Integrate Webex Experience Management (WxM) Deferred Survey with UCCE Solution

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Introduction

This document describes in detail the data flow between the Cisco Contact Center Enterprise (CCE) solution and the WxM platform. In addition, it provides the steps required to configure and integrate the solution in order to achieve a closed loop Deferred (SMS/Email) feedback system for voice calls.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CCE Release 12.5 Unified Contact Center Enterprise (UCCE) and Package Contact Center Enterprise (PCCE)
- Customer Voice Portal (CVP) Release 12.5
- Cloud Connect Release 12.5
- WxM Platform (Formerly known as Cloud Cherry)

Components Used

The information in this document is based on these software versions:

• UCCE 12.5(1) ES_7

- CVP 12.5(1) ES_6
- VVB 12.5(1)
- Cloud Connect 12.5(1) ES_1
- Finesse 12.5(1) ES_2
- WxM Platform

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

Background

WxM is Cisco's next generation Customer Experience Management (CEM) solution that provides businesses with the ability to consolidate and analyze customer journey data from all digital touchpoints in real time --- before, during, and after the contact center interaction.

Data Flow for a Voice Call

This data flow is based on the Customer Voice Portal (CVP) Comprehensive Call Flow.



- 1. Cloud Connect server starts the Cherrypoint container after the WxM account is set via the CLI commands. Cherry point container invokes a LoginToken () API with the configured user account, API keys etc. and sends it to WxM for authentication.
- 2. WxM validates the LoginToken request successfully then sends 200 OK back to Cloudcherry container.
- 3. Cherrypoint Container then invokes the get Dispatch () and the get Settings () API call to WxM.

- 4. WxM returns the Dispatch Setup, Questionnaires, Templates, Prefill etc to the Cherrypoint container. This information is first parsed to identify if Personal Identity Information (PII) questions are present. If they are, then depending on the call settings, the API hash algorithm is fetched. For 12 hours the questionnaire is saved in the server memory.
- 5. The call comes into the contact center (Caller-> CVP -> ICM) and then, the system checks if the Post Call Survey (PCS) feature is enabled. In this case, it is enabled by th euse of the **user.microapp.isPostCallSurvey** variable in the ICM script.
- 6. The Incoming Call's Dialed Number (DN) is associated with a Call Type and in turn WxM deferred (SMS/Email) Survey. Since ICM needs callers confirmation in order to receive the deferred survey and the caller's Email/Mobile number, It sends the VXML application details to run as part of **Run Script Request** back to CVP.
- 7. The VXML Server runs the deployed VXML application and captures the User's willingness to receive the deferred survey. The VXML application also captures the user's ID, and the Email/Mobile number. CVP VXML sends back to ICM via Voice Browser to CVP as part of the ExtVXML variables. In this entire call flow, VXML leg just gets involved for the collection of the user inputs, and never interacts/involves with WxM in case of deferred survey leg. This is the unique difference between Inline and Deferred flow.
- 8. ICM collates the Caller's inputs received from CVP VXML (FromExtVXML 0 & 1) as part of POD.ID and identifies an agent target for the call. ICM Router then sends the associated call context information (i.e. Agent ID, Skill Group ID, Team ID, and Dispatch ID) along with other call context details back to CVP in the CONNECT message. This is achieved by the Expanded Call Context (ECC) variable CxSurveyInfo. CVP SIP leg process the connect message and forwards the call to the targeted agent.
- 9. Caller disconnects the call. Dispatch ID received as part of CONNECT message, tells the CVP call server that Email/SMS needs to be sent to the caller after the call ends.
- 10. CVP call server creates a batch of requests and sends it to Cloud Connect which contains Dispatch ID, Customer ID, Email, and Mobile number (received in Step 8) and calls the DispatchRequest() API on Cloud Connect. Once Cloud Connect received the Dispatch request, It updates all the prefill tags as per the dispatch template and forwards the DispatchRequest() to WxM which in turn passes onto WxM SMS/Email Provider configured in WxM.
- 11. WxM SMS/Email Provider accepts the DispatchRequest() and sends the ack **202 Accepted** back to WxM. Once WxM receives the **202 Accepted** message, It passes back to CVP.
- 12. WxM SMS/Email Provider sends the survey info in the form SMS/Email as per the Dispatch Request. Caller receives the Email/SMS as shown in the image.

