如何配置在PCCE 10.5的精确度队列实际数据小 配件

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Introduction

本文描述步骤配置在精良的精确度队列实际数据小配件包的联系中心企业的(PCCE) 10.5。在PCCE 10.5中,精良默认布局列出Cisco Unified智力中心(CUIC)报告的特定小配件。然而,精良不包括 Live数据精确度在CUIC存在的队列报告的配置。

Prerequisites

Requirements

Cisco 建议您了解以下主题:

- •精良小配件
- PCCE

需要的组件

本文档中的信息基于以下软件和硬件版本:

- PCCE版本10.5
- •精良版本10.5

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.

问题:CUIC在实际数据精确度队列报道没有包括

两CUIC报告、代理程序和代理程序技能组的这四个小配件在精良存在,但是CUIC实际数据精确度 队列报告不是包括的。

- <!-- "Agent Skill Group" Report -->
 <!-- <gadget>http://my-cuic-server:8081/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId=9AB7848B10000141000001C50A0006C4&filterId=agent.id=CL%20teamName</gadget>-->
- <!-- "Agent All Fields" Report -->
- <!-- <gadget>http://my-cuic-server:8081/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId=9A08E23510000141000001230A0006C4&filterId=agent.id=CL%20teamName</gadget>--> <!-- "Agent Skill Group All Fields" Report -->
- <l--<gadget>http://my-cuic-server:8081/cuic/gadget/LiveDataGadget.jsp?gadgetHeight=310&viewId=A30EC25810000141000003A60A0006C4&filterId=agent.id=C1%20teamName</gadget>-->



这些步骤显示如何识别视图ID和配置实际数据报告的精确度队列:

步骤1.识别精确度队列报告的ViewID。

有两三个方式识别ViewID。查找ViewID的普通方法是和跟随:

- 1. 从CCO下载PCCE 10.5实际数据模板。CUIC_10_5_1_Templates_PCCE_10.5_LD_10.5.2.zip https://software.cisco.com/download/release.html?mdfid=282163829&flowid=73207&softwar eid=284697222&release=10.5%281%29&relind=AVAILABLE&rellifecycle=&reltype=latest
- 2. 抽出压缩文件并且打开精确度Queue.xml。
- 3. 搜索viewes id.,一旦是在Viewes id,您能看到此作为id : <id>B71A630C10000144000002480A0007C5</id>

步骤2.如第二个镜像所显示,精良的CFAdmin洛金和点击桌面布局,:

Cisco Finesse Administration	ID* Password*	
		Sign In

uluilu cisco	Cisco Finesse	Administrati	on
Settings	Call Variables Layouts	Desktop Layout	Phone Books
Contact	Center Enterprise CTI	Server Settings	

步骤3.如镜像所显示,添加精确度队列小配件在实际数据小配件部分下, :

ılı. cıs	Cisco Finesse Administration							
Set	tings Call Variables Layouts Desktop Layout Phone Books Reasons Team Resources Workflows							
Ма	nage Desktop Layout							
Г	Finesse Layout XML							
<pre></pre> <pre><</pre>								
	HTTPS Version of LiveData Gadgets							
	TEAM STATUS REPORTS: 1. Agent Default view (default), 2. Agent Skill Group Default view <gadget https://sideacuic1.solutionslab.com:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=31& viewId_2=9AB7848B10000141000001C50A0006C4&filterId_2=agent.id=CL%20teamName>							
	QUEUE STATUS REPORTS: 1. Skill Group Default view (default), 2. Skill Group Utilization view, 3. Precisi<br <gadget https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId_1=87 viewId_2=9E760C8B1000014B0000005A0A0006C4&filterId_2=skillGroup.id=CL%20teamName&viewId_3=B71A630C10000144000002480A0007C5&filterId_3=pre filterId_4=precisionQueue.id=CL%20teamName>							

•保证视图id正确地是相同的象在Step1找到的那个。

• 通常Live数据精确度队列报道的默认视图id是B71A630C10000144000002480A0007C5

https小配件:

