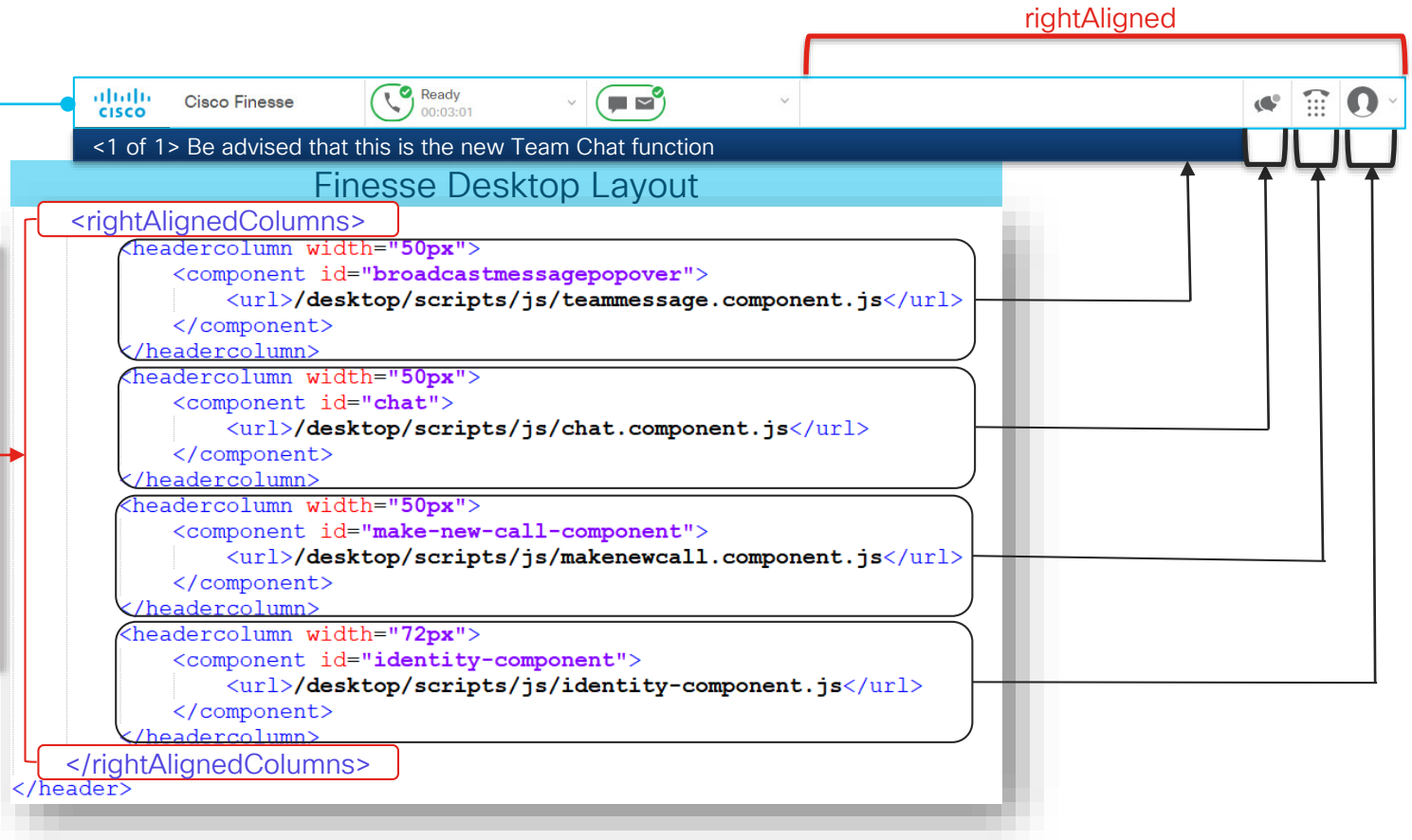
Left Aligned Column XML tags will place components on the left side of the Finesse Header Gadget

New Finesse Header











Customizable

Change icons, name and alignment in desktop editor

Right Aligned Column XML tags will place components on the right side of the Finesse Header Gadget



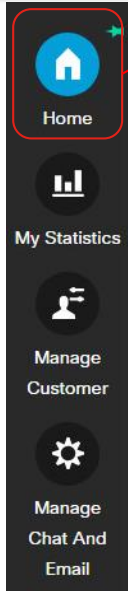
Clarity in Color Indicators

Voice Indicator	Meaning	Multichannel Indicator	Meaning
	Agent in Ready State		Agent Ready for Chat and Email
	Reserved Talking Wrap-Up		Reserved State Chat
	Agent in Not Ready State		Agent Not Ready for Chat and Email
	Missed Call RONA Phone Disconnected Phone Connected		Chat Not Answered Chat RONA
	Out of Service (error condition)		Out of Service (error condition)

Want to create your own indicators? <https://developer.cisco.com/docs/finesse/#!/visual-design-guide>

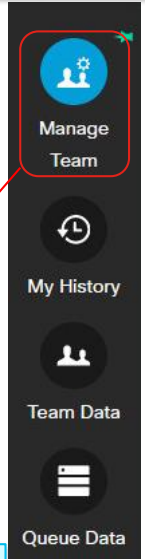
Vertical Icons Configurable

Agent



```
<tab>
  <id>home</id>
  <icon>home</icon>
  <label>finesse.container.tabs.agent.homeLabel</label>
  <columns>
    .....
  </columns>
</tab>
```

Supervisor



```
<tab>
  <id>manageTeam</id>
  <icon>manage-team</icon>
  <label>finesse.container.tabs.supervisor.manageTeamLabel</label>
  <columns>
    .....
  </columns>
</tab>
```

- Icon is an optional tag supported in 12.0. It takes a name of the icon, which is supported by the build, or can have the URL to a custom icon, that is uploaded via 3rdpartygadget account.
- Icons available in finesse, and their names can be found at DevNet
- If not configured, a default icon will be shown.

Popover for Voice and Digital Channels

Finesse Popovers are new notification to Agents and Supervisors for voice, emails, and chat contacts

Agent/Supervisor Notification

Popovers are a mechanism for an Agent/Supervisor to accept a contact

Accept

Popovers are only displayed if Finesse is at the forefront on the desktop

Finesse Must Be Active

Popovers will disappear if contact RONA occurs or when accepted

Gone After RONA

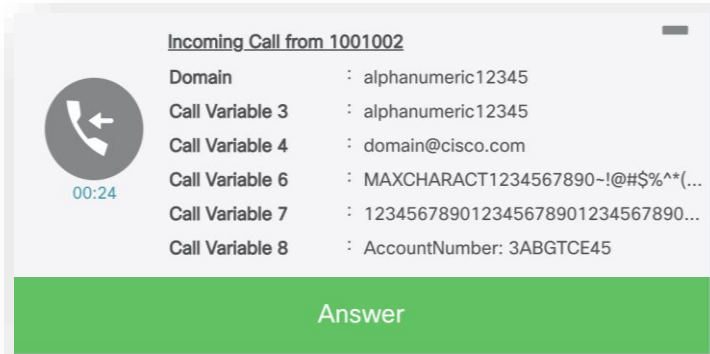
Popovers are not Toaster Notifications

No Flying Toasters Here

Popovers provide extra information about the contact and are configurable in FDA

Configurable

Agent Desktop Popover examples

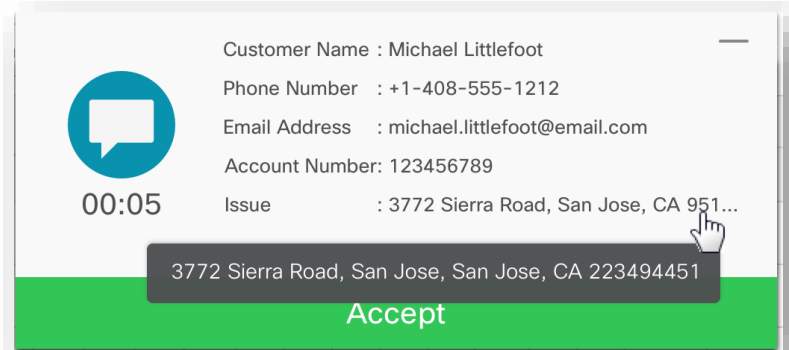


Incoming Call from 1001002

00:24

Domain : alphanumeric12345
Call Variable 3 : alphanumeric12345
Call Variable 4 : domain@cisco.com
Call Variable 6 : MAXCHARACT1234567890-!@#\$%^*(...
Call Variable 7 : 123456789012345678901234567890...
Call Variable 8 : AccountNumber: 3ABGTCE45

Answer

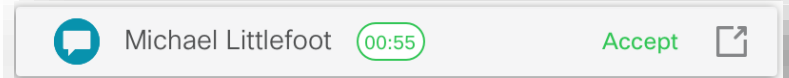


00:05

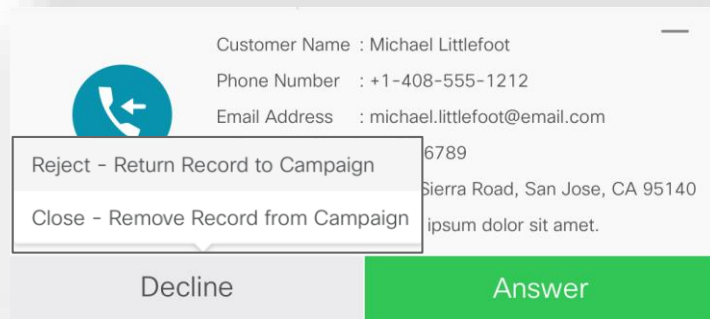
Customer Name : Michael Littlefoot
Phone Number : +1-408-555-1212
Email Address : michael.littlefoot@email.com
Account Number: 123456789
Issue : 3772 Sierra Road, San Jose, CA 951...

3772 Sierra Road, San Jose, San Jose, CA 223494451

Accept



Michael Littlefoot 00:55 Accept

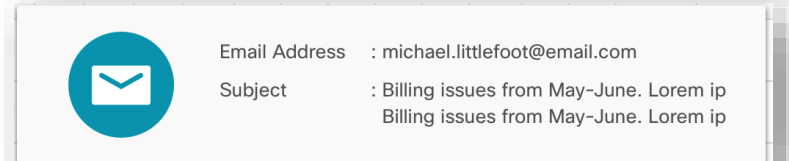


Customer Name : Michael Littlefoot
Phone Number : +1-408-555-1212
Email Address : michael.littlefoot@email.com

6789
Sierra Road, San Jose, CA 95140
ipsum dolor sit amet.

Reject - Return Record to Campaign
Close - Remove Record from Campaign

Decline Answer



Email Address : michael.littlefoot@email.com
Subject : Billing issues from May-June. Lorem ip
Billing issues from May-June. Lorem ip

Popover Configuration

- Settings
- Call Variables Layout
- Desktop Layout
- Phone Books
- Reasons
- Team

Edit Default Layout

Name: Default Layout Description: Layout used when no other layout n

Call Header Layout

Domain: callVariable3

Call Body Layout

* Select up to 5 call variables. The selected variables will be displayed in call pop-over and Supervisor active call details.

Left-Hand Column 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

Add Row

Right-Hand Column Layout

- BA Status BASTatus
- BA Response BAREsponse
- Call Variable 6 callVariable6
- Call Variable 7
- Call Variable 8
- Call Variable 9
- Call Variable 10

Add Row

Max 6 variables

Incoming Call from 1001002

00:24

- Domain : alphanumeric12345
- Call Variable 3 : alphanumeric12345
- Call Variable 4 : domain@cisco.com
- Call Variable 6 : MAXCHARACT1234567890-!@#%*(...)
- Call Variable 7 : 123456789012345678901234567890...
- Call Variable 8 : AccountNumber: 3ABGTCE45

Answer

Force Wrap-Up

Choose up to 5 wrap-up codes for any contact type

Counter can count down or up (global)

Force Wrap-up will not allow state change until wrap-up selected or timer expires

```
admin:utils finesse show_property desktop forceWrapUp
The value of property 'forceWrapUp' is 'false'

admin:utils finesse set_property desktop forceWrapUp true

Property successfully updated.
Ensure property is updated in all Finesse nodes in the cluster.

Restart Cisco Finesse Tomcat Service for the changes to take effect:
utils service restart Cisco Finesse Tomcat

admin:utils service restart Cisco Finesse Tomcat
Don't press Ctrl-c while the service is getting RESTARTED.If Service has not Re
started Properly, execute the same Command Again
Service Manager is running
Cisco Finesse Tomcat[STOPPING]
```

Identity Gadget

The screenshot displays the Cisco Finesse interface for an agent named John Doe. At the top, the status is 'Reserved'. A notification icon shows 2 unread messages. The main content area is divided into two sections: 'Agent CSQ Statistics Report' and 'Agent Team Summary Report'. A user profile dropdown menu is open, showing the agent's name and extension, with a 'Sign Out' button that is grayed out. A blue callout box points to this button with the text: 'Sign Out is grayed out if agent is not in an idle state such as Not Ready'. The 'Agent Team Summary Report' table below shows the agent's current state as 'Reserved'.

CSQ Name	Calls Waiting	Longest Call in Q
----------	---------------	-------------------

Agent Name	State	Reason
John Doe	Reserved	

John Doe
AGENT (jdoe)
Extension: 2001

Sign Out
Send Error Report

Sign Out is grayed out if agent is not in an idle state such as Not Ready

Identity Gadget

The screenshot shows the Cisco Finesse interface. At the top, the Cisco logo is on the left, and the user's name 'John Doe' and role 'AGENT (jdoe)' are on the right. Below the header, there are two main sections: 'Agent CSQ Statistics Report' and 'Agent Team Summary Report'. The 'Agent CSQ Statistics Report' section has a table with columns for 'CSQ Name', 'Calls Waiting', and 'Longest Call in Q'. The 'Agent Team Summary Report' section has a table with columns for 'Agent Name' and 'State'. A 'Send Error Report' button is highlighted in a blue box in the top right corner of the interface. A blue callout box points to this button with the text 'Send Error Report is now on the Identity Gadget'. A yellow callout box in the center contains a 'Tech Tip' about the 'Send Error Report' button. A light blue callout box at the bottom of the page states 'Previously difficult for agents to recognize at the bottom of the page'.

Send Error Report is now on the Identity Gadget

Tech Tip

Send Error Report is a very important element of support that will capture Finesse client side logs and upload them to the CCX server for retrieval by RTMT

Previously difficult for agents to recognize at the bottom of the page

Browser Close

The screenshot shows the Cisco Finesse interface. At the top, there is a status bar with the Cisco logo, 'Cisco Finesse', a 'Ready' status with a timer '00:00:07', and a chat icon. Below this is a sidebar with navigation options: Home, My Statistics, Manage Customer, and Manage Chat And Email. The main content area displays two reports: 'Agent CSQ Statistics Report' and 'Agent Team Summary Report'. The 'Agent Team Summary Report' table has the following data:

Agent Name
Dan Marino

Overlaid on the interface are two dialog boxes. The 'Sign Out Confirmation' dialog box asks 'Are you sure you want to sign out?' and has 'Ok' and 'Cancel' buttons. The 'Leave site?' dialog box asks 'Leave site?' and 'Changes you made may not be saved.' and has 'Leave' and 'Cancel' buttons. A red box highlights the 'Leave site?' dialog with the text 'No more accidental browser closes'. A blue line points from the 'Sign Out Confirmation' dialog to the 'Manage Customer' option in the sidebar.

Sign Out Confirm
Agent/Supervisor must
confirm sign out

Troubleshooting Finesse with Locallog

Enabling Locallog in Finesse

Login with locallog tag

Cisco Finesse Local Log Viewer

https://uccxpri.cc.lab:8445/desktop/locallog

Local Storage Logs

```
2019-12-09 11:25:43.412 -0800 9F1758 : Browser Info: Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:68.0) Gecko/20100101 Firefox/68.0
Finesse local logs : local storage is empty!
```

Refresh Clear Local Storage Sign In With Persistent Logging

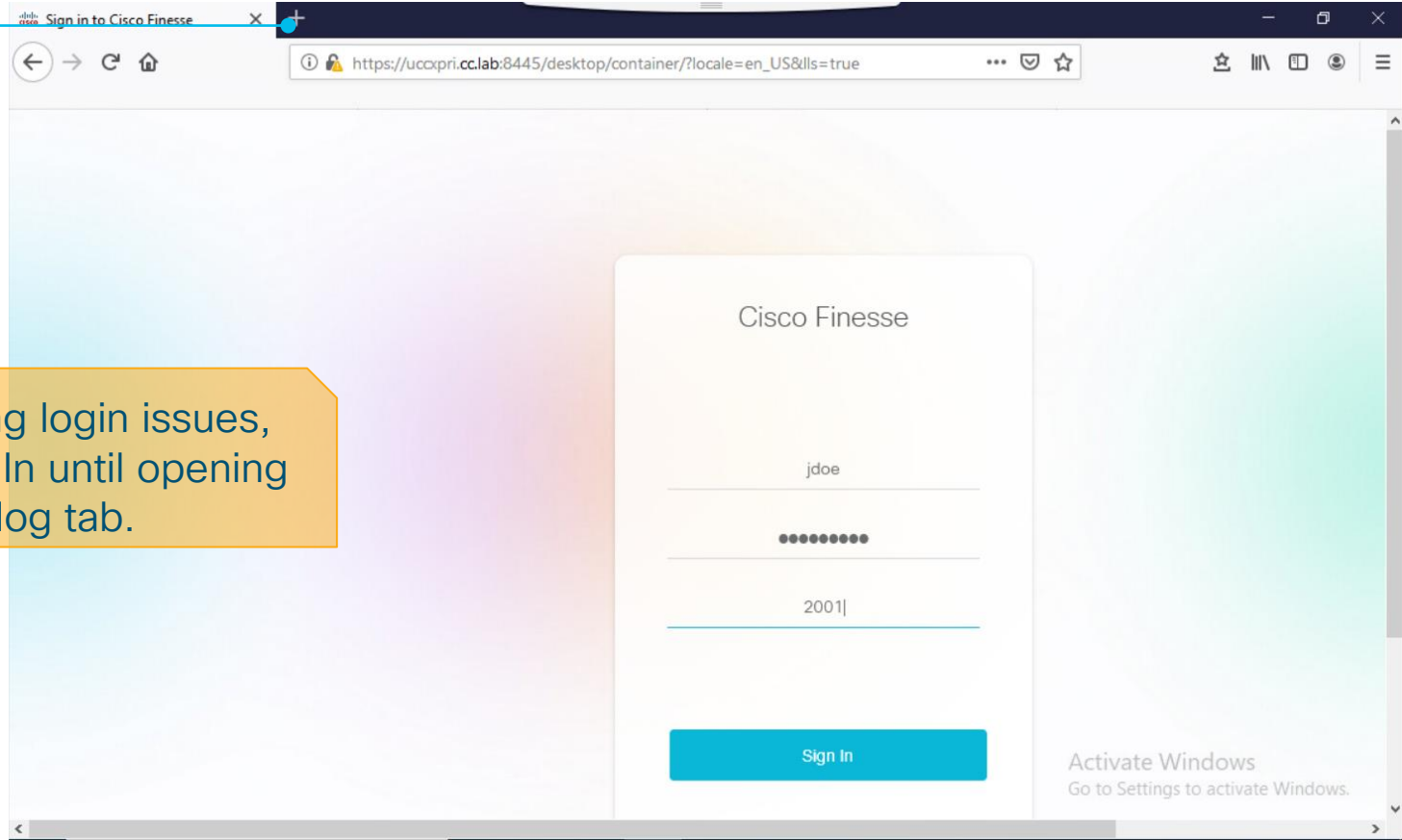
Activate Windows
Go to Settings to activate Windows.