Sample Email Survey

Sample SMS Survey

He Menage Heig Q Selene shed you want to do Reymen 1 □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □		3:31	응, 2월, 대 2월, 대 80% 🗎
Applicate Dates Apply Statute Op Supple To Dates Op Supple To Dates Op Supple To Dates Op Supple To Dates Dates <thdates< th=""> <thdates< th=""> <thdates< <="" th=""><th><</th><th>CP-MGBSMS</th><th>Delete</th></thdates<></thdates<></thdates<>	<	CP-MGBSMS	Delete
Test Email DifictShare -downingly_internal@copercloudchery.com> Te @Monaldit Sources Research (7) Re		Thursday,	28 May 2020
This is a local measing for each <u> <u> <u> </u> <u> </u></u></u>	e	This a test message for sms http://nps.bz/WXMXCHANNE	LDEM0-6237388c=18

you can use the link in Email/SMS and click **START** in order to fill in the survey questions. Once you answer all the questions and submit them, they are passed back to the WxM respository.

← → C* @ ② ⓐ http://ci.douddharry.com/na/%/oginhckar+ mmc=1 m	··· 🗵 🛱	👱 IA G
Zia Ciesa Terrana: 🧬 School de For Coll. Cell.		
Walsome		
weicome		
Welcome to Cumulus		
The LEW		1.37
ENGLISH		

Configure

Provision WXM Service on Cloud Connect



Cloud Connect interacts with WxM platform by the use of a new container service called

CherryPoint. This service runs in active - active state mode in both nodes of cloud connect and enables it to access WxM platform.

To integrate cloud connect with WxM portal, WxM license needs to be purchased. This triggers the onboarding process by the WXM activation team. After a successful org creation these essentials are sent to the registered email address.

- Desktop User & API Key
- System User & API Key
- Voice PIN Prefix
- Web URL Prefix
- Deployment ID
- Proxy details

Once above information is received on the primary cloud connect server run the command **set cloudconnect cherrypoint config** in order to update the configuration details and integrate cloud connect to WxM.

admin:set cloudconnect cherrypoint config	
Fetching existing configuration	
Enter the Config details to be saved:	
Desktop User (with Read Only Privileges) Jdoeesdsyst	tem :
Desktop User API Key [******]: apikey-N2L	
System User (with Read and Write Privileges) Jdoepro	odsvstem :
System User API Key [******]: apikey-8	a oyotom
Web URL Prefix [https://cloudsurveyweb]: https://cl	Loudsurveyweb
Deployment ID [6767]: 424242	
Proxy Enabled(true/false) [true]:	
Proxy Host Proxy.AA.BB.com : Proxy.AA.BB.com	
Proxy Port [80]:	
The config details updated successfully.	
admin:	

Where:

- Deployment ID: This can be any dummy number or CCE solution system Id.
- Proxy Details: Ensure the proxy used is either non secure (port 80 or 8080) or secure (port 443). Proxy with authentication is not supported.

After the configuration details are updated successfully reinitialize the cherrypoint contianer with the stop and start commands.