<gadget>https://my-cuic-

server:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId=B71A630C100 00144000002480A0007C5&filterId=precisionQueue.id=CL%20</gadget>

http小配件:

<gadget>https://my-cuic-

server:8081/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId=B71A630C100 00144000002480A0007C5&filterId=precisionQueue.id=CL%20</gadget>

ttings	Call Variables Layouts	Desktop Layout	Phone Books	Reasons	Team Resources	s W	/orkflows			
nade	Deskton Lavout									
mago	Bookop Edyode		_	_		-		_	_	
-Finess	e Layout XML									
· ·	<	HTTPS Version	of <u>LiveData</u>	Gadgets>						
viewI	d_2=9AB7848B100001410	<pre><!-- TEAM STAT <! <gadget-->ht 2000001C50A0006C4&</pre>	US REPORTS: : tps://sideacu filterId_2=au	1. Agent Def uic1.solutio gent.id=CL%2	ault view (defa nslab.com:8444/) ØteamName <td>ult), cuic/p et> -</td> <td>2. Agent Ski gadget/LiveDa -></td> <td>l Group Def a/LiveDataG</td> <td>ault view adget.jsp?g</td> <td>> gadgetHeight=310</td>	ult), cuic/p et> -	2. Agent Ski gadget/LiveDa ->	l Group Def a/LiveDataG	ault view adget.jsp?g	> gadgetHeight=310
viewI filte	d_2=9E760C8B1000014B0 rId_4=precisionQueue.	QUEUE STA<br <gadget h 2000005A0A0006C4& id=CL%20teamName	TUS REPORTS: ttps://my-cu: filterId_2=s ;	1. Skill Gr ic-server:84 killGroup.id >	oup Default vie 44/cuic/gadget/ =CL%2ØteamName&	w (de LiveD viewI	fault), 2. Sk ata/LiveDataG d_3=B71A630C1	ll Group Ut dget.jsp?ga 000014400000	ilization v dgetHeight= 2480A0007C5	view, 3. Precisi ∋310&viewId_1=87 S&filterId_3=pre
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	<	HTTP Version	of LiveData (Gadgets>						
viewI	d_2=9AB7848B10000141(<!-- TEAM STAT<br--><!--<gadget-->ht 2000001C50A0006C4&	US REPORTS: : tp://sideacu: filterId_2=a	1. Agent Def ic1.solution gent.id=CL%2	ault view (defa slab.com:8081/c 0teamName <td>ult), uic/g et>:</td> <td>2. Agent Ski adget/LiveDat ></td> <td>l Group Def /LiveDataGa</td> <td>ault view dget.jsp?ga</td> <td>> adgetHeight=3100</td>	ult), uic/g et>:	2. Agent Ski adget/LiveDat >	l Group Def /LiveDataGa	ault view dget.jsp?ga	> adgetHeight=3100
viewI filte	d_2=9E760C8B1000014B0 rId_4=precisionQueue	QUEUE STA<br <gadget h 0000005A0A0006C4& id=CL%20teamName	TUS REPORTS: ttp://my-cuio filterId_2=s >	1. Skill Gr c-server:808 killGroup.id >	oup Default vie 1/cuic/gadget/L: =CL%20teamName&	w (de iveDa viewI	fault), 2. Sk: ta/LiveDataGa d_3=B71A630C1	ll Group Ut get.jsp?gad 000014400000	ilization v getHeight=3 2480A0007C5	view, 3. Precisi 310&viewId_1=B73 3&filterId_3=pre
		Precision</td <td>queue gadget</td> <td>t></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	queue gadget	t>						
gadg	et>https://my-cuic-se	erver:8081/cuic/g	adget/LiveDat	ta/LiveDataG	adget.jsp?gadge	tHeig	ht=310&viewId	B71A630C100	00144000002	2480A0007C5&filt

步骤4.如镜像所显示,点击"Save",保存配置。



这也被跟踪通过Cisco BugID <u>CSCur70829</u> PCCE实际数据队列和技能组小配件,不在一个桌面模 板。