Clear Local Storage Cache

cisco *Live!*

Enabling Locallog in Finesse

Open a New Tab



If troubleshooting login issues, don't press Sign In until opening the locallog tab.

Enabling Locallog in Finesse

Use Locallog URL

The screenshot shows a web browser window titled "Cisco Finesse Local Log Viewer" with the URL `https://uccxpri.cc.lab:8445/desktop/locallog`. The main content area is titled "Local Storage Logs" and displays a summary of local logs for the session C649D1. The summary includes the total number of logs (389), total size (182360 bytes, approximately 3.64% of 5MB), and the number of sessions (1). Below the summary, a list of log entries is shown, including container initialization, browser information (Mozilla/5.0), client IP (10.10.10.211), and workflow engine status changes.

```
2019-12-09 11:35:31.140 -0800 4166BF : Finesse local logs summary
Total number of logs : 389
Total size : 182360 (about 3.64% of 5MB)
Total number of sessions : 1
Sessions Summary
  Name : C649D1
  Logs : 389
  Size : 182360
  Start : 2019-12-09T11:31:12.771 -08:00
  End   : 2019-12-09T11:35:16.384 -08:00

2019-12-09T11:31:12.771 -08:00: C649D1: uccxpri.cc.lab: --- -- --- --:--:--:-- ---: Container :
2019-12-09T11:31:12.774 -08:00: C649D1: uccxpri.cc.lab: --- -- --- --:--:--:-- ---: Container : ----- Finesse logger initialized -----
2019-12-09T11:31:12.775 -08:00: C649D1: uccxpri.cc.lab: --- -- --- --:--:--:-- ---: Container : ----- Started on: Mon Dec 09 2019
11:31:12 GMT-0800 (Pacific Standard Time) -----
2019-12-09T11:31:12.777 -08:00: C649D1: uccxpri.cc.lab: --- -- --- --:--:--:-- ---: Container : ----- Browser: Mozilla/5.0 (Windows NT
10.0; Win64; x64; rv:68.0) Gecko/20100101 Firefox/68.0 -----
2019-12-09T11:31:12.780 -08:00: C649D1: uccxpri.cc.lab: --- -- --- --:--:~:~:~ ---: Container : ----- Client IP: 10.10.10.211 -----
2019-12-09T11:31:12.781 -08:00: C649D1: uccxpri.cc.lab: --- -- --- --:~:~:~ ---: Container :
2019-12-09T11:31:12.787 -08:00: C649D1: uccxpri.cc.lab: --- -- --- --:~:~:~ ---: Container : [ClientServices] [ ToastPopover ] - new
instance is beeing created
2019-12-09T11:31:12.791 -08:00: C649D1: uccxpri.cc.lab: --- -- --- --:~:~:~ ---: Workflow : [WorkflowEngine] WorkflowEngine is
starting
2019-12-09T11:31:12.794 -08:00: C649D1: uccxpri.cc.lab: --- -- --- --:~:~:~ ---: Workflow : [WorkflowEngine] Entering 'Stopped'
state, from: 'none'
2019-12-09T11:31:12.895 -08:00: C649D1: uccxpri.cc.lab: --- -- --- --:~:~:~ ---: Workflow : LoginCertifier.certify(): Certification
requested for uccxpri.cc.lab:8445
```

At the bottom of the interface, there are three buttons: "Refresh", "Clear Local Storage", and "Sign In With Persistent Logging".

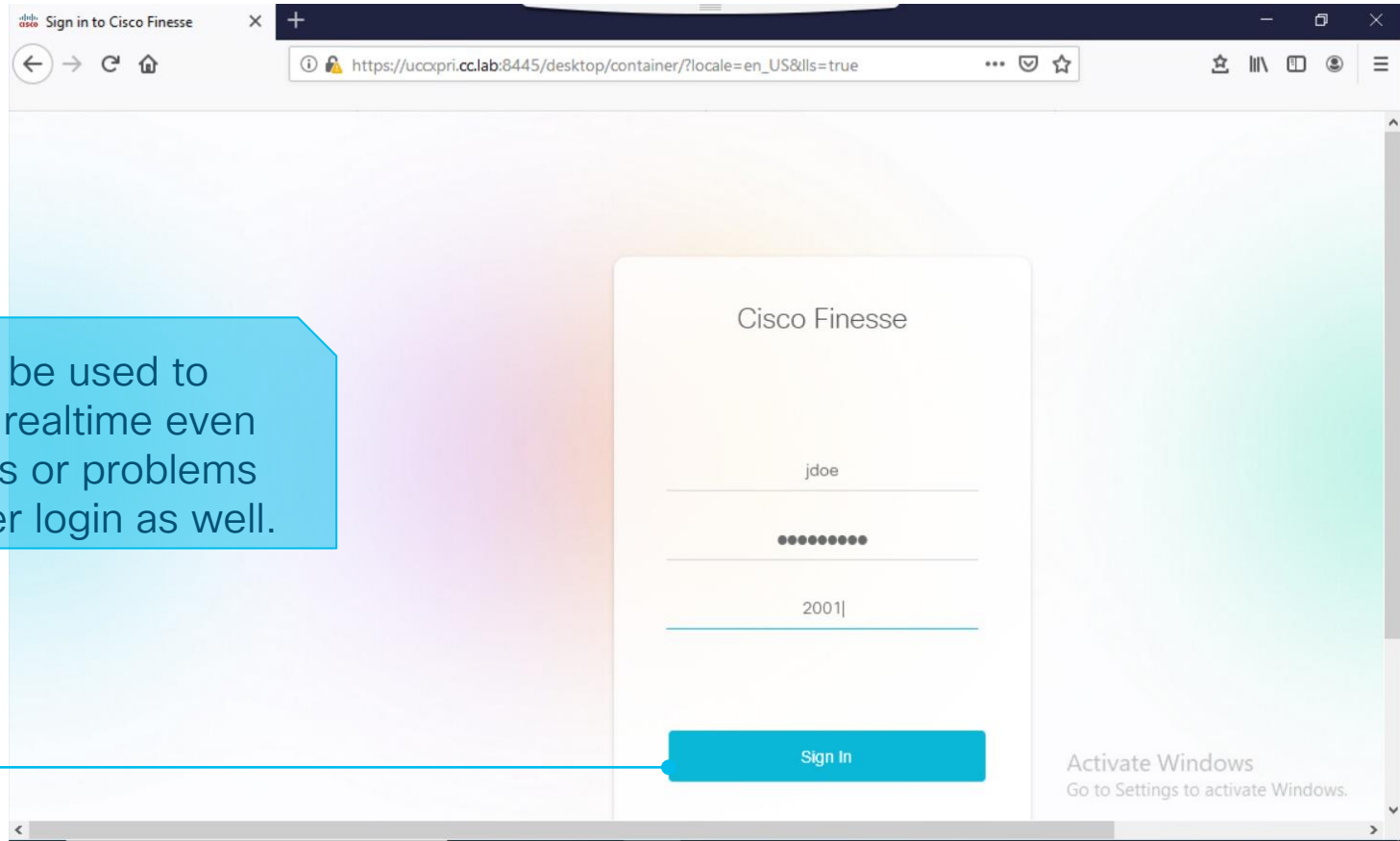
Refresh for New Information



Enabling Locallog in Finesse

Locallog can be used to troubleshoot in realtime even with login issues or problems experienced after login as well.

Login as Normal



Enabling Locallog in Finesse

← → ↻ ⚠ Not secure | uccxpri.cc.lab:8445/desktop/locallog

Apps Exchange Remote Expert Mo... MediaSense SocialMiner CUIC CUCM UCCX

41d6-bea5-7108a37e22ec 2/4

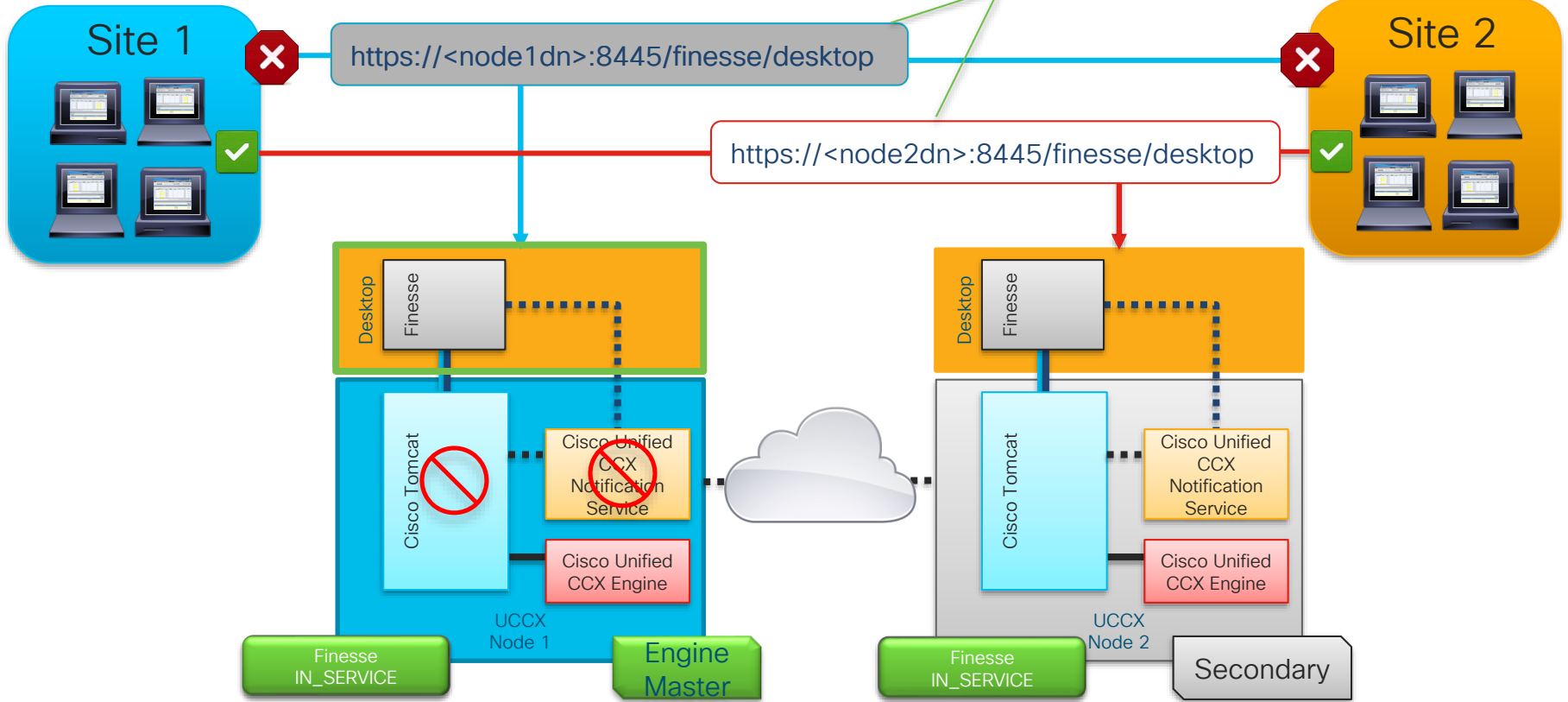
Local Storage Logs

```
2020-01-13T12:40:22.955 -08:00: 76DC8F: uccxpri.cc.lab: Jan 13 2020 11:42:12.044 -0800: Workflow : [ClientServices] User: requestId='4bc58f12-fb88-41d6-bea5-7108a37e22ec', Returned with status=202, content='null', isUnsent = false
2020-01-13T12:40:22.961 -08:00: 76DC8F: uccxpri.cc.lab: Jan 13 2020 11:42:12.050 -0800: Workflow : EventTunnel.eventHandlerImpl() - Event received:
<Update>
  <data>
    <apiErrors>
      <apiError>
        <errorData>260</errorData>
        <errorMessage>CF_INVALID_LOGON_DEVICE_SPECIFIED</errorMessage>
        <errorType>Invalid Device</errorType>
      </apiError>
    </apiErrors>
  </data>
  <event>put</event>
  <requestId>4bc58f12-fb88-41d6-bea5-7108a37e22ec</requestId>
  <source>/finesse/api/User/jdoe</source>
</Update>
2020-01-13T12:40:22.963 -08:00: 76DC8F: uccxpri.cc.lab: Jan 13 2020 11:42:12.052 -0800: Workflow : [ClientServices]
MasterPublisher._parseAndPublishXMLEvent() - Received XML event on node '/finesse/api/User/jdoe': <Update>
  <data>
    <apiErrors>
      <apiError>
        <errorData>260</errorData>
```

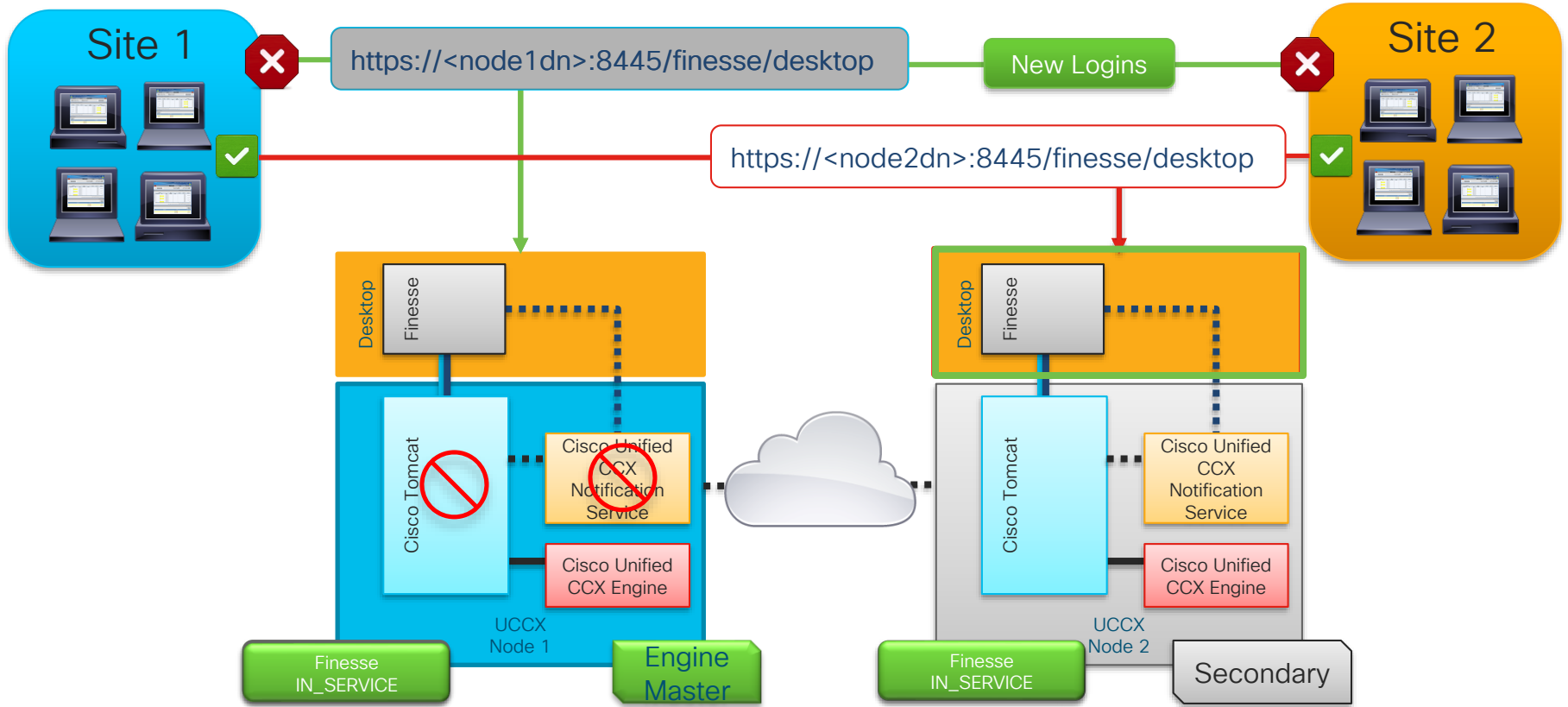
Search can be used in the browser to help isolate and track issues