- utils cloudconnect stop cherrypoint
- utils cloudconnect start cherrypoint

```
admin:utils cloudconnect stop cherrypoint
Stopping the container cherrypoint ....
Container cherrypoint is stopped successfully.
admin:utils cloudconnect start cherrypoint
Container cherrypoint is started successfully.
admin:
```

To check the configuration and connectivity to the WXM you can run these commands respectively.

```
    Show cloudconnect cherrypoint config

admin:show cloudconnect cherrypoint config
Fetching existing configuration...
Desktop User (with Read Only Privileges):
                                              Jdoeesdsystem
Desktop User API Key: *******
System User (with Read and Write Privileges):
                                                  Jdoeprodsystem
System User API Key: *******
Web URL Prefix: https://cloudsurveyweb
Deployment ID: 6767
Proxy Enabled(true/false): true
Proxy Host: Proxy.AA.BB.com
Proxy Port: 80
Last Updated Timestamp: 1589959659212
admin:
```

• utils cloudconnect cherrypoint test-connectivity



Note: If there is a issue with the connection to the Internet, you see error with code 400.



ICM Related Configuration:

1. Cloud Connect in Inventory Database

First step is to add cloud connect server into the Administration Workstation (AW) inventory database. To include the server, on the CCE Administration page in the inventory gadget of the infrastructure card, add the cloud connect server details.

Unified Contact Center Enterprise Management			
Overview Infrastructure Infrastructure Organization	Add Machine Type Hostname/IP Addres Cloud Connect Adr Username* Password*	Cloud Connect Publish Note: The Cloud Conne ss* ministration	er
Host Name cloudconnecta125.grey.com cloudconnectb125.grey.com cuic125.grey.com	· · · · · · · · · · · · · · · · · · ·	Hostname/IP Address 10.106.80.149 10.106.80.150 10.106.80.180	Type Cloud Connect Publisher Cloud Connect Subscriber CUIC-LD-IdS Publisher
cuicld125.grey.com		10.106.80.181	CUIC-LD-IdS Subscriber

Note: You can see 'Internal Server Error' on the page and this is due to lack of secure communication between the AW and the cloud connect servers.

6	Error occurred
	Internal Server Error. Try again later or contact your system administrator.

To resolve this issue, ensure that proper certificates are exchanged between the servers. For more details on certificate exchange in self-signed environment for CCE solution please refer to this article: <u>UCCE Self-signed Certificate Exchange.</u> For CA-Signed refer to this article: <u>CCE CA Signed Certificate.</u>

2. ECC Variables

Ensure that these ECC variables are enabled in the ICM solution

- user.microapp.isPostCallSurvey
- user.CxSurveyInfo
- POD.ID

Attributes	Attributes	Attributes
Name * user.microapp.isPostCallSurvey	Name * user.CxSurveyInfo	Name * POD.ID
Maximum length *	Maximum length * 80	Maximum length * 120
- Array	Array	- Array
Maximum array size	Maximum array size	Maximum anay size
Enabled 🗹	Enabled 🗹	Enabled 🗹
Persistent	Persistent	Persistent
Cisco provided	Cisco provided	Cisco provided
Description	Description	Description Unique identifier for use with propagate call or task contex

Note: If the user.CxSurveyInfo variable and POD.ID variables are not set correctly, the CVP server fails to create an API request for the cloud connect server.

3. ICM Call Type and Survey Association

Deferred Survey: In this type of survey, after the customer call ends, the customer receives a survey link, either via SMS or email, which the customer can respond to at their convenience.

Depending on the business requirements, Deferred survey can be enabled on the call type associated with the ICM main script.

You can map the Call Type and Survey via the CCE administration page. Navigate to **Call** settings > Route settings > Call Type page and select the call type of the icm script where the survey association is needed, and check the **Enable Experience Management** box.

			Media Routing Domain	all Type		
	Cell Cettings		Name	•	ID	
	Call Settings		Builtin		1	
	Route Settings		Call Type of main call-in S	Script	5003	
Call Settings	Bucket Intervals	\Box	test		5000	
MRD, Call Types, Bucket Intervals	Miscellaneous		General Experience Mana	gement		
			Name			
			Description			
			Service Level Threshold	System I	Default (Unknown)	seconds
			Service Level Type	System (Default	٣
			Bucket Interval	System	Default	٩
			ID	5000		
			Enable Experience Management			

Note: When the user reaches call type page via CCEAdmin, AW sends a post request *https://<cloudconnectFQDN >:8445/cherrypoint/status?details=true* to cloud connect server to check the integration status of cherrypoint service. If the result states the service is up then **Enable Experience Management** is displayed in the UI, else the option is not visible.

