

配置Unified Contact Center Express日曆管理

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簡介

本文檔介紹Unified Contact Center Express(Unified CCX)中的日曆配置及其使用案例。這樣就可以從administration/Finesse Desktop頁面而不是從指令碼更改聯絡中心的計畫。目前，日曆功能與UCCX版本12.0及更高版本的語音和聊天頻道整合。

必要條件

需求

思科建議您瞭解以下主題：

- 指令碼
- 氣泡聊天
- UCCX 12.0及更高版本
- CCP 12.0及更高版本

採用元件

本文檔中的資訊基於UCCX版本12.0及更高版本。

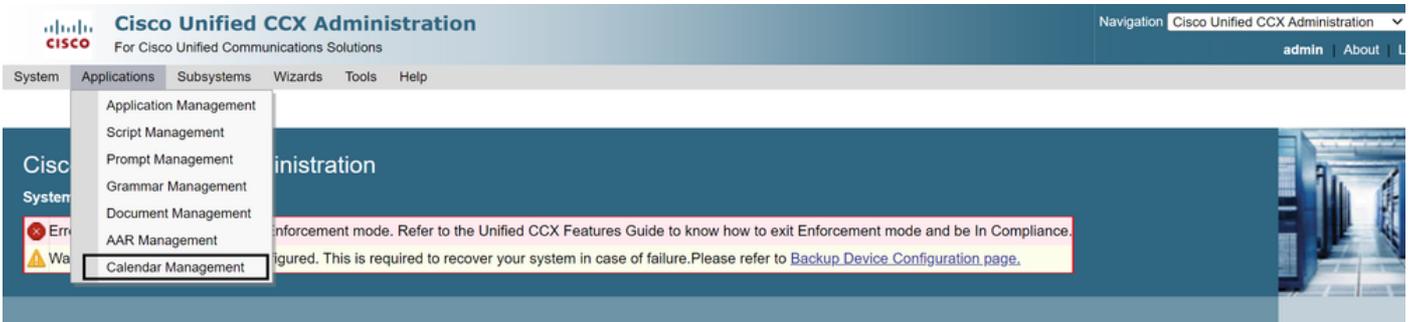
本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

設定

建立日曆