Finesse Failover and Status

Finesse Failovers in CCX 12.0



Finesse Failovers in CCX 12.0



Checking Finesse health

<https://<host-primary>:8445/finesse/api/SystemInfo>

Finesse depends on the following services for its normal functioning :

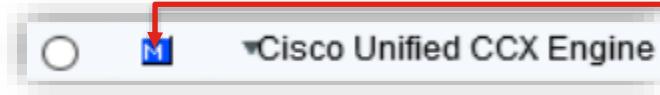
1. Cisco Finesse Tomcat
2. Cisco Unified CCX Engine Service
3. Cisco Unified CCX Notification Service

```
-<SystemInfo>
  <currentTimestamp>2020-01-13T17:02:08.755Z</currentTimestamp>
  <deploymentType>UCCX</deploymentType>
  <lastCTIHeartbeatStatus>success</lastCTIHeartbeatStatus>
  <license>Cisco Unified CCX Premium</license>
  <peripheralId/>
- <primaryNode>
  <host>uccxpri.cc.lab</host>
</primaryNode>
- <secondaryNode>
  <host>uccxsec.cc.lab</host>
</secondaryNode>
<status>IN_SERVICE</status>
<statusReason/>
<systemAuthMode>NON_SSO</systemAuthMode>
<timezoneOffset>-480</timezoneOffset>
<uri>/finesse/api/SystemInfo</uri>
<xmppDomain>uccxpri.cc.lab</xmppDomain>
<xmppPubSubDomain>pubsub.uccxpri.cc.lab</xmppPubSubDomain>
</SystemInfo>
```

Checking Finesse health

<http://<host-primary>:9080/engineconfig/systeminfo>

```
-<nodeDetails>
--<Node>
--<clusterTimezone>
  <displayName>America/Los_Angeles</displayName>
  <offset>-28800000</offset>
  <shortName>PST</shortName>
</clusterTimezone>
<dbMaster>true</dbMaster>
<host>uccxpri.cc.lab</host>
<master>true</master>
<nodeId>1</nodeId>
<nonVoiceSSState>IN_SERVICE</nonVoiceSSState>
<status>IN SERVICE</status>
</Node>
--<Node>
--<clusterTimezone>
  <displayName>America/Los_Angeles</displayName>
  <offset>-28800000</offset>
  <shortName>PST</shortName>
</clusterTimezone>
<dbMaster>false</dbMaster>
<host>uccxsec.cc.lab</host>
<master>false</master>
<nodeId>2</nodeId>
<nonVoiceSSState>IN_SERVICE</nonVoiceSSState>
<status>IN SERVICE</status>
</Node>
</nodeDetails>
```



Checking Finesse health

<https://host.domain.com:8445/finesse-dp/rest/DiagnosticPortal/GetPerformanceInformation>

Shows total agents logged and on calls across all nodes

```
-<dp:GetPerformanceInformationReply ReturnCode="0">
  <dp:Schema Version="1.0"/>
  -<dp:PerformanceInformation>
    -<dp:PropertyList>
      <dp:Property Value="270420296" Name="Tomcat/Heap Memory Utilized"/>
      <dp:Property Value="126459592" Name="Tomcat/Non Heap Memory Utilized"/>
      <dp:Property Value="8" Name="CTI Statistics/Incoming Responses Queue"/>
      <dp:Property Value="0" Name="CTI Statistics/Outgoing Responses Queue"/>
      <dp:Property Value="2" Name="Tomcat/Average Request Process Time"/>
      <dp:Property Value="3224" Name="Tomcat/Longest Request Process Time"/>
      <dp:Property Value="0.22" Name="Average System Load"/>
      <dp:Property Value="548" Name="Tomcat/Thread Count"/>
      <dp:Property Value="567" Name="Tomcat/Peak Thread Count"/>
      <dp:Property Value="0" Name="CTI Statistics/Events In Queue"/>
      <dp:Property Value="0" Name="CTI Statistics/Decoding Responses Queue"/>
      <dp:Property Value="2" Name="Active Totals/Logged In Agents"/>
      <dp:Property Value="0" Name="Active Totals/Current Calls"/>
      <dp:Property Value="0" Name="Running Totals/Calls Received or Initiated"/>
      <dp:Property Value="0" Name="Running Totals/Calls Failed"/>
    </dp:PropertyList>
  </dp:PerformanceInformation>
</dp:GetPerformanceInformationReply>
```

Checking Finesse health

Finesse API in 12.0

<https://<host-secondary>:8445/finesse/api/RuntimeConfigInfo>

Any agents logged into the standby node should be asked to move to the primary

```
--<RuntimeConfigInfo>
  <activeDialogCount>0</activeDialogCount>
  <activeTaskCount>0</activeTaskCount>
  <averageConfiguredMediaPerAgent>1</averageConfiguredMediaPerAgent>
  <averageLoggedInMediaPerAgent>1</averageLoggedInMediaPerAgent>
  <averageSkillGroupCountPerAgent>8</averageSkillGroupCountPerAgent>
  <maxSkillGroupCountPerAgent>8</maxSkillGroupCountPerAgent>
  <timeToInService>6</timeToInService>
  <totalLoggedInAgentsInNode>1</totalLoggedInAgentsInNode>
  <uniqueConfiguredSkillGroups>8</uniqueConfiguredSkillGroups>
  <uri>/finesse/api/RuntimeConfigInfo</uri>
</RuntimeConfigInfo>
```

Finesse Desktop Chat

Desktop Chat in Finesse

Team Chat

IM&P chat now in Finesse

The screenshot displays the Cisco Finesse desktop interface. At the top, the status bar shows 'Cisco Finesse', a 'Ready' status with a timer at '00:03:01', and a chat icon. A left-hand navigation menu contains icons for Home, My Statistics, Manage Customer, and Manage Chat And Email. The main content area features two reports: 'Agent CSQ Statistics Report' and 'Agent Team Summary Report'. The CSQ report table has columns for CSQ Name, Calls Waiting, and Longest Call in Queue. The Team Summary report table has columns for Agent Name, State, and Reason, with one entry for Dan Marino in a Ready state.

CSQ Name	Calls Waiting	Longest Call in Queue
----------	---------------	-----------------------

Agent Name	State	Reason
Dan Marino	Ready	

Desktop Chat in Finesse

Team Chat

IM&P chat now in Finesse

Separate Login

In 12.0, users must initially sign into chat separately.

The screenshot displays the Cisco Finesse desktop interface. At the top, the status bar shows 'Cisco Finesse', a 'Ready' indicator with a timer '00:03:01', and a chat icon. The left sidebar contains navigation options: 'Home', 'My Statistics', 'Manage Customer', and 'Manage Chat And Email'. The main content area is divided into two sections: 'Agent CSQ Statistics Report' and 'Agent Team Summary Report'. The 'Agent CSQ Statistics Report' section contains a table with columns 'CSQ Name' and 'Calls Waiting'. The 'Agent Team Summary Report' section contains a table with columns 'Agent Name' and 'State', showing 'Dan Marino' as 'Ready'. A login modal is open on the right, displaying the email 'jdoe@cc.lab', a masked password '*****', and a 'Sign In' button.

CSQ Name	Calls Waiting
----------	---------------

Agent Name	State
Dan Marino	Ready

Desktop Chat in Finesse

The screenshot displays the Cisco Finesse desktop interface. At the top, the Cisco logo and 'Cisco Finesse' text are visible. The status bar shows 'Ready' with a timer at '00:03:01'. A navigation sidebar on the left includes icons for Home, My Statistics, Manage Customer, and Manage Chat And Email. The main content area features two reports: 'Agent CSQ Statistics Report' and 'Agent Team Summary Report'. The chat window on the right is titled 'jdoe@cc.lab' and shows a conversation with messages: 'Hi Joe' (8:00 PM), 'how's the queue?' (8:01 PM), and 'Hi Ray, Just peachy' (8:01 PM). A text input field at the bottom of the chat window contains 'jdoe@cc...'.

CSQ Name	Calls Waiting	Longest Call in Queue
----------	---------------	-----------------------

Agent Name	State
Dan Marino	Ready

Presence Status

Chats have presence status and have the look and feel of Jabber



Chat Need to Know Info



	YES	NO
Newly created desktop chats sync'd in Jabber	✓	
Finesse failover requires re-login to chat		✓
SSO will login to chat automatically		✓
Attachments are allowed	✓	
Jabber and Desktop chat states consistent	✓	
Has user search capabilities	✓	
Supports group chats		✓
Saves chat transcripts		✓

Chat Need to Know Info

UCCX 12.0(1) Compatibility Guide



Cisco Unified Communications Manager and Business Edition 6000 and 7000(FN 1)		Gateways for Outbound Agent and IVR(FN 2,4)	Cisco SocialMiner	Cisco Prime Collaboration		Cisco Instant Messaging and Presence (IM&P)(FN 5)
11.x	12.x			Prime Deployment	Prime Assurance	
11.0(1) 11.0(1a) 11.5(1)	12.0(1) 12.5(1)	Router Series 29XX 39XX 43XX 44XX Cisco IOS(FN 3) 15.5(2)M 15.5(3)M 15.5(3)S(FN 4)	12.0(1)	10.5(1) 10.6(1) 11.0(1) 11.5(1) 11.6(1)	10.5(1) 10.6(1) 11.5(1) 11.6(1)	12.5(1)

New Supervisor Experience

New Supervisor Experience

Manage Team

New tools to manage teams

Details Include

- Active Participant number
- Phone number of held participants
- Current call duration
- Call Status
- Queue Name
- Up to 5 additional call variables can be assigned in CFD Admin

The screenshot displays the Cisco Finesse Supervisor Experience interface. At the top, the Cisco logo and 'Cisco Finesse' are visible, along with a 'Not Ready' status indicator and a timer showing '00:21:48'. The main content area is titled 'Team Performance' and shows a table of agent data for the 'Support Team'. The table includes columns for Agent Name, State, Time in State, Extension, and Actions. Two agents are listed: Dorothy Smith (Logged Out) and John Doe (Talking). The 'Actions' column for John Doe has an 'Expand' button. Below the table, detailed statistics for John Doe are shown, including Active Participants (2003, 2002), Held Participants (-), Duration (00:09:38), Call Status (Active), and Queue Name (Support). A vertical sidebar on the left contains navigation icons for Manage Team, Team Data, Queue Data, Manage Customer, and Manage Chat And Email. A blue arrow points from the 'Expand' button to the right.

Agent Name	State	Time in State	Extension	Actions
Dorothy Smith	Logged Out	--		...
John Doe	Talking	00:09:38	2001	... Expand

Active Participants : 2003, 2002
Held Participants : -
Duration : 00:09:38
Call Status : Active
Queue Name : Support

View History

Cisco Finesse Not Ready 00:03:23

Team Performance

Support Team Include Logged Out Agents

Agent Name	State	Time in State	Extension	Actions
Dorothy Smith	● Logged Out	--		⋮
John Doe	● Talking	00:09:11	2001	⋮

- Monitor
- Not Ready
- Ready
- Sign Out
- View History**

Manage Team
My History
Team Data
Queue Data
Manage Customer

View History

Click the < to get back to the Manage Team View

Cisco Finesse Not Ready 00:03:23

< Agent History

Recent Call History - John Doe

Start Time	Duration	Type	Number	Disposition	Queue	Wrap-Up Reason
Mar 5, 2019 11:51:24 am	00:00:12	Inbound	2004	Unanswered	Support	
Mar 5, 2019 9:33:22 am	02:12:03	Inbound	2004	Answered	Support	
Mar 5, 2019 7:52:24 am	00:00:41	Inbound	2004	Answered	Support	
Mar 5, 2019 7:40:59 am	00:11:01	Inbound	2004	Answered	Support	Nigeria Millionaire call,Robocall sp...
Mar 5, 2019 7:39:29 am	00:00:20	Inbound	2004	Answered	Support	
Mar 5, 2019 7:33:12 am	00:00:22	Inbound	2004	Answered	Support	
Mar 5, 2019 7:26:34 am	00:00:12	Inbound	2004	Unanswered	Support	
Mar 5, 2019 7:25:44 am	00:00:12	Inbound	2004	Unanswered	Support	

Recent State History - John Doe

Start Time	State	Reason	Duration
Mar 5, 2019 1:03:44 pm	Login		00:00:00
Mar 5, 2019 1:03:32 pm	Logout	Agent Initiated	00:00:11
Mar 5, 2019 1:03:24 pm	Not Ready		00:00:07
Mar 5, 2019 12:12:28 pm	Ready		00:50:56
Mar 5, 2019 12:12:18 pm	Work		00:00:10
Mar 5, 2019 11:51:47 am	Talking		00:20:30
Mar 5, 2019 11:51:41 am	Reserved		00:00:06
Mar 5, 2019 11:51:41 am	Ready		00:00:00

Supervisors can now see agent call history and login/logout history

View History

The screenshot shows the Cisco Finesse interface. At the top, it displays 'Cisco Finesse' and a 'Not Ready' status for 00:03:23. The main section is titled 'Team Performance' and shows a dropdown for 'Support Team' and a checked option for 'Include Logged Out Agents'. Below this is a table with columns: Agent Name, State, Time in State, Extension, and Actions.

Agent Name	State	Time in State	Extension	Actions
Dorothy Smith	● Logged Out	--		⋮
John Doe	● Talking	00:09:11	2001	⋮

The 'Actions' menu for the 'John Doe' row is open, showing options: Monitor, Not Ready, Ready, and Sign Out. A callout box with the text 'View History missing?' points to the bottom of this menu.

Disable/Enable Active Call Details & View History

To **enable** active call details action (default enabled)

- `utils finesse set_property desktop showActiveCallDetails true`

To **disable** active call details action

- `utils finesse set_property desktop showActiveCallDetails false`

To **enable** view agent history details (default enabled)

- `utils finesse set_property desktop showAgentHistoryGadgets true`

To **disable** view agent history details

- `utils finesse set_property desktop showAgentHistoryGadgets false`

If any one of them is false, "View History" will not be displayed in TPG actions.

The `managedBy` gadget must be assigned to current team performance gadget to show the "View History"

```
<Label>finesse.container.tabs.supervisor.homeLabel</Label>
<columns>
  <column>
    <gadgets>
      <gadget id="team-performance">/desktop/scripts/js/teamPerformance.js</gadget>
      <gadget managedBy="team-performance">https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?
gadgetHeight=275&viewId=630CB4C96B0045D9BFF295A49A0BA45E&filterId=agentTaskLog.id=AgentEvent:Id&type=dynamic&maxRows=20</gadget>
      <gadget managedBy="team-performance">https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?
gadgetHeight=275&viewId=56BC5CCE8C37467EA4D4EFA8371258BC&filterId=agentStateLog.id=AgentEvent:Id&type=dynamic&maxRows=20</gadget>
    </gadgets>
  </column>
</columns>
</tab>
</tab>
```

Tech Tip

If upgrade from a previous version, this may have to be copied from default layout

Supervisor Team Messages



Supervisor Team Messages

The screenshot displays the Cisco Finesse interface. At the top, it shows 'Cisco Finesse' and a 'Not Ready' status with a timer at 00:01:13. The main area is titled 'Team Performance' and contains a table of agent data. A 'Compose Message' dialog is open, showing a message being composed for 'All Teams (3)'. A second 'Compose Message' dialog is also visible, showing a message about a tornado. Callouts provide details: 'Compose message and ability to see recently sent messages' points to the compose area; 'Selection of Teams to post broadcast message to' points to the 'All Teams (3)' selection; 'Duration of message 5 min intervals' points to the 'Duration (hh:mm)' field set to '00:50'. A large orange box at the bottom contains the text: 'APIs Available for Admins and Supervisors to manage messages <https://developer.cisco.com/docs/finesse/#!teammessages-apis/teammessages-apis>'.

Agent Name	State	Time in State	Extension
AGENT 1001001	Ready	01:38:40	1001001
AGENT 1001003	Not Ready	--	1001003
AGENT 1001050	Not Ready	00:01:10	1001009

Compose message and ability to see recently sent messages

Selection of Teams to post broadcast message to

Duration of message 5 min intervals

APIs Available for Admins and Supervisors to manage messages
<https://developer.cisco.com/docs/finesse/#!teammessages-apis/teammessages-apis>

Team Messages Agent View

The screenshot displays the Cisco Finesse Agent View interface. At the top, the 'Disaster Team' is shown with a 'Ready' status and a timer of 00:10:50. A red banner indicates a 'Lost connection to uccxpri.cc.lab. Please wait for a reachable Finesse Server to be found...'. Below this, a message from 'Ray Lewis | 03:43 PM' is visible: 'If I've told you once I've told you a thousand times. Stay ready.' The main content area shows 'Agent CSQ Statistics Report' and a 'Queue Statistics' table. A 'Ready' status indicator with a timer of 01:25:19 is highlighted with a blue box. A message from 'AGENT 1001050 | 01:19 PM' is displayed: 'All hands at desk. Incoming call volume high.' A blue callout box points to a red dot on the message header, stating 'Indicator for agents if there are unread messages'. Another blue callout box points to the message content, stating 'Team message stays resident even in the event of a failover'. The left sidebar contains navigation options: Home, My History, and Manage Customer.