In **Experience Management** tab select the deffered survey with the desired questionnaire that is configured in the WxM portal. The questionnaires populated in the **Select Questionnaire** page are the one configure in WxM portal. They get synched via cloud connect.

Edit test General Experience Management Intine Survey Deferred Survey O	Select Dispatch X Q, Name • Demo Email Demo Email and SMS
WXM Portal	WxM Portal Dispatch Setup
Dispatch Setup Invitations & Tokens It invites using the m Invitations & Delivery Policy	Sage ter Q. Filter Eigenth Name Questionnaire Delivery Policy Used Token Template Used Status
Invitations Classic Message Template Invitations Classic (SIM) Token S& Other Settings Dispatch Setup	Demo Email and SMS Post Call Feedback Demo Email and SMS Demo Token Email SMS O Ad Demo Email Post Call Feedback Demo Email Demo Token Email O Ad Demo SMS Post Call Feedback Demo SMS Demo Token SMS O Ad

4. Main Call In Script Configuration:

In the main script ensure that **user.microapp.isPostCallSurvey** variable is set. For this script if WxM post call survey is needed set the variable to 'Y', 'N' flag disables the WxM PCS for the calls that come in to this main script.



Note: If user.microapp.isPostCallSurvey set variable node is not configured in the script by default the CVP marks the call for post call survey but the survey only works with traditional PCS feature, WxM PCS call fails.

CVP Related Configuration

1. CloudConnect into NOAMP

For CVP VXML Server component to communicate with cloud connect first step is to add cloud connect server into the CVP New Operations Manager (NOAMP) portal. To add, on the NOAMP page in integration section click on cloud connect, select CVP Call Server from the device drop down list and add the cloud connect server details.

0			Cloud Connect	
Integration	Cloud Connect	₽	Device eftcvpa.grey.com	m ~
			A Change in value requires	a restart of Cisco CVP CallServer service.
			Publisher IP Address / Hostname	cloudconnecta125.grey.com
			Subscriber IP Address / Hostname	cloudconnectb125.grey.com
			Username	administrator
			Password	

Note: As a best practise Fully Qualified Domain name (FQDN) of the cloud connect servers should be used.

You can see 'Internal Server Error' on the page and this is due to lack of secure communication between OAMP and CVP Call Servers.

		alialia cisco	Cisco Unified Customer Voice Portal	administrator Administrator
Integration Cloud Connect	⇔	_	Cloud Connect	
		Overview	Device eficypa.grey.com ~	0
	ÇWA	Error occurred Internal Server Error. Try again later or contact your system administrator.		

To resolve this issue, ensure proper certificates are exchanged between the CVP Server and OAMP servers. For more details on certificate exchange in self-signed environment for CCE solution please refer to this article: <u>UCCE Self-signed Certificate Exchange</u>. For CA-Signed refer to this article: <u>CCE CA Signed Certificate</u>.

OAMP server pushes the cloud connect server details to all the CVP Call Servers and the

information is adde in the sip.properties file as shown in the image.