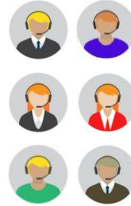
Queue Name	# Calls	Max Time	Ready	Not Ready	In	Out
Func.Agents.SG	--	00:00:00	--	--	--	--
FuncAgentQueue2	--	00:00:00	--	--	--	--
FuncSG01	--	00:00:00	--	--	--	--
FuncSG02	--	00:00:00	--	--	--	--
FuncSG03	--	00:00:00	--	--	--	--

Advanced Supervisor & Calendaring

Ray the Supervisor



ReportingQ



DisasterQ



Business needs may change on a daily or hourly basis



Call volume for certain queues may fluctuate greatly



Outbound campaigns may need to be updated

Until 12.0 only option was to give Admin role

Advanced Supervisors & Calendaring

Solution in 12.0 is the creation of Advanced Supervisors



Queue Management

Add/Remove agents from queues
Modify CSQs



Calendar Management

Modify calendars
Associate calendars with voice, chat



Application Management

Update prompts
Associate script parameters



Campaign Management

Modify campaign settings
Manage contacts



Advanced Supervisor Demo

A decorative pattern at the top of the slide consists of vertical bars and circles of varying heights and widths, arranged in a rhythmic, wave-like sequence across the width of the page.

Advanced Supervisor Demo



Advanced Supervisor Demo

Advanced Supervisor: Getting Started

Choosing Advanced Supervisors



Cisco Unified CCX Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CCX Administration Go
ccxadmin Search Documentation About Logout

System Applications Subsystems Wizards Tools Help

Supervisor Capability View

Manage Supervisors

Status: Ready

List of Supervisors		
Supervisor Name	Primary Supervisor for Team(s)	Secondary Supervisor
Ray Lewis	Support Team, Sales Team	Default

Manage Supervisors

- Plug-ins
- Real Time Reporting Tool
- Real Time Snapshot Config
- Historical Reporting
- User Management
 - User View
 - Name Grammar Generation
 - Spoken Name Upload
 - Administrator Capability View
 - Supervisor Capability View
 - Reporting Capability View
 - Agent Capability View
- Password Management

Advanced Supervisor Capabilities				
Queue Management	Calendar Management	Outbound Campaign Management	Application Management	
-	-	-	-	e_Chat, Support, Faceboo...

Choosing Advanced Supervisors



Cisco Unified CCX Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CCX Administration Go
ccxadmin Search Documentation About Logout

System Applications Subsystems Wizards Tools Help

Supervisor Capability View

Manage Supervisors

Status: Ready

List of Supervisors

Supervisor Name	Primary Supervisor for Team(s)	Secondary Supervisor for Team(s)	Contact Service Queue(s)	Advanced Supervisor Capabilities			
				Queue Management	Calendar Management	Outbound Campaign Management	Application Management
Ray Lewis	Support Team, Sales Team	Default	Email Support CSQ, Bubble_Chat, Support, Faceboo...	-	-	-	-

Manage Supervisors

Manage Supervisors allows to add users to the supervisor role only

To access Advanced Assignments, Select the Supervisor

Choosing Advanced Supervisors

Queue Management

Advanced Queue Management

Calendar Management

Check box absent if no calendars exist on the system

Campaign Management

Campaign must exist

Application Management

Select Applications which this supervisor can manage

Enables a Supervisor to manage resources across the assigned CSQ(s) and Teams.

Enable Queue Management

i To enable this capability, at least one Team and a CSQ must be assigned to this Supervisor.

Calendar Management

Enables a Supervisor to change business hours, custom business days and holidays.

Calendar Name ^Δ	Supervisor(s)
<input checked="" type="checkbox"/> Emergency Calendar	Ray Lewis
<input checked="" type="checkbox"/> Flex Super Calendar	Ray Lewis
<input type="checkbox"/> Normal Calendar	-

Outbound Campaign Management

Enables a Supervisor to schedule, enable or disable the outbound campaigns and manual/automatic import of contacts.

Campaign Name ^Δ	Supervisor(s)	Campaign Type
<input checked="" type="checkbox"/> Report to IC	Ray Lewis	Agent Based Direct Preview

Application Management

Enables a Supervisor to set working hours, holidays and manage prompts for script based applications.

Application Name ^Δ	Supervisor(s)
<input checked="" type="checkbox"/> Disaster Phone	Ray Lewis
<input checked="" type="checkbox"/> Relief Phone	Ray Lewis
<input type="checkbox"/> Remote Expert	-

Choosing Advanced Supervisors

Supervisor Capability View

Manage Supervisors

- Status

i Supervisor riewis details saved successfully.

List of Supervisors

Supervisor Name Δ	Primary Supervisor for Team(s)	Secondary Supervisor for Team(s)	Contact Service Queue(s)	Advanced Supervisor Capabilities			
				Queue Management	Calendar Management	Outbound Campaign Management	Application Management
Ray Lewis	Support Team, Sales Team	Default	Email Support CSQ, Bubble_Chat, Support, Faceboo...	✓	✓	-	✓

Manage Supervisors

Unchecked means no visibility to the supervisor

Supervisor capabilities are checked for elements they can now control

Supervisor ASC Gadget

Enable ASC Gadget

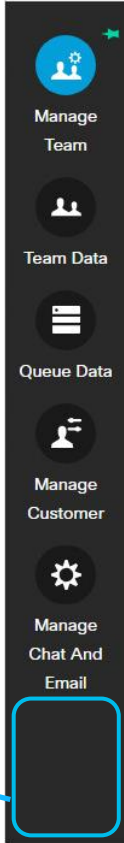
```
-->
<!--
    The following gadget provides Supervisor with advanced capabilities.
    Using this gadget, supervisors can manage Queues, Prompts, Calendars, and so on.
    Before including this gadget in Desktop Layout,
    ensure that the advanced capability is enabled in Unified CCX Administration.

    <tab>
      <id>ASCGadget</id>
      <icon>admin</icon>
      <label>finesse.container.tabs.supervisor.advancedcapabilities</label>
      <columns>
        <column>
          <gadgets>
            <gadget>https://localhost/ascgadget/gadgets/ascgadget.xml</gadget>
          </gadgets>
        </column>
      </columns>
    </tab>
-->
```



Enable in Desktop Layout by moving remarked section

Until the gadget is enabled, supervisors will not see it



Supervisor Capabilities Explained

Queue Management Capabilities



Advanced Capabilities

Queue Management | Application Management | Calendar Management | Outbound Campaign Management

Voice CSQ Summary

Queue Name	Waiting Calls	Abandoned Calls	Longest Call in Qu...	Team Name	Agents Modified (Since Midnight)		Action
					Added	Removed	
Sales	0	0	00:00:00	Sales Team	0	0	Manage Queue

Realtime Queue Statistics Manage

Chat CSQ Summary

Queue Name	Waiting Contacts	Abandoned Contacts	Team Name	Agents Modified (Since Midnight)		Action
				Added	Removed	
Bubble_Chat	0	0	Support Team	0	0	Manage Queue
Facebook_Chat	0	0	Support Team	0	0	Manage Queue


Email CSQ Summary

Queue Name	Emails in Queue	Emails in Process	Team Name	Agents Modified (Since Midnight)		Action
				Added	Removed	
Email Support CSQ	0	0	Support Team	0	0	Manage Queue

Queue Management Example

ReportingQ

DisasterQ



Queue Management

Add/Remove agents from queues
Modify CSQs

















DisasterQ ✕

✔ Successfully added "Dorothy Smith" to "DisasterQ". ✕

Agent Name	Agent ID	Team Name	Skills(Competency)	Added by	Added at ** (Since Midnight) ^	Auto Remove at **	Remove
Dorothy Smith	dsmith	Relief Team	Support(5), Disaster(5), R...	Supervisor: Ray Lewis	03:21 PM	HH:MM AM  	⊖
Dan Marino	dmarino	Relief Team	Support(5), Disaster(5), R...	Supervisor: Ray Lewis	03:21 PM	HH:MM AM  	⊖
Barry Sanders	bsanders	Sales Team	Sales(5), Disaster(5)	Supervisor: Ray Lewis	-	HH:MM AM  	⊖
John Doe	jdoe	Disaster Team	Support(10), Disaster(5), ...	Administrator: expressadmin ccx	-	HH:MM AM  	⊖

Lowest Skill is Added to
 the New Agents
 Disaster Help(4)

Added By and Time
 Added are shown

Auto Removal
 Time

Manual
 Delete

Important Parameters



Queue Management

Add/Remove agents from queues
Modify CSQs

	YES	NO
Skill Based Queues	✓	
Resource Group Queues		✓
Agent Added to Multiple Queues	✓	
Multimedia Skill Based Queues	✓	
Automatic or Manual Removal	✓	
Logged Out Agents Can be Added	✓	
Bulk Additions	✓	
Reporting Available for Changes	✓	

Keeping track of all the changes – Audit Trail

Reports Queue Management Audit Trail Report

Queue Management Audit Trail Report

Queue Management Audit Trail Report Only Thresholds

Event Time	Modified By	Operation Type	Agent Name	CSQ	Skills	Details
5/20/19 8:38 am	Admin - expressadmin	Add	John Doe	DisasterQ	Disaster,ResponderSupport	Added agent to the CSQ by assigning new skills "Disaster,ResponderSupport", for the agent.
5/20/19 8:38 am	Admin - expressadmin	Add	jdoe	DisasterQ	Disaster,ResponderSupport	Added agent to the CSQ by assigning new skills "Disaster,ResponderSupport", for the agent.
5/20/19 8:38 am	Admin - expressadmin	Add	Dan Marino	ReliefQ	Relief	Added agent to the CSQ by assigning new skills "Relief", for the agent.
5/20/19 8:38 am	Admin - expressadmin	Add	dmarino	ReliefQ	Relief	Added agent to the CSQ by assigning new skills "Relief", for the agent.
5/20/19 8:43 am	Admin - expressadmin	Add	John Doe	Disaster Chat	Disaster,ResponderSupport	Added agent to the CSQ by assigning new skills "Disaster,ResponderSupport", to the newly ...
5/20/19 8:43 am	Admin - expressadmin	Add	jdoe	Disaster Chat	Disaster,ResponderSupport	Added agent to the CSQ by assigning new skills "Disaster,ResponderSupport", to the newly ...
5/20/19 8:44 am	Admin - expressadmin	Add	John Doe	SocialMedia Emergency	Disaster	Added agent to the CSQ by assigning new skills "Disaster", to the newly created CSQ.
5/20/19 8:44 am	Admin - expressadmin	Add	jdoe	SocialMedia Emergency	Disaster	Added agent to the CSQ by assigning new skills "Disaster", to the newly created CSQ.
5/20/19 8:47 am	Admin - expressadmin	Add	John Doe	Disaster_email	Disaster,ResponderSupport	Added agent to the CSQ by assigning new skills "Disaster,ResponderSupport", to the newly ...
5/20/19 8:47 am	Admin - expressadmin	Add	John Doe	Disaster_email	Disaster,ResponderSupport	Added agent to the CSQ by assigning new skills "Disaster,ResponderSupport", to the newly ...
5/20/19 8:47 am	Admin - expressadmin	Add	jdoe	Disaster_email	Disaster,ResponderSupport	Added agent to the CSQ by assigning new skills "Disaster,ResponderSupport", to the newly ...
5/20/19 8:47 am	Admin - expressadmin	Add	jdoe	Disaster_email	Disaster,ResponderSupport	Added agent to the CSQ by assigning new skills "Disaster,ResponderSupport", to the newly ...
5/20/19 8:48 am	Admin - expressadmin	Add	Dan Marino	Relief Email	Relief	Added agent to the CSQ by assigning new skills "Relief", to the newly created CSQ.
5/20/19 8:48 am	Admin - expressadmin	Add	dmarino	Relief Email	Relief	Added agent to the CSQ by assigning new skills "Relief", to the newly created CSQ.
5/22/19 8:36 am	Admin - expressadmin	Add	John Doe	Outbound Oncall	Disaster	Added agent to the CSQ by assigning new skills "Disaster", to the newly created CSQ.
5/22/19 8:36 am	Admin - expressadmin	Add	jdoe	Outbound Oncall	Disaster	Added agent to the CSQ by assigning new skills "Disaster", to the newly created CSQ.
5/22/19 11:56 am	Admin - expressadmin	Remove	John Doe	Experts Queue	Remote Expert	Removed agent from CSQ by removing the skills "Remote Expert", for the agent.
5/22/19 11:56 am	Admin - expressadmin	Remove	jdoe	Experts Queue	Remote Expert	Removed agent from CSQ by removing the skills "Remote Expert", for the agent.
5/22/19 11:57 am	Admin - expressadmin	Remove	Dan Marino	Sales	Sales	Removed agent from CSQ by removing the skills "Sales", for the agent.
5/22/19 11:57 am	Admin - expressadmin	Remove	dmarino	Sales	Sales	Removed agent from CSQ by removing the skills "Sales", for the agent.
5/22/19 11:58 am	Admin - expressadmin	Add	Dorothy Smith	Relief Email	Relief	Added agent to the CSQ by assigning new skills "Relief", for the agent.
5/22/19 11:58 am	Admin - expressadmin	Add	Dorothy Smith	ReliefQ	Relief	Added agent to the CSQ by assigning new skills "Relief", for the agent.
5/22/19 11:59 am	Admin - expressadmin	Add	Ray Lewis	Support		Added agent to the CSQ for the agent.
5/22/19 12:57 pm	Supervisor - rlewis	Add	Dan Marino	DisasterQ	Disaster	Added agent to the CSQ by assigning new skills "Disaster", for the agent.

Success !

Calendar Management

New Calendar Management



Calendar Management

Select/Modify calendars
Associate calendars with
voice, chat



Business Hours for 24x7, Fixed, Flexible and Custom



Easily Set Holidays or Other Closed Days



Manageable by Advanced Supervisors

The format of a calendar

Calendar Management

Create Calendars
under Applications
Menu

Calendar Type

- 24x7
- Fixed
- Flexible

Holidays

- Maximum of 40
- Changes dynamic and immediate
- Much easier to manage than XML

System Applications Subsystems Wizards Tools Help

Calendar Management

Next Cancel

Status
Ready

Calendar Details

Name*	CumulusMotorCycles	Maximum 30 characters
Description	CumulusMotorCycles Calendar	Maximum 70 characters
Time Zone	Asia/Kolkata	
Associated with	-	

Business Hours

Business Days

24 Hours x 7 Days Fixed Hours Flexible Hours

Days of Week	Time Range 1	Time Range 2	Time Range 3
<input checked="" type="checkbox"/> Monday	From 06 HH 00 MM AM	From 12 HH 00 MM PM	
<input checked="" type="checkbox"/> Tuesday	To Calendar Management		
<input checked="" type="checkbox"/> Wednesday	Back Finish Cancel		
<input checked="" type="checkbox"/> Thursday	Status Ready		
<input checked="" type="checkbox"/> Friday			

Schedule Holidays

Name**	Date**
Christmas characters	25-Dec-2019

[Add More](#)

Calendar Setup - Script



Set a new Parameter Variable

Name	Type	Value	Attributes
BusinessHourCSQ	String	""	Parameter
DelayWhileQueued	int	30	Parameter
FailurePrompt	Prompt	P[]	Parameter
HolidayCSQ	String	""	Parameter
NonBusinessHour...	Prompt	P[off_business_h...	Parameter
QueuePrompt	Prompt	SP[ICD\CDQueue...	Parameter
SRS_TempResou...	User	null	
WelcomePrompt	Prompt	SP[ICD\CDWelco...	Parameter
cal	CCCalendar	null	Parameter
resourceID	String	""	

The screenshot shows a script editor with a left-hand navigation pane and a main script area. In the navigation pane, the 'Calendar' step is highlighted with a red box. A red arrow points from this box to the 'Calendar (cal)' step in the script area, which is also highlighted with a red box. The script area contains the following code:

```

/* Simple Queuing With Calendar Template */
Start
/* Basic Calendar steps with ICD call usage example
Version: 2.0

Calendar steps allows the CCX administrator to define th
define weekdays/working days vs weekends,

Define holiday schedules and custom business days and ti
Associate this script to an Application and call the ass

(c) 2018 - Cisco Systems, Inc */
Accept (--Triggering Contact--)
Play Prompt (--Triggering Contact--, WelcomePrompt)
/* Calendar step defines the Business hours and Non busines
Based on calendar assigned to application Call gets rout

Calendar (cal)
  Business Hours
  /* Contact center operation to be performed during Bus
  Like route call to agent , or playing a prompt etc
  Select Resource (--Triggering Contact-- from BusinessHourCSQ)
  Holidays
  /* When a holiday is defined in Calendar then call ste
  Action like playing a HOLIDAY prompt or routing cal
  Select Resource (--Triggering Contact-- from HolidayCSQ)
  
```

Calendar Setup - Script

Calendar as a parameter allows easy change from application management

Once Application Param is changed, Calendar will show as associated

Name	Disaster Phone
ID*	10
Maximum Number of Sessions*	10
Script*	SCRIPT[icd_cal2.aef]
<input checked="" type="checkbox"/> CSQ	"DisasterQ"
<input type="checkbox"/> DelayWhileQueued	30
<input checked="" type="checkbox"/> WelcomePrompt	emergencyGreeting_u.wav <input type="button" value="Show Prompts"/>
<input checked="" type="checkbox"/> QueuePrompt	highCallVolume2.wav <input type="button" value="Show Prompts"/>
<input checked="" type="checkbox"/> calendar	Normal Calendar <input type="button" value="Show Prompts"/>
<input checked="" type="checkbox"/> Holiday	- No Selection - <input type="button" value="Show Prompts"/>
<input checked="" type="checkbox"/> Closed	Emergency Calendar <input type="button" value="Show Prompts"/>
Description	Flex Super Calendar <input type="button" value="Show Prompts"/>
Enabled	Disaster Phone
Default Script	<input type="radio"/> Yes <input type="radio"/> No
	- System Default -