#Cloud connect Publisher Address SIP.CloudConnect.publisherAddress = cloudconnectal25.grey.com #Cloud connect subscriber Address SIP.CloudConnect.subscriberAddress = cloudconnectbl25.grey.com #Cloud connect password SIP.CloudConnect.password = 203z18gCsJ*M2/ZWs/

#Cloud connect username

SIP.CloudConnect.username = administrator #Cloud connect HTTP request time out SIP.CloudConnect.RequestTimeout = 10000 #Cloud connect evapoint Endpoint API SIP.ClouConnect.CreateMeetingApi = /evapoint/meeting/create SIP.ClouConnect.DeleteMeetingApi = /evapoint/meeting/end SIP.ClouConnect.StatusApi = /evapoint/status #Cloud connect Survey Endpoint API SIP.ClouConnect.SurveyEndPointApi = /cherrypoint/surveyendpoint SIP.ClouConnect.AuthTokenApi = /cherrypoint/authtoken #CLoudCherry Customer ID SIP.CloudCherry.CustomerID = icm #CLoudCherry Email ID SIP.CloudCherry.CustomerEmailID = abc@cc.demo.com SIP.CloudCherry.SurveyValidityTime = 300000

Note: When you add cloudconnect in NOAMP, the system pushes cloudconnect nodes, username and passwords on to sip.properties file, rest all fields in the above screenshot should be added manually to the file if that is not present.

Restart the CVP Call Server.

2. Create Call Studio Application for Collecting User Inputs:

端 Builder - SurveyDetails/app.callflow - Ciscc Unified Call Studio File Edit Callflow, Navinate Search Project Run, Window, Heln	- σ	×
[] - E C () · · · · · · · · · · · · · · · · · ·	🖽 🕒 Builder	
€s. Navigator 🛙 👘 🖫 app.califilow 🖾 👘 🗖	Element Configuration 🕴 📴 Outline	- 1
	CVP Subdialog Return Settings Name: CVP Subdialog Return_01 Name Value	0
next Subdialog Start_01 done	* Caller Input 1 External VXML 0 cc_CustomerId=[Data.Element.OptSurvey.cid]:Email=username@email.com;Mobile=1234567890;cc_Janguage=en-us External VXML 1 Optim=[Data.Element.OptSurvey.value] External VXML 2 External VXML 2	
Ceneral Context Conte		

External VXML 0 set to -->
cc_CustomerId={Data.Element.OptSurvey.cid};Email=username@email.com;Mobile=1234567890;cc_languag
e=en-us
External VXML 1 set to --> Optin={Data.Element.OptSurvey.value}

Note: In the above example, External VXML 0 variable is set manually. Real deployment

can be done in many ways to find the called in Customer's Email/Mobile number via Database dips etc.

3. Deploy The Application

Deploy the app. Click on deployapp batch file.

	> This	PC > Local Disk (C:) > Ci	sco > CVP > VXMLServer > applications > SurveyDetails > admin
		Name	Date modified Type Size
	*	deployApp	C:\Windows\System32\cmd.exe
	<u> </u>	deployApp.sh	Are you sure you want to deploy application 'SurveyDetails') y
	Я	💿 releaseApp	Application 'SurveyDetails' has been loaded and is now running.
;	*	releaseApp.sh	Press any key to continue

Finesse Related Configuration

WxM offers two different gadgets for call center agents and supervisors.

(a) Customer Experience Journey (CEJ) gadget: Displays all the past survey responses from a customer in a chronological list to agent when they accept a customer call.

cisco	Finesse Talking	~ P	· (@) î 🛈 ·
Home Ny Statistics	Name 00.05 +14085550001 Customer Status : Gold Phone Nember : 1 ~408-555-0001 Email Address : johnsnow@email.com Address : johnsnow@email.com Address : johnsnow@email.com Account Number : 123456789	Keypad Hold	Transfer Consult Wrap-Up ~ End Issue :Some billing issue Membership Number : 123456789 Data Card Number : 123456789000123 Alternate Contact Number : :000 987654321 Other : More detailed issue into Other : :More detailed issue into Revort Savo
1	Customer Feedback ~		
Manage Customers Manage Chat and Email	Q. Search JP 1 ● NPS: 9 / 10 ● CSAT: 3 / 5 Ex Collected 25 Apr 10, 04.52 pm 4 pinned questions Show The guy on the phone was very helpful and understanding. Was ● NPS: 2 / 10 ● Collected 27 Apr 19, 01.92 pm 4 pinned questions Show ● NPS: 4 / 10 ● CSAT: 4 / 5	PINNED INFORMATION Customer Name NPB	Micheal Littlefoot 9 / 10 3 / 5 The guy on the phone was very helpful and understanding. Was able to resolve my issue in no time.

(b) Customer Experience Analytics (CEA) gadget: CEA displays the information depending on the type of resources that are logged in to finesse.

Agent: Displays the overall pulse of the agents through industry-standard metrics such as NPS, CSAT, and CES.

cisco	Finesse	Talking ~	ب ک		. 🗭 î 🚺
	My Feedbacks				
Home	📋 01 Oct '19 - 31 Oct '19				
My Statistics	кеу метякся 4.07 скат Болга	25.65	53.62	49773 Tetal Transcitter Value of Contacts (8)	ABOUT KEY METRICS No informational help last has been provided for this metric weight.
1				e	
Manage Customers	NPS				© ABOUT NPS
	42	950 19 6	• Detractors • Passives • Premoters		Next Proymotor or Next Promoter Score (NPS) is a management tool Post can be used to gauge the logality of a ferrits customer relationships. It servers a air an altermative to traditional customer satisfaction research and claims to be
Manage Chat and	111 🕐 😕				
Email	SENTIMENT ANALYSIS Levenset Gover 3		20% 20% 19% 20%	Strung Publike Militarias Publike Pandral Mulanias Ingetive Torong Ingetive 20165	COMPARING STATEMENT ANALYSIS Asseminated Analysis uses no prosected large advantes patients on activity and provide the design and that thereary patients and the design and that thereary patients and the design and that thereary patients and that thereary of the activity agence and that thereary of the activity agence and activity and activity activity

Supervisor: Displays the overall pulse of the Team\Agents through industry-standard metrics such as NPS, CSAT, and CES.

dhala cisco	Cisco Finesse	Ready count .57				(III)	« î 🛛 -	
	Team Performance:							
Managa Team	Imemi							
9	Agent Name - State		Time In State	Potensk	10	Actions		
My History	joji	😑 Not Heady - Agent Logon	00:01:06	1131			Y	
	Customor Experience Ana	lytics ^						
Terran Data	💼 01 jan 19 - 31 Dec 19	4						
	NPS					() ABOUT NPS		
Quoue Data	-29	ene		28%	27%	Net Promoter or Net Promo menagement, tool that can b	tor Score (NHS) is a relised to gauge	
	NPS Score					The loyalty of all trime cuscomer relationships. If somes as an alternative to traditional customer satisfaction research and claims to be correlated with revenue growths.		
		20-23 🖉			eneriti 🐓			
	CES							
						() ABOUT CES		
	-9	495	27%		129	customer satisfaction survey ease of a customers experie	that measures the nor with a	
	CES Score		😑 Low 😑 Moderate 👊	High		company. The general prind that the easiest way to impre-	lpie behind CES Is ove cuitomer	
		n-22 🖉			o:22 📽	experience is by making it es	asier for them to	

In order to enable these gadgets on finesse these are the steps needed.

1. Certificate Exchange

The gadgets interact with WxM platform directly to get the required information. For WxM to accept the request from the gadget's, authorization token is required which finesse servers fetch from cloud connect. Due to SRC compliance certificate exchange between the finesse and cloud connect servers are required for successful communication. For self-signed environment please follow the steps as stated in this document.

2. Cloud Connect in Finesse Admin

Finesse should be aware of the cloud connect server and this is achieved when you add cloud connect details into finesse administration page.