List of Calendars						
Name	Description	Time Zone	Business Hours	Custom Business Days	Holidays	Associated with
Emergency_Calendar	Emergency hours	America/Los_Angeles	24x7	-	-	IVR: Disaster Phone
Flex_Super_Calendar	Supervisors can manage	America/Los_Angeles	Custom	-	-	-
Normal_Calendar	No emergencies	America/Los_Angeles	Custom	-	✓	-

Supervisor Calendar Management

Advanced Capabilities

Queue Management Application Management **Calendar Management** Outbound Campaign Management

Calendars

Name	Description	Time Zone	Business Hours	Custom Business Days	Holid...	Associated with	Action
CumulusMotorCycl...	CumulusMotorCycles Calendar	America/Chicago	Custom Business Hours: Flexible	✓	✓	IVR: CumulusMotorsServices	Manage Calendar

Manage Calendar

Associated with : -

Description : Mon-Fri

[Business Hours](#) Custom Business Days Holidays

24 Hours x 7 Days Fixed Hours Flexible Hours

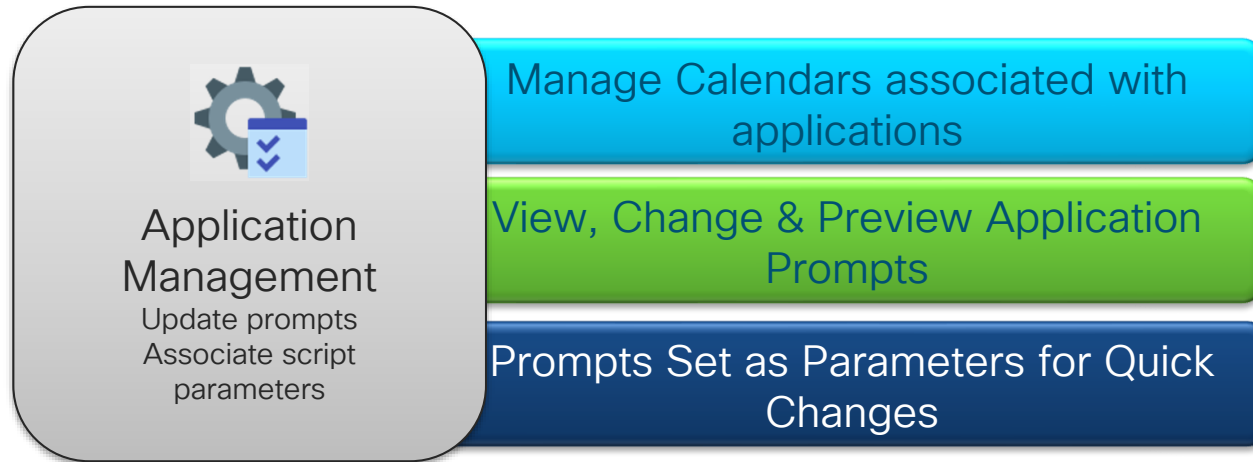
Day	Time Range 1	Time Range 2
<input checked="" type="checkbox"/> Monday	From 08:00 AM To 11:59 AM	From 12:00 PM To 10:00 PM ⊖
<input checked="" type="checkbox"/> Tuesday	From 08:00 AM To 11:59 AM	+
<input checked="" type="checkbox"/> Wednesday	From 08:00 AM To 11:59 AM	From 12:00 PM To 10:00 PM ⊖
<input checked="" type="checkbox"/> Thursday	From 08:00 AM To 02:00 PM	+
<input checked="" type="checkbox"/> Friday	From 08:00 AM To 10:00 PM	+
<input type="checkbox"/> Saturday		
<input type="checkbox"/> Sunday		

Supervisors can manage all elements of the calendars they are assigned

Calendar Type can also be changed, however, supervisors cannot delete

Application Management

ASC Application Management



ASC Application Management

Manage Applications assigned

Cisco Finesse

Not Ready 00:11:01

Advanced Capabilities

Queue Management **Application Management** Calendar Management

Applications

Name	Description	Enabled	Triggers	Action
CumulusMotorsServices	CumulusMotorsServices	Yes	20202020	Manage Application

Manage Application

Script Name : SCRIPT[Sample_Queueing_WithCalendar.aef]

Prompts **Calendars**

WelcomePrompt

Welcome-5-1.wav

en_US

0:02

0:05 x

QueuePrompt

queued.wav

NonBusinessHourPrompt

off_business_hours.wav

FailurePrompt

queued.wav

holiday.wav

Holiday-2.wav

Manage Calendars for assigned applications

Manage & Preview Prompts for assigned applications

Prompts are Searchable

Campaign Management

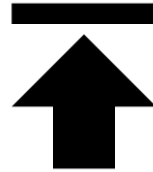
Manage easy operation of Outbound Campaigns



Enable/Disable
Campaigns



Campaign
Schedules



Manual/Scheduled
Import of contacts



Delete
Contacts

Enabling Outbound for ASC

Outbound Campaign Management

Enables a Supervisor to schedule, enable or disable the outbound campaigns and manual/automatic import of contacts.

Campaign Name Δ	Supervisor(s)	Campaign Type
<input checked="" type="checkbox"/> On-call Agents	Ray Lewis	Agent Based Direct Preview Campaign
<input checked="" type="checkbox"/> Report to IC	Ray Lewis	Agent Based Direct Preview Campaign

Enabling Outbound is done per campaign





Supervisors can set campaign hours

Enabling and Updating Contacts are available

Advanced Capabilities

Queue Management Application Management Calendar Management **Outbound Campaign Management**

Campaigns

Campaign Name ∇	Campaign Type	Dialer Type	Time	Contacts Remaining	Enabled	Action
<input checked="" type="checkbox"/> On-call Agents	Agent	Direct Preview	From 08:00 AM To 09:00 PM  	6	<input type="checkbox"/>	Update Contacts
<input checked="" type="checkbox"/> Report to IC	Agent	Direct Preview	From 08:00 AM To 09:00 PM  	0	<input type="checkbox"/>	Update Contacts

Server Time Zone: America/Los_Angeles



Import Contacts

Update Contacts

Contacts Remaining - 0 

[Manual Import](#)

Import Status: Successfully imported 6 contacts. (May 24, 2019 - 11:43 AM)

Select File

Ensure all the contacts are verified against the National Do Not Call List before importing the contacts.

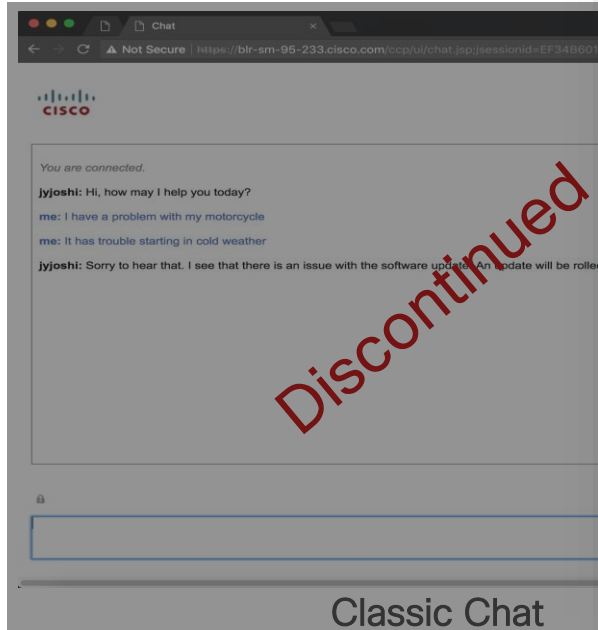
Allow Duplicate Contacts

Set the order of Field Names

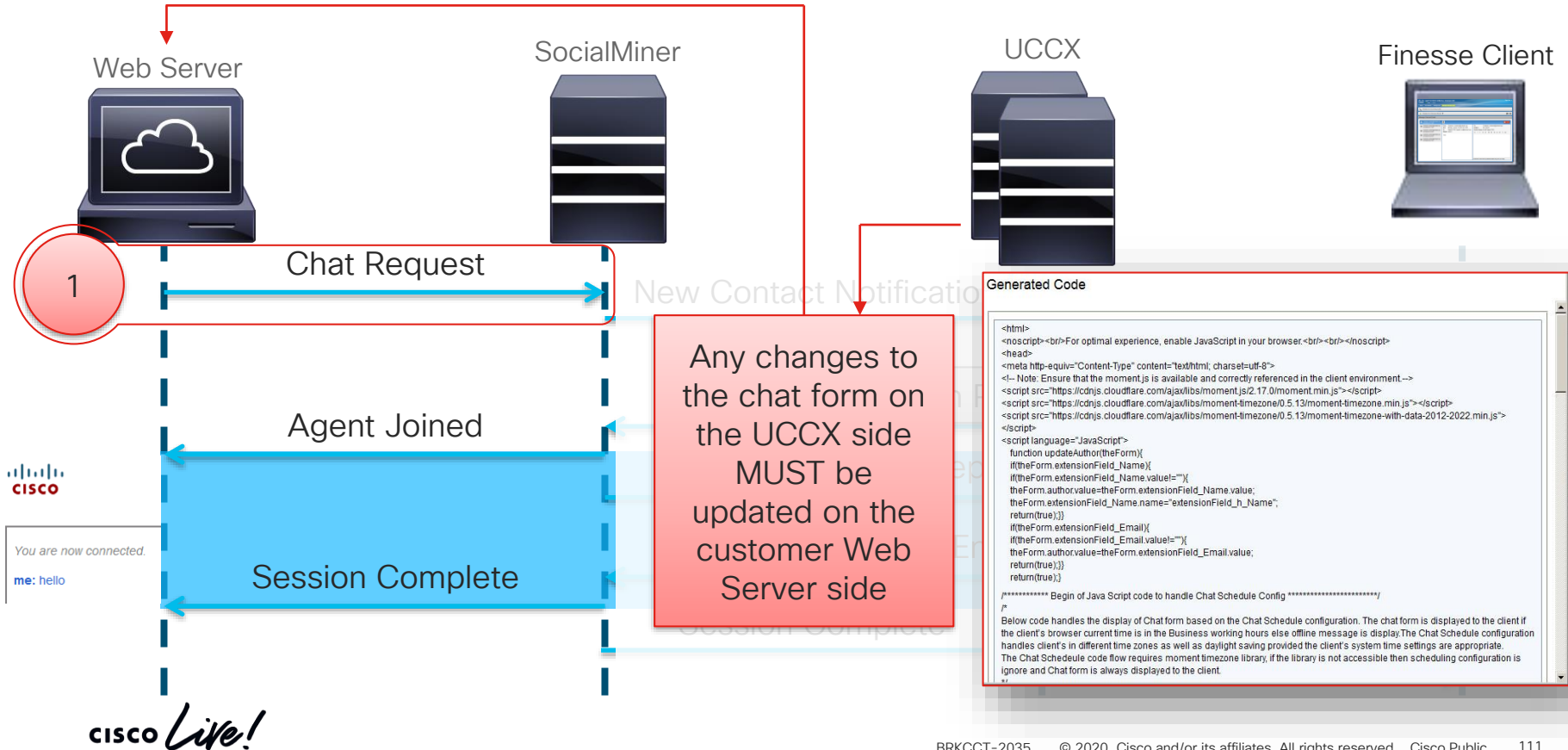
Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7
First Name ^	Last Name v	Phone1 v	None v	None v	None v	None v
Account Number	Match the field order. You must have "Phone1" in any of the columns.					
First Name ✓						
Last Name						
Phone1						

Omnichannel Enhancements

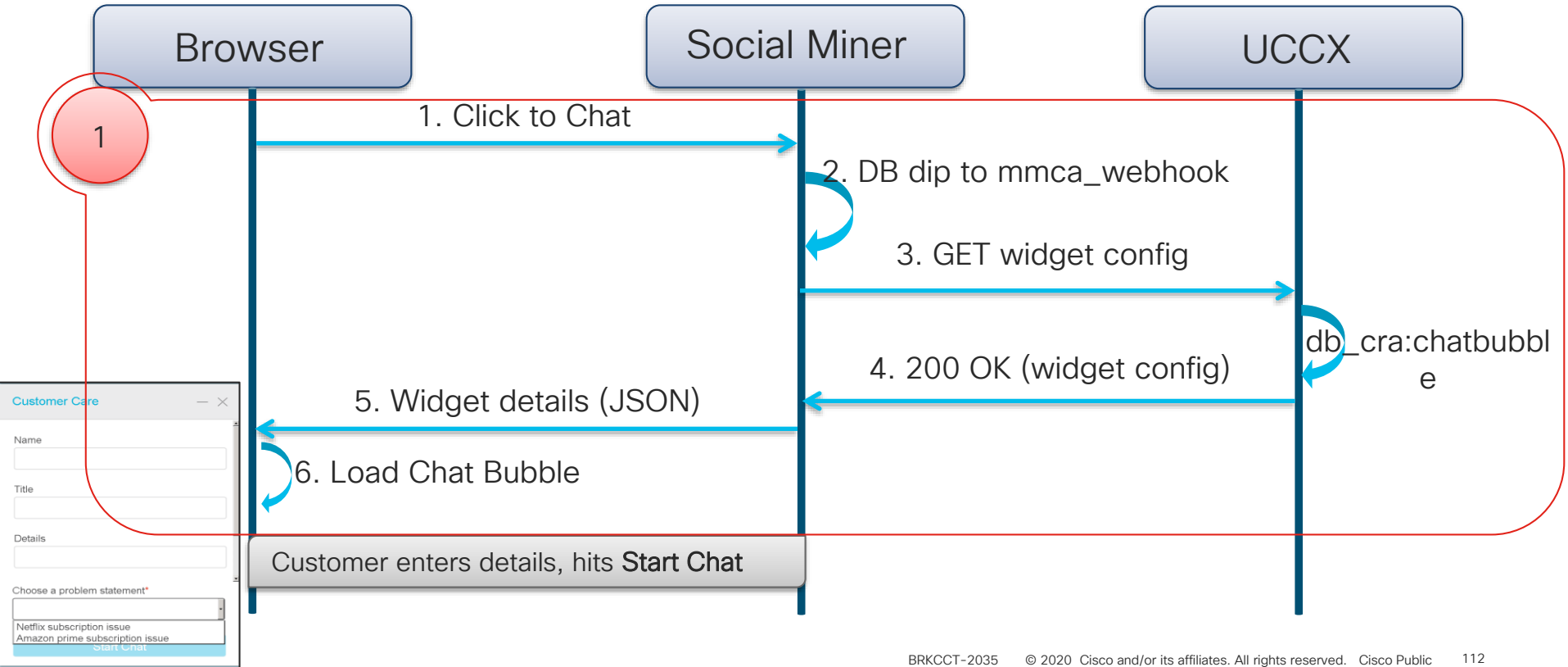
Legacy Chat Replaced by Bubble Chat



Legacy Chat Message Changes



Bubble Chat flow (Loading of Bubble form)



Customize Bubble Chat Appearance

Attributes - Branding and Identity

Use fonts and colors that are compliant with the Brand Guidelines of the Organization.
Text box allows you to enter text in any language that is displayed in the Bubble Chat.

Font*

TypeFace: Helvetica (Maximum 30 characters)

Chat Title*

Text: Customer Care (Maximum 24 characters)
Text Color: # 0AB7D7

Button*

Text: Start Chat (Maximum 15 characters)
Color: # 0AB7D7
Text Color: # FFFFFFFF

Agent Message*

Message Color: # 0AC391
Text Color: # FFFFFFFF

* - Indicates a mandatory item.

Preview

Start Chat → Chat in Progress

Start Chat Window:

- Title: Customer Care
- Name: Michael Littlefoot
- Email: Michael.littlefoot@email.com
- Phone Number: 9000000000
- Choose a problem statement*: Customer Support
- Start Chat button

Chat in Progress Window:

- Title: Customer Care
- Agent1 has joined
- Agent1 | 11:27: Hi, Michael, how can i help you?
- Agent2 has joined
- Agent2 | 11:27: Hi, Michael
- Hello (11:28)
- Type your message and press enter

Post Chat Rating

Attributes - Post Chat Rating

Enable Post Chat Rating

Label*	<input type="text" value="Rate your chat experience"/>	Maximum 30 characters
Button Text*	<input type="text" value="Submit"/>	Maximum 10 characters

i *- Indicates a mandatory item.
Text box allows you to enter text in any language that is displayed in the Bubble Chat.