Cisco Finesse Administration

Cloud Connect Server Settings					
Username*		administrator			
Password*					
Publisher Address	5 *	cloudconnecta125.grey			
Subscriber Addre	SS	cloudconnectb125.grey			
Save	Revert				

3. Gadget Enablement

CEJ gadget: To enable the CEJ gadget on finesse export the gadget code from WxM and copy it into the finesse admin desktop layout page for agent & supervisor. Steps to achieve this are as follows:

Step 1. Log in to WxM with the admin account.

co Finesse	deb. CCMP_Installation_an	s ⁵ Schedule for CCIE Coll	Software Installation/	G Software Installation/	Cisco Unified Contact
				`	1
					-
				Experience	Webex Management
				Username or Email	
				ccdemo09admin	
				Password	

Step 2. Download the CEJ gadget from spaces - Overall Experience - export Cisco Contact Center journey gadget.

=	vOverall Experience Agent Dashboard Sup	ervisor D	Dashboard Agent Pulse Dashboard for Supervisor	
Spaces	13 Apr '20 - 12 May '20 🖉 11 response	5	A	
CX Setu	11 Responses			Expert Cisco Contact Centre Gad
	Q Search Responses ↓₹		NPS: 10 / 10 CES: 5 / 5 Anonymous	
	NPS: 10 / 10 CES: 5 / 5 Anonymous Collected 07 May '20, 05:56 pm	I.	Response Timeline	RESPONSE ACTIONS
	Post Call Feedback No Comments Added		LINPS 10/10	

Step 3. Copy the url.

Export Cisco Contact Centre Gadget



Step 4. On the finesse CFAdmin desktop layout page include the url under the **home** tab of **Agent** layout.



Step 5. On the finesse CFAdmin desktop layout page include the same url under the **home** of **Supervisor** layout.

1
<role>Supervisor</role>
<pre><pre><pre></pre></pre></pre>
<gadget>/desktop/scripts/js/callcontrol.js</gadget>
<tab></tab>
<tap></tap>
<pre><rustrangevision <="" pre=""></rustrangevision></pre>
<pre><label>finesse.container.tabs.supervisor.homeLabel</label></pre>
<columns></columns>
<column></column>
<gadgets></gadgets>
The following gadget is for CloudCherry Customer Experience Analytics.</td
If CloudCherry is onboarded successfully with all configurations, then replace the uni-
with the actual uti obtained by exporting the clsco Finesse gadget itom cloudcherry>
<gadget>/3rdpartvgadget/files/CXService/CiscoCXJournevGadget.xml?gadgetHeight=450&spaceId=5eccc805b18b7b1480e1013a-</gadget>
wxmxchanneldemoadmin
<gadget ldm"team-performance"="">/desktop/scripts/js/teamperformance.js</gadget>
The following gadgets are used for Viewing the call history and state history of an agent selected in the Team</p

CEA Agent Gadget: Similar steps as CEJ gadget is needed to enable this application for agents in finesse.

Step 1. In WxM admin portal in space select Agent Dashboard and on the left side navigational bar opt for **Customer Experience Analytics** option. As the CEA wallboard loads press button and in drop down menu select **export Cisco Contact Centre Gagdet** option.

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	± li\ 🖸 🍭 🛱 ∃
llation_an 🧬 Schedule for CCIE Coll 🕲 Software Installation/ 🕲 Software Installation/ 🕲 Gisco Un	ified Contact
upervisor Dashboard Agent Pulse Dashboard for Supervisor	
Questionnaire = Post Call Feedback 🗸 🔇	2
0.0	reate New Group
0 10	dit This Group & Manage Widgets
Q Pa	n This Group
100%	elete This Group
Promoters	port Cisco Contact Centre Gad
	x + r.com/#/spaces/Sea94122e5833403e8dcb28a-ccdemo09admin/metrics/1311511 ··· · · · · · · · · · · · · · · ·

Step 2. Copy the url and modify the url: append the filter & filter Tags=cc_AgentId to it.

Export Cisco Contact Centre Gadget

Use the code snippet below to export Metric Group Check Pulse from Space Agent Dashboard as a Cisco Contact Centre Solutions gadget. This gadg to change these filters in the gadget in Cisco Webex Contact Centre or Cisco Finesse Desktop.