Rating and type of chat now show on chat reports

Preview

Customer Care ✕

Rate your chat experience

★ ★ ★ ★ ☆

Submit

Select Customer Fields and Mapping

Problem statements are presented to the end customer to help route the chat

User Form Fields

Context Service Fieldsets

Available Fields Selected Fields*

Title	▶	Name	▲
Email		Emergency or Non	
PhoneNumber	▶	Details	▼
AddressLine1			
AddressLine2			

Problem Statements and CSQ Mapping

Problem Statements Caption Maximum 30 characters

Problem Statement*	CSQ List*	Delete
<input type="text" value="This is an emergency - I need help"/>	Bubble_Chat ▼	
<input type="text" value="This is non-emergency- I have info"/>	Bubble_Chat ▼	

[Add More](#)

Chat Auto Messages

Chat Messages	
Initialization Messages*	
Widget Wait Message	Thank you for contacting us. A customer care representative would assist you soon. <input type="text"/> Maximum 90 characters
Join Time-out Message	All our customer care representatives are busy. You may wait or try again later. <input type="text"/> Maximum 90 characters
In Progress Messages*	
Text for Text Typing Box	Type your message and press Enter <input type="text"/> Maximum 40 characters
Agent Joined Message	<input type="text"/> <Agent> has joined <input type="text"/> Maximum 20 characters
Agent Left Message	<input type="text"/> <Agent> has left the chat <input type="text"/> Maximum 30 characters
End Messages*	
Close Chat Confirmation Pop-up Message	Do you want to close the chat? <input type="text"/> Maximum 35 characters
	Negative Response: No <input type="text"/> Positive Response: Yes <input type="text"/> Maximum 7 characters
Close Chat and Download Transcript Confirmation Pop-up Message	Chat has ended. Do you want to download the chat transcript? <input type="text"/> Maximum 75 characters
	Negative Response: No <input type="text"/> Positive Response: Yes <input type="text"/> Maximum 7 characters
Error Messages*	
System Error Message	Chat service is currently unavailable. Try later. <input type="text"/> Maximum 90 characters
Connectivity Error Message	Chat disconnected due to inactivity or connection failure. <input type="text"/> Maximum 75 characters

Initialization Messages

- Widget Wait Message
- Join Time-out Message

In Progress Messages

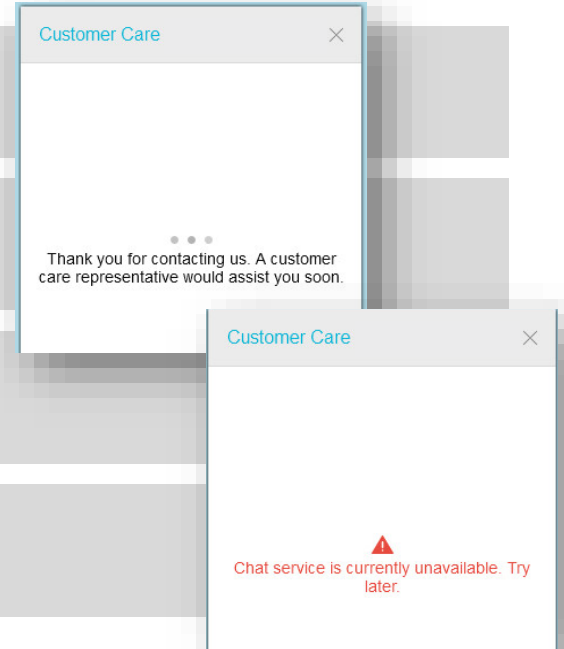
- Text for Text Typing Box
- Agent Joined Message
- Agent Left Message

End Messages

- Close Chat Confirmation Pop-Up
- Close Chat and Download Transcript

Error Messages

- System Error Message
- Connectivity Error Message



Calendar Options for Bubble Chat



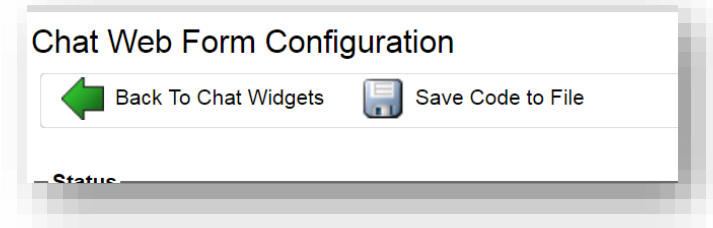
Calendar for Bubble Chat is new in 12.0

24x7 is default selected

Select Calendar requires that a calendar already was created

The screenshot shows the 'Service Hours' configuration page. At the top, there are two radio buttons: 'Default (24 hours x 7 days)' which is selected, and 'Select Calendar'. An information icon next to 'Select Calendar' has a tooltip that reads 'A calendar must already be configured to be selected'. Below this is a dropdown menu and a 'View' link. The 'Messages *' section contains three text input fields: 'Holiday' with the text 'Sorry, We are closed today for a business holiday.' (Maximum 120 characters), 'Off Hours' with 'Sorry, We are currently offline, try again during the business hours.' (Maximum 120 characters), and 'Label' with 'Business Hours' (Maximum 30 characters). The 'Label for Days of Week *' section has input fields for Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday, with a note 'Maximum 15 characters'. To the right is a 'Preview' section with two columns: 'Holiday' and 'Off hour message'. Each column shows a chat bubble with a red 'X' icon. The 'Holiday' bubble contains the text 'Sorry, We are closed today for a business holiday.' The 'Off hour message' bubble contains 'Sorry, We are currently offline, try again during the business hours.' followed by 'Business Hours America/Chicago' and 'Monday - Friday 08:00 - 18:00'. A red box highlights the message content in both preview bubbles.

Save Widget Code



- Once we click finish a JavaScript code is generated.
- Click on **Save Code to File**
- Auto saved with chat name given to downloads directory

```
Generated Code
<!-- Add this script tag without any modification to the target webpage -->
<script type="application/javascript">
var ciscoBubbleChat = (function () {
    var smHost = 'socialminer.cc.lab';
    var widgetId = '1';

    var msgMustAcceptCert = 'Certificate must be accepted to start the conversation.';
    var msgAcceptCertButtonLabel = 'Accept Certificate';
    var msgCloseButtonLabel = 'Close';
    var msgWaitingCertAcceptance = 'Waiting for certificate acceptance.';
    var msgConnectivityIssues = 'We are experiencing connectivity issues. Try later.';

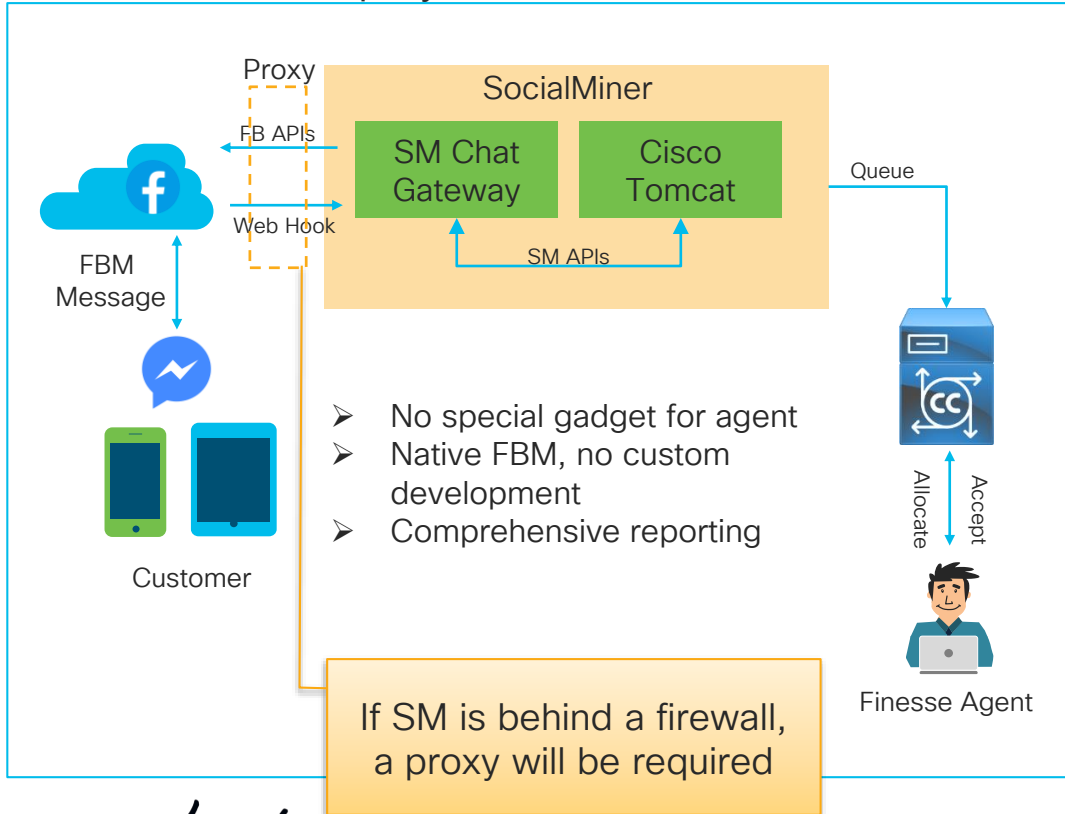
    var appId = 'cisco_bubble_chat';
    var appMargin = 15;
    var appUrl = 'https://' + smHost + '/ccp/ui/BubbleChat.html?host=' + smHost + '&wid=' + widgetId;
    var connectivityCheckUrl = 'https://' + smHost + '/ccp/ui/ConnectivityCheck.html';
    var messageEventListener;
    var addNoCacheQueryParam;
    return {
        showChatWindow: function (injectedData) {
            var logPrefix = 'CISCO_BUBBLE_CHAT: ';
            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;
        }
    }
}
```

Facebook Chat

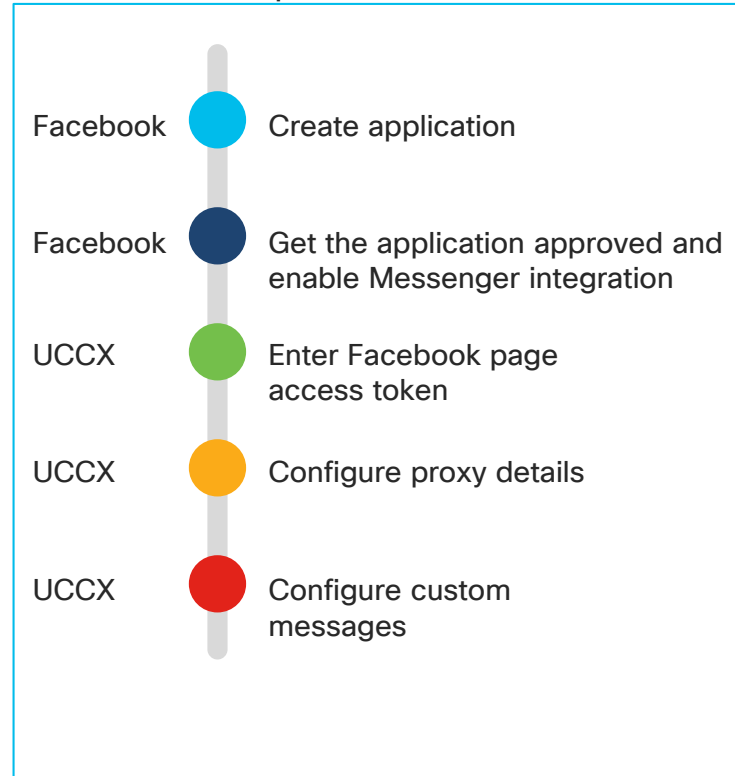
Deployment overview

<https://developers.facebook.com>

Deployment Model



Steps Needed



Facebook Chat Agent Experience

This is a text based experience. No images, attachments, location sharing, GIFs, stickers, likes, reactions, voice recordings

Tech Tip

UCCX supports only 1 instance of Facebook Chat at a time. Choose wisely.

Agent sees Facebook Icon on chat request

Facebook Messenger Chat

Customer Support
Reporting Queue

Is this thing on? I can't believe I'm chatting from facebook

Conversation started JUNE 7, 2019

Hi and welcome to reporting help. What would you like to report?

I want to report a disaster

Ok, please tell me.

Someone totally stole my facebook account and it's a disaster.

If I could send a frowny face right now...



UCCX 12.0 Reporting Experience Updates

New Scheduler

New Scheduler

CUIC 12.0 Scheduler wizard is in the new UI

Regular or LARGE?

Reports over 8000 rows can now be scheduled



Create New Schedule ✕

Name*

Schedule Type

Regular Schedule

Large Schedule ⓘ

Large reports over 8000 rows were previously prohibited but now can be scheduled

Large Schedules

Select the Large Schedule radio button

Remote Location

Email is not available as an option for Large Schedule delivery

Tech Tip
Large Schedules are limited to only 1 Large Schedule present on the system at a time

The screenshot shows the Cisco Unified Intelligence Center interface. The top navigation bar includes the Cisco logo, the text "Cisco Unified Intelligence Center", and a user profile for "Super Admin Administrator". The main content area is titled "Schedules" and features a search bar with filters for "All", "Large 0", "Disabled 0", and "Email 0". A "Create New Schedule" modal window is open, showing a form with the following fields: "Name*" (containing "Large Schedule 1"), "Schedule Type" (with radio buttons for "Regular Schedule" and "Large Schedule"), and a "New" button. Below the modal, the "Large Schedule 1" configuration page is visible, showing the "Destination Setting" tab. This page includes a "Remote Location" section with a note: "Scheduler will save the CSV file to the specified SFTP server." and a "Report View*" dropdown menu set to "Agent Detail Report". Other fields include "Directory Path*", "Host*" (with "22" in the "Port*" field), "User name*", and "Password*", along with a "Test Connection" button.



Regular Schedule 1

Report Scheduling

Destination Setting

Email

You can configure the Email Server settings in the Administration console.

Email Distribution*

admin@company.com Email Address

Valid email delimiters: comma and space

Email Subject*

Regular Schedule 1 [DATE] [TIME]

Email View *

Agent Detail Report

Email File Type *

HTML



Remote Location

Scheduler will save the CSV file to the specified SFTP server.

Report View

Agent Detail Report



Directory Path

[Empty text field]

Host

[Empty text field]

Port

22

User name

[Empty text field]

Password

[Empty text field]

Test Connection



Regular Schedule 1 Schedule updated successfully.

Back

Tech Tip

Emailing from Scheduler requires email server config added to Appadmin Tools - Historical Reporting - SMTP Configuration

Destination Choices

Remote and email can be enabled

Test Connection

Remote Location allows to test the connection but not required to save

What else is new?

Data Sources gets a face lift

The screenshot shows the Cisco Unified Intelligence Center interface. The top navigation bar includes the Cisco logo, the text "Cisco Unified Intelligence Center", and a user profile for "Super Admin Administrator". The main heading is "Data Sources". A left-hand navigation menu contains icons for Home, Dashboards, Reports, Value Lists, and Configure. The "Data Sources" section is highlighted in the menu. The main content area displays three data source cards: "UCCX" (Informix), "CUIC" (Informix), and "Live Data Streaming Data Source" (Streaming). Each card shows a "Primary" status and specific configuration details like database name, host, and timezone. A "New" button is visible in the top right of the data sources section.

Data Sources are redesigned as cards for easier management

Adding Data Sources in UCCX is not supported and must be done on Stand Alone CUIC

Data Sources

In case of a High Availability deployment, the password change will not be propagated to the second node. You must access the AppAdmin web interface of the second node manually to change the password. In an HA setup, you will be able to see **Check Consistency** icon or button in the Password Management page. Use this button to check and confirm whether the passwords between the two nodes match or not. You will be able to see the status of the password check in the Password Management page.

Note If passwords are not same across the nodes, applications using these user credentials, such as Wallboard, Historical Reports and Live Data reports in Unified Intelligence Center and Finesse may not function. Ensure that the user passwords are same in both the nodes.

Off-Box CUIC config uses same settings from the Co-Resident CUIC on CCX

Authentication should be setup using uccxhruser. Set password in Password Management.



The screenshot displays the Cisco Unified CCX Administration interface. On the left is a navigation sidebar with options: Home, Dashboards, Reports, Report Definitions, Value Lists, Configure, and Schedules. The main content area is divided into two sections: 'Host Settings' and 'Authentication Settings'. The 'Host Settings' form includes fields for Datasource Host (10.10.10.112), Port (1504), Database Name (db_cra), Instance (uccxsec_uccx), Time Zone (GMT), Database User ID (uccxhruser), Password (masked), Charset (UTF-8), and Max Pool Size (5). A 'Test Connection' button is at the bottom. A black box labeled 'CO-RES CUIC' is overlaid on the Password field. The 'Authentication Settings' section is partially visible. On the right, the 'Password Management' page is shown, featuring a 'Check Consistency' button highlighted with a red box. Below it, user configuration sections for WallBoard User, Recording SFTP User, WorkForce User, and Historical Reporting User are visible, with the latter's password fields also highlighted in red. A red callout box at the bottom right contains the text: 'Passwords are not sync'd across nodes in HA. You must change manually on both'.

Passwords are not sync'd across nodes in HA. You must change manually on both

Upgrade Tips

Pre-upgrade health check of server

utils service list

Check all the services are in running state.

utils diagnose test

Network connectivity check should pass.

utils ntp status

NTP should be under startum 5

utils uccx database dbserver integrity

Checks for database health

show status

Verify Disk usage and CPU usage

show hardware

Verify vCPU/RAM/Hardware

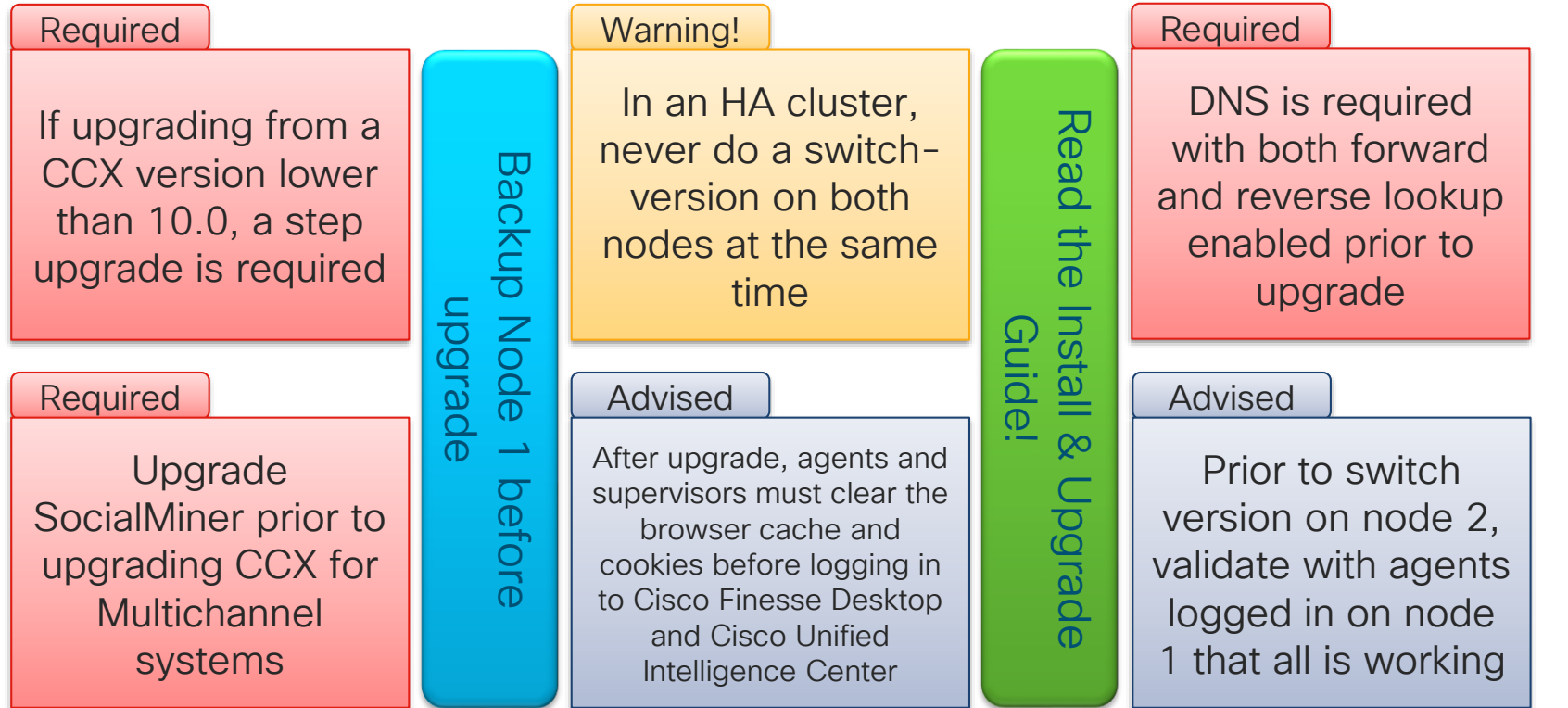
utils dbreplication runtimestate

Verify platform replication is running

utils uccx dbreplication status

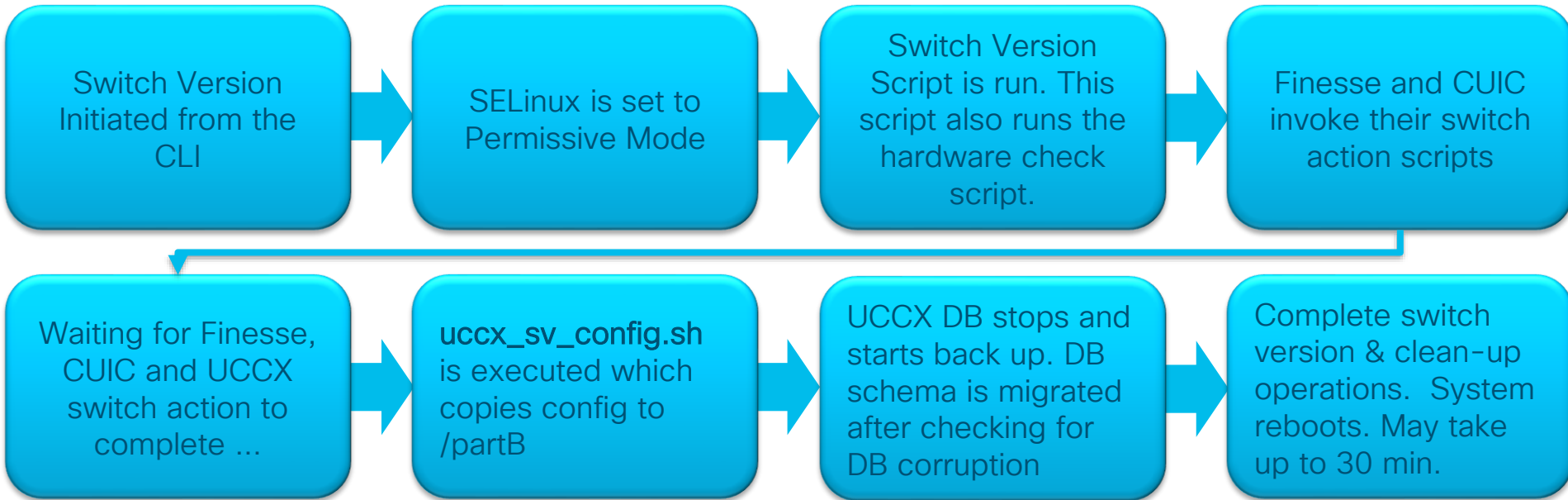
Verify CCX replication is running

Notable Upgrade Notes from the Upgrade Guide



<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-installation-guides-list.html>

Switch Version to 12.0



License Version in CCX 12.0 is actually shown as 11.7 instead of 12.0

Coming in 12.5

CISCO *Live!*

New in CCX 12.5

- Smart Licensing Integration

HEADLINE

Enhance your on-premises contact center with cloud innovation without abandoning your current contact center investments.

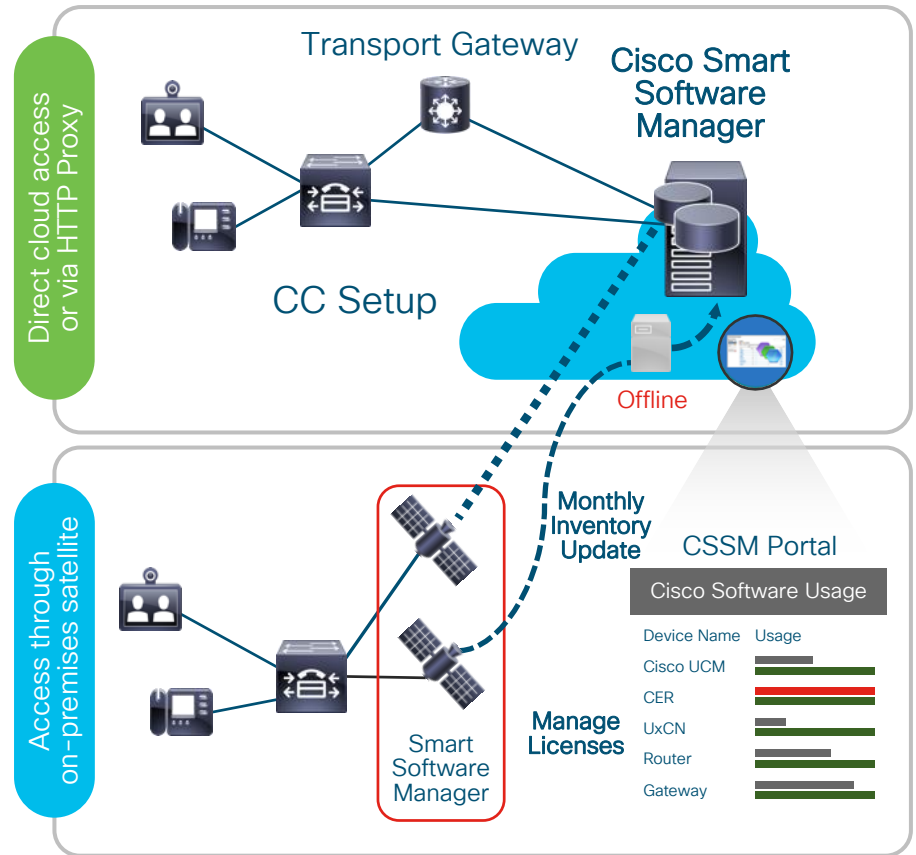
Why It Matters

This release demonstrates our continual commitment to invest in our on-premises platforms, by enabling connectivity and integration to Cisco's latest contact center technology acquisitions via the cloud.

Cisco Smart Licensing

Redesigned innovative licensing

- Unified licensing model across all Cisco products, designed with the customer in mind
- Allows customers to know what they have purchased and what's being used in **real time**
- Your products are registered to the Virtual Account and checked for compliance
- Licenses are not tied to a product instance/node
- There are no PAK/license files on the product, making activation simpler and quicker



New in CCX 12.5

- Smart Licensing Integration
- Finesse Failover Improvements
- Cloud Connected Analyzer ○ ○ ○
- Health Check Utility

HEADLINE

Enhance your on-premises contact center with cloud innovation without abandoning your current contact center investments.

Covered in
BRKCCT-2807

Why It Matters

This release demonstrates our continual commitment to invest in our on-premises platforms, by enabling connectivity and integration to Cisco's latest contact center technology acquisitions via the cloud.

The UCCX Health Check

```
[admin:utils uccx healthcheck
```

Healthcheck is available for the following categories:

- 1) Hardware Usage
 - 2) CCX Configuration
 - 3) Database
 - 4) Unified CM Configurations
- q) Quit

Select an option (1 - 4 or "q"):



- Detailed report with errors and suggestions to fix
- Report available for TAC
- Dashboard – in the works

```
[admin:utils uccx healthcheck all
```

```
Checking Hardware Usage:
```

```
Checking CPU Usage.....OK
Checking Memory Usage.....OK
Checking Disk Usage.....OK
Checking Disk I/O Latency.....OK
```

```
Checking CCX Configuration:
```

```
Checking Total Agents.....OK
Checking Agents per Team.....OK
Checking Skills per Agent.....OK
Checking Total Outbound Campaigns.....OK
Checking Supervisors per Team.....OK
Checking Teams per Supervisor.....OK
Checking Active Contacts per Campaign.....OK
Checking Total CSQs.....OK
Checking Total Skills.....OK
Checking Max Skills per CSQ.....OK
```

```
Checking Database:
```

```
Checking CCX DB Status.....OK
Checking CCX DB Replication Status.....OK
Checking CCX DB Space Usage.....OK
Checking CCX Config DB tables consistency in HA.....OK
Checking Number of Wallboard/External Clients.....OK
```

```
Checking Unified CM Configurations:
```

```
Checking AXL Configuration.....OK
Checking Telephony Provider (JTAPI) Configuration.....OK
Checking RmCm Provider Configuration.....OK
```

```
Use 'file get activelog healthcheck/report_2019-12-16-11-14-08.json' command to download the health report.
```

```
Command successful.
```



General System Health



Sizing violation indicators



Alerts – services, database

New in CCX 12.5

- Smart Licensing Integration
- Finesse Failover Improvements
- Cloud Connected Analyzer
- Health Check Utility
- Advanced Supervisor Improvements
- Security Improvements
- OS Agnostic Script Editor
- Finesse Enhancements

HEADLINE

Enhance your on-premises contact center with cloud innovation without abandoning your current contact center investments.

- **Webex Experience Management:**
Integration to on-premises contact center brings ability to capture customer feedback, and present scores to agents and supervisors via Finesse desktop.

- Webex Experience Management
- Edit Call Variables
- Short Cut Keys
- New Finesse APIs
- Drag/Drop/Resize Gadgets
- Admin Layout Improvements
- Other Enhancements

New in CCX 12.5

- Smart Licensing Integration
- Finesse Failover Improvements
- Cloud Connected Analyzer
- **Health Check Utility**
- Advanced Supervisor Improvements
- **Security Improvements**
- OS Agnostic Script Editor
- **Finesse Enhancements**

WALK IN LABS ONLY OPEN UNTIL 1PM TODAY

- LABCCT-2184 UCCX Security (SRTP + secure JTAPI)
- LABCCT-1186 Finesse Features
- LABCCT-1125 UCCX Health-Check

- Webex Experience Management
- Edit Call Variables
- Short Cut Keys
- New Finesse APIs
- Drag/Drop/Resize Gadgets
- Admin Layout Improvements
- Other Enhancements

Summary

Chat Need to Know Info

	YES	NO
Newly created desktop chats sync'd in Jabber	✓	
Finesse failover requires re-login to chat		✓
SSO will login to chat automatically		✓
Attachments are allowed	✓	
Jabber and Desktop chat states consistent	✓	
Has user search capabilities	✓	
Supports group chats		✓
Saves chat transcripts		✓

New Supervisor Experience

Manage Team
New tools to manage teams

Team Data
View History and Current Call Info

Advanced Options
Advanced Supervisor options covered next

Advanced Supervisors & Calendaring

Solution in 12.0 is the creation of Advanced Supervisors

- Queue Management**
Add/Remove agents from queues, Modify CSQs
- Calendar Management**
Create/Modify calendars, Associate calendars with voice chat
- Application Management**
Update profiles, Re-associate scripts
- Campaign Management**
Modify campaign settings, Manage contacts

Finesse Reformed Experience

Design Improvements	User Experience	Performance Enhancements
<ul style="list-style-type: none"> Align Finesse and CUCK to look & feel the same Force Wrap-Up Reason New PhoneBook and one-click calling UX Supervisor Control Additions Customizable to Business Needs 	<ul style="list-style-type: none"> Clarity in color indicators for Agent state Wrap-Up State Timer Improved Wrap-Up Reason UX Workflow Enhancement for digital channels Agent to agent chat 	<ul style="list-style-type: none"> Identify Component Browser close confirmation Ease of changing states for voice & digital channels Pop-over for voice & digital channel alerts

New in CCX 12.5

- Smart Licensing Integration
- Finesse Failover Improvements
- Cloud Connected Analyzer
- Health Check Utility
- Advanced Supervisor Improvements
- Security Improvements
- OS Agnostic Script Editor
- Finesse Enhancements

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- LABRCT-2184 UCCX Security (SRTP + secure JTAPI)
- LABRCT-1186 Finesse Features
- LABRCT-1125 UCCX Health-Check

- Webex Experience Management
- Full Call Variables
- Short Call Keys
- New Finesse APIs
- Drag/Drop/Resize Widgets
- Admin Layout Improvements
- Other Enhancements

New Scheduler

Create New Schedule

CLAC 12.0 Scheduler widget is in the new UI

Regular or LARGE?
Reports over 8000 rows can now be scheduled

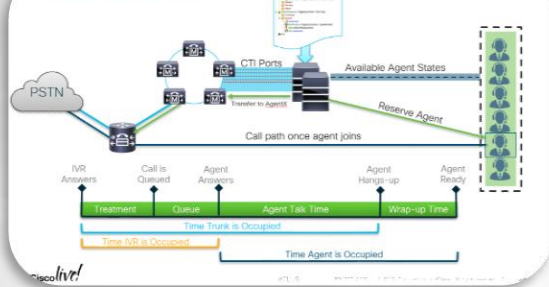
Large reports over 8000 rows were previously prohibited but now can be scheduled

New Calendar Management

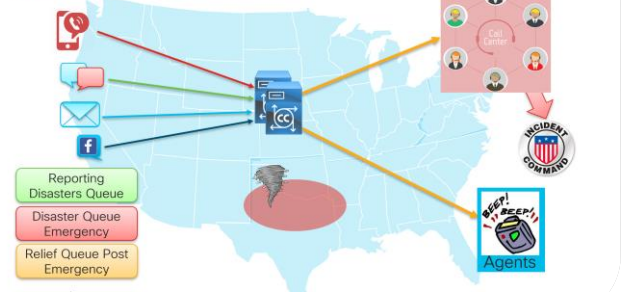
- Business Hours for 24x7, Fixed, Flexible and Custom
- Easily Set Holidays or Other Closed Days
- Manageable by Advanced Supervisors

Calendar Management
Create/Modify calendars, Associate calendars with voice chat

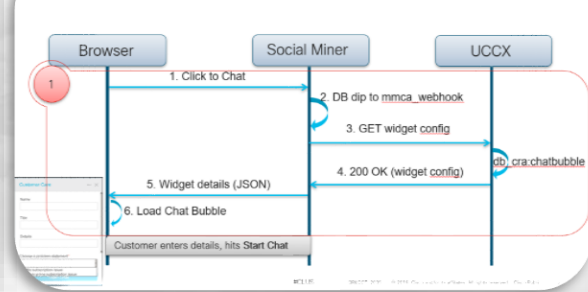
UCCX Call Flow



Disaster SAR Scenario



Bubble Chat flow (Loading of Bubble form)



Complete your online session survey



- Please complete your session survey after each session. Your feedback is very important.
- Complete a minimum of 4 session surveys and the Overall Conference survey (starting on Thursday) to receive your Cisco Live t-shirt.
- All surveys can be taken in the Cisco Events Mobile App or by logging in to the Content Catalog on ciscolive.com/emea.

Cisco Live sessions will be available for viewing on demand after the event at ciscolive.com.