Step 3. On the finesse CFAdmin desktop layout page include the url under the **myStatistics** tab of **Agent** role.

<pre><id>myStatistics</id> <icon>column-chart</icon> <label>finesse.container.tabs.agent.myStatisticsLabel</label></pre>
<columns></columns>
<column></column>
<readquartes></readquartes>
<pre>cgadget>/3rdpartygadget/files/CXService/CiscoCXAnalyticsGadget.xml?spaceId=5eccc805b18b7b1480e1013b wxmxchanneldemoadmin&metricId=104034341424217031265235014-wxmxchanneldemoadmin&filterTags=cc_AgentId</pre>
<pre><gadget>https://cuicl25.grey.com:8444/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=150%</gadget></pre> viewId=0B8D11317ED54A80B64F3AE28C5139E5%filterId=agentStats.id=CL%20teamName
<tab></tab>

CEA supervisor Gadget: Similar steps as CEJ gadget is needed to enable this application for supervisor in finesse.

Step 1. In WxM admin portal in space select Supervisor Dashboard and on the left side navigational bar opt for **Customer Experience Analytics** option. As the CEA wallboard loads press : button and in drop down menu select **Export Cisco Contact Centre Gadget** option.

Overall Experience	Agent Dashboard Supervisor Dashboard Agent Pulse Dashboard for Supervisor	
🖮 🗯 13 Apr '20 - 12 May '2	Questionnaire = Post Call Feedback \vee	£
Metrics	ılse	
Check Pulse		
Monitor Trends		Edit This Group & Manage Widgets
Compare Segments		孕 Pin This Group
Prioritize Actions)	Delete This Group
Customer Experience Analytics	e 🔴 Promoters	Export Cisco Contact Centre Gad

Step 2. Copy the url and modify the url: append the filter &filterTags=cc_TeamId to it.

Supervisor Gadget url

Export Cisco Contact Centre Gadget

Use the code snippet below to export Metric Group **Check Pulse** from Space **Supervisor Dashboard** as a Cisco Contact Centre Solutions gadget able to change these filters in the gadget in Cisco Webex Contact Centre or Cisco Finesse Desktop. **FILTER(S) APPLIED IN THIS SPACE** *Questionnaire = Post Coll Feedback* //3rdpartygadget/files/CXService/CiscoCXAnalyticsGadget.xml?spaceId=5eb1082b374511761041dea5-anujlabadmin&metricId=4818101 64351011491262333364-anujlabadmin

Finesse Supervisor Gadget url

<gadgets>
 <gadgets>
 <gadget>
 /3rdpartygadget/files/CXService/CiscoCXAnalyticsGadget.xml?spaceId=5dd76d0d4ba95e0e6cecd552accountname&metricId=4f3mih1j55ir792r-accountname&filterTags=cc_TeamId → Add filter tag in Finesse desktop layout
 </gadget>
 </gadgets>

Step 3. On the finesse CFAdmin desktop layout page include the url under **teamData** tab of **Supervisor** role



4. White List Finesse Servers Urls

To ensure API requests from finesse to WxM are authenticated, finesse server URL's should be whitelisted in the WxM server.

In WxM admin portal - edit profile under CORS ORIGIN tab include finesse server url with port 8445.



Note: The urls can be FQDN of finesse server or wild card such as https://*.bora.com:8445

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

There is currently no specific steps availabe to troubleshoot this configuration.

Related Information

- For information on WxM Inline survey plese refer to this article: Integrate Webex Experience Management (WxM) Inline Survey with UCCE Solution
- For information on self-signed certificate exchange for CCE solution please refer to this article: <u>UCCE Self-signed Certificate Exchange</u>
- For information on CA signed certificate implementation on CCE solution please refer to this article: <u>CCE CA Signed Certificate</u>
- CVP GitHub WxM application: Default WxM Application CVP GitHub
- <u>Technical Support & Documentation Cisco Systems</u>