Continue your education



Demos in the
Cisco campus



Walk-in labs



Meet the engineer
1:1 meetings



Related sessions



Thank you





You make **possible**

Appendix

Digital Channel Workflows in 12.0

Digital Channel Workflow - Triggers



	Chat
When Chat is Presented	✓
When Chat is Accepted	✓
When Chat is Handled	✓
When Group Chat is Declined	✓
When Leaving Group Chat	✓

	Email
When Email is Presented	✓
When Email is Read	✓
When Email is Discarded	✓
When Email is Replied	✓
When Email is Forwarded	✓
When Email is Requeued	✓

Digital Channel Workflow - Triggers



Email
New Workflow

Choose Media: Select...
Voice
Email
Chat

Name: [Empty]

Description: Sample Email Workflow

When to perform Actions: **When Email is Presented**

How to apply Conditions: If all Conditions are met
If all Conditions are met
If any Conditions are met

Subject: [Empty]
From
To
Cc
Bcc
Subject
queueName

Subject: [Empty] Contains Emergency X

Add Condition

Contains
Is equal to
Is not equal to
Begins with
Ends with
Contains
Is empty
Is not empty
Is in list
Is not in list

When Email is Presented
When Email is Read
When Email is Discarded
When Email is Replied
When Email is Forwarded
When Email is Requeued

Media Type + Trigger + Condition Requirements = Action to be Performed

Digital Channel Workflow - Triggers



Chat

New Workflow

Choose Media: Chat

Name: Chat Workflow

Description: Sample Chat Workflow

When to perform Actions: [Dropdown]

How to apply Conditions: [Dropdown]

queueName | Is equal to | Help | [?] [X]

Add Condition

When Chat is Presented

When Chat is Accepted

When Chat is Handled

When Group Chat is Declined

When Leaving Group Chat

queueName

queueName

chatType

Title

Name

Details

Email

PhoneNumber

AddressLine1

AddressLine2

City

Country

Is equal to

Is equal to

Is not equal to

Begins with

Ends with

Contains

Is empty

Is not empty

Is in list

Is not in list

Media Type + Trigger + Condition Requirements = Action to be Performed

Digital Channel Workflow - Example

Choose Media: Email

Name: deletedEQ

Description: Priority email

When to perform Actions: When Email is Discarded

How to apply Conditions: If all Conditions are met

queueName Is equal to Disaster_email

Add Condition

Name: sendSMS|

Type: Browser Pop

Handled by: Finesse Desktop

Window Name: sendSMS

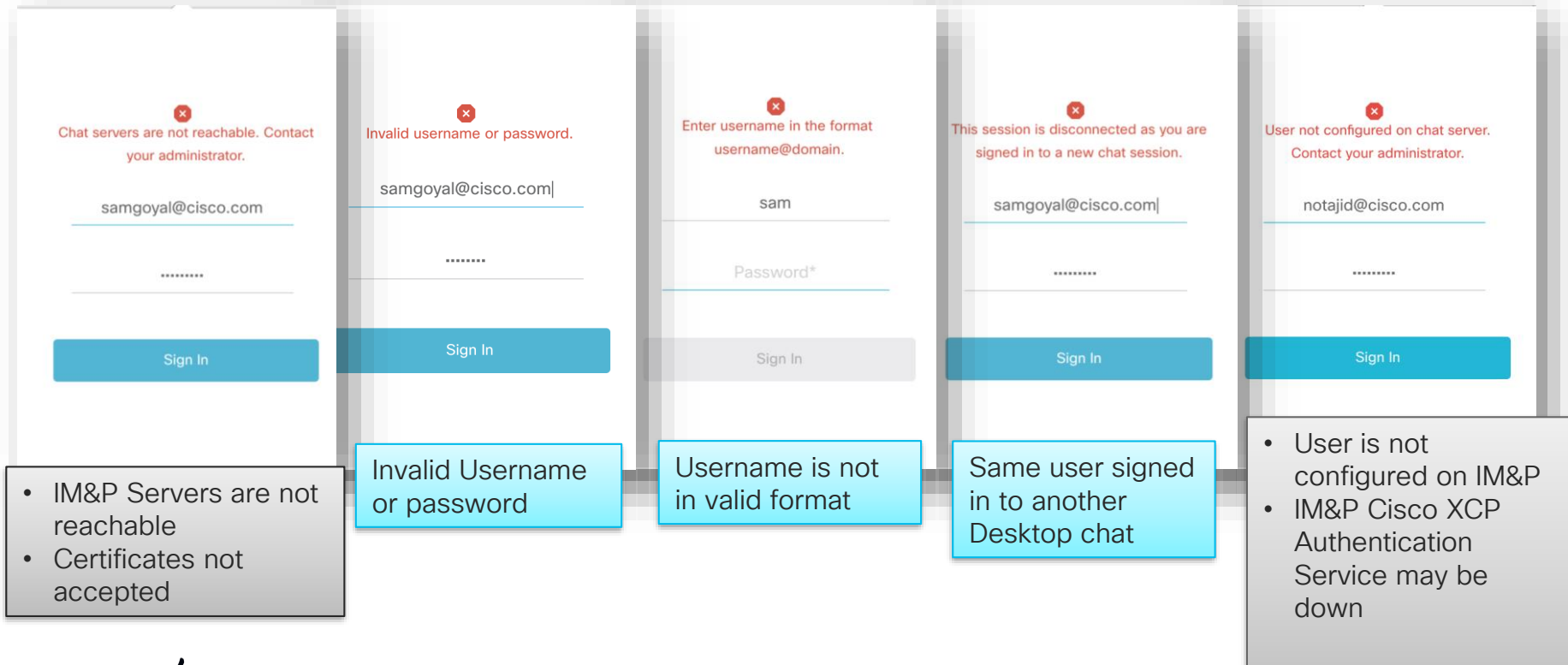
Browser URL: = queueName %20with%20subject%20 Subject %20has%20been%20deleted&key=XXXXXXXXcd0d603565

If an emergency email to the Disaster_email queue is discarded

SMS a message to the supervisor cell number



Troubleshooting Desktop Chat Sign-In Troubleshooting



- IM&P Servers are not reachable
- Certificates not accepted

System Monitoring Tools - CUIC

Utilization Monitoring – Call Handling

CUIC provides stock reports for this:

- Application Performance Analysis report
- Application Summary Report
- Aborted and Rejected Report

Reports Application Summary Report

Application Summary Report

Application Summary Report Only Thresholds

Application Name	Called Number	Calls Presented	Flow-In	Flow-Out	Calls Handled	Avg Speed Of Answer	Avg Talk Time	Avg Work Time	Calls Abandoned	Avg Abandon Time
SimpleQueue	5000	24	0	0	10	00:00:39	00:02:55	00:00:00	14	00:02:07

Utilization Monitoring – Aborted and Rejected Calls

Aborted Contacts – Exception occurred in the script workflow –
ABORT!

Rejected Contacts – System reached maximum capacity –
REJECT!

Cause Codes :

- Reject – TRIGGER_MAX_SESSION
- Reject – NO_CHANNEL_LICENSE
- Aborted – Too many transfer failures
- Aborted – Max Steps Executed (1000)

Aborted Rejected Call Detail Report

Aborted and Rejected Call Detail Report Only Thresholds

Node ID - Session ID - Sequ...	Call Start Time	Call End Time	Contact Type	Contact ...	Abort/Reject Reason
2-44000000001-0	7/31/17 2:12:52 pm	7/31/17 2:12:52 pm	Internal	Rejected	Reject: Channels Not Ready
2-44000000002-0	7/31/17 2:13:11 pm	7/31/17 2:13:11 pm	Internal	Rejected	Reject: Channels Not Ready
2-44000000003-0	7/31/17 2:15:26 pm	7/31/17 2:15:26 pm	Internal	Rejected	Reject: Channels Not Ready
2-44000000005-0	7/31/17 2:15:55 pm	7/31/17 2:15:55 pm	Internal	Rejected	Reject: Channels Not Ready
2-44000000006-0	7/31/17 2:17:21 pm	7/31/17 2:17:21 pm	Internal	Rejected	Reject: Channels Not Ready
2-48000000002-0	8/23/17 1:35:18 pm	8/23/17 1:35:18 pm	Internal	Rejected	Reject: Channels Not Ready
2-48000000003-0	8/23/17 1:36:06 pm	8/23/17 1:36:06 pm	Internal	Rejected	Reject: Channels Not Ready
2-48000000004-0	8/23/17 1:39:31 pm	8/23/17 1:39:31 pm	Internal	Rejected	Reject: Channels Not Ready
1-59000000004-0	8/23/17 1:58:01 pm	8/23/17 1:58:43 pm	Internal	Aborted	com.cisco.wfapi.WFTaskStoppedExecutionException: Debug
1-42000000027-0	7/26/17 11:00:47 am	7/26/17 11:03:02 am	Internal	Aborted	com.cisco.app.ApplicationTaskInactiveException
1-43000000050-0	7/26/17 11:52:49 am	7/26/17 11:54:31 am	Internal	Aborted	com.cisco.app.ApplicationTaskInactiveException
1-43000000053-0	7/26/17 11:53:05 am	7/26/17 11:58:10 am	Internal	Aborted	com.cisco.app.ApplicationTaskInactiveException
1-43000000081-0	7/26/17 11:56:47 am	7/26/17 11:58:21 am	Internal	Aborted	com.cisco.app.ApplicationTaskInactiveException
1-43000000100-0	7/26/17 1:59:04 pm	7/26/17 2:00:30 pm	Internal	Aborted	com.cisco.app.ApplicationTaskInactiveException
1-43000000120-0	7/26/17 2:54:56 pm		Internal	Aborted	com.cisco.app.ApplicationTaskInactiveException

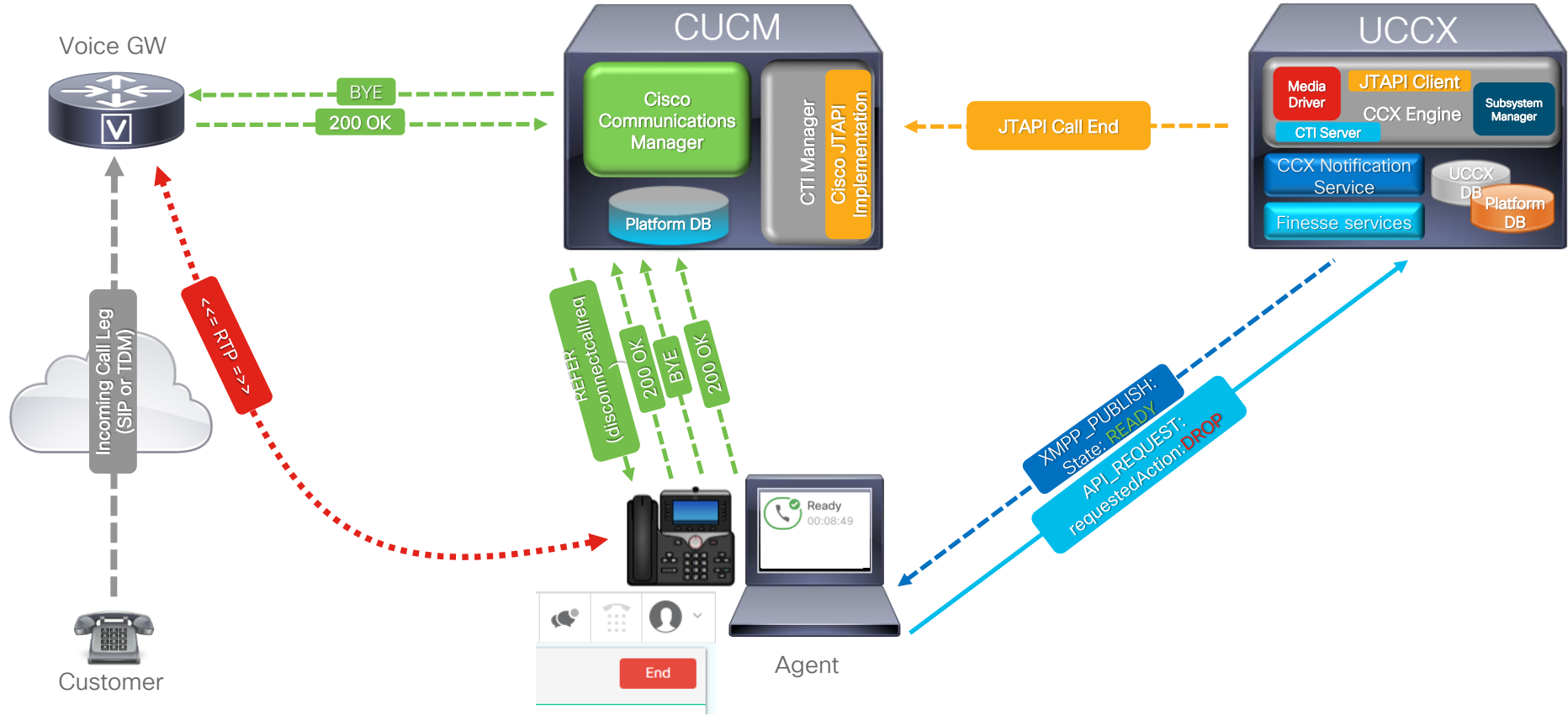
Reports give helpful contact details and exact timestamps!

Call States - Reference



STATE	LOG pattern	DESCRIPTION
RECEIVED	Call.Received	Call was received at a configured CTI Route Point
ASSOCIATED	Call.Associated	An available CTI port was assigned.
ACCEPTED	Call.Accepted	Call was routed to available CTI port
REJECTED	Call.Rejected	Call failed to be routed to a port
ATTRIBUTED	Call.Attributed	An application task was invoked to handle this call
ANSWERED	Call.Answered	Call was answered by the application (Accept Step)
ABANDONED	Call.Abandoned	Call was dropped by the caller or CTI port during consult
DISCONNECTED	Call.Disconnected	Call was terminated by the application
TRANSFERRED	Call.Transferred	Call was successfully transferred by the application
ABORTED	Call.Aborted	Call was terminated prematurely

UCCX Call Flow – Call End from Finesse



Rejected/Aborted Cause Codes:



ID	Name	Description
2	CHANNELS_BUSY	Channels are all busy
3	NO_ROUTE	No Route
4	RESOURCE_OUT_OF_SERVICE	Resource is out of service
5	RESOURCE_BUSY	Resource is busy
6	RESOURCE_NOT_ACKNOWLEDGING	Resource is not acknowledging
7	RESOURCE_INVALID	Resource is invalid
8	UNKNOWN	Unknown
9	UNCAUGHT_EXCEPTION	Too many transfer failures
10	CONTACT_NOT_OFFERED	Contact was not offered
11	RESOURCE_FORWARDING	Resource is forwarding
12	RESOURCE_DISCONNECT	Resource disconnected
13	NO_TRIGGER	No Trigger
14	TRIGGER_TIMEOUT	Trigger timeout
15	TRIGGER_FAIL	Trigger failure
16	TRIGGER_MAX_SESSION	Trigger max session
17	SETUP_TIMEOUT	Setup timeout
18	SETUP_FAIL	Setup failure
19	REMOTE_TIMEOUT	Remote timeout
20	CHANNELS_NOT_READY	Channels are not yet ready
21	NO_CHANNEL_LICENSE	No channel license
22	SOFTWARE_ERROR	Software error
23	INTERRUPTED	Interrupted

Log Map

RTMT Choice	Folder	Files	What does it have ?	How do you enable detailed tracing?
CCX Notification Service	/opt/cisco/desktop/ logs/openfire	debug	Debug output is logged here when enabled in CLI	utils uccx notification-service log enable
		error	Error level messages	
		info	Informational level messages	
		openfireservice	Openfire startup and shutdown messages.	
		stdout	by default shows successful AXL auth with user/pw	
		warn	Warn level messages	

Log Map

RTMT Choice	Folder	Files	What does it have ?	How do you enable detailed tracing?
CUIC Reporting Service	/opt/cisco/cuic/cuicsrvr/logs	catalina.out	?	Cisco Unified CCX Serviceability Note: Cluster_Mgr to enable debugging for JMS. JMX port is 12350.
		host-manager	empty by default	
		localhost	?	
		localhost_access	Live Data/gadget calls	
		manager	?	
	/opt/cisco/cuic/logs/cuic	CcBU-cuic	All trace output for CUIC Reporting Service based on CCX Serviceability configuration	
		Error-cuic	Error level messages for CUIC Reporting Service	
		mmca-install.log	CUIC data migration events triggered by switch version	
CUIC Serviceability Service	/opt/cisco/cuic/logs/jmx	JMX-INFO	?	
Cisco Unified Cluster View Daemon	/opt/cisco/uccx/log/MCVD	C*MCVD*.log	The CVD logs include the internodal activity as well as JMS Broker Service activity.	
Cisco Unified CCX Engine Service	/opt/cisco/uccx/log/MIVR	C*MIVR*.log	UCCX Engine activity is logged here. This includes all of the subsystems under the Engines control.	
Cisco Unified CCX Administration Service	/opt/cisco/uccx/log/MADM	C*MADM*.log	UCCX Administration interface actions are logged here.	

Finesse Log Map

RTMT Choice	Folder	Files	What does it have ?	How do you enable detailed tracing?
Cisco Finesse	/opt/cisco/desktop/logs/webservices	Error-Desktop-webservices.2013-11-20T14-18-30.806.startup.log	Finesse Tomcat service logs. Has XMPP interaction with Notification service (openfire) and intreraction with UCCX Engines CTI Server.	Trace levels are not configurable.
		Desktop-webservices.2013-11-27T12-37-17.090.log		
	/opt/cisco/desktop/logs/realm	realm	Finesse attempts to validate user creds via axl with cucm, and establish Bosh tunnel with openfire	
	/opt/cisco/desktop/logs/desktop	Container-desktop.2013-11-20T14-18-14.799.startup	Finesse Admin logs	
	/opt/cisco/desktop/logs/db	online.phx	DB logs	
		phx_repl_output_util.log	DB Replication setup logs	
	/opt/cisco/desktop/logs/admin	Container-admin.2013-11-20T14-18-10.661.startup	Finesse Admin logs	
	/opt/cisco/desktop/finesse/logs	catalina.out	Finesse Tomcat logs	
		localhost_access_log	Finesse Admin logs	
	/opt/cisco/uccx/log/AXL	AXLClient	UCCX AXL Authentication events	
/opt/cisco/desktop/logs/clientlogs	Desktop-ClientLog.<agentID>.<day/time>.log	Logs pushed by agents using the Send Error Report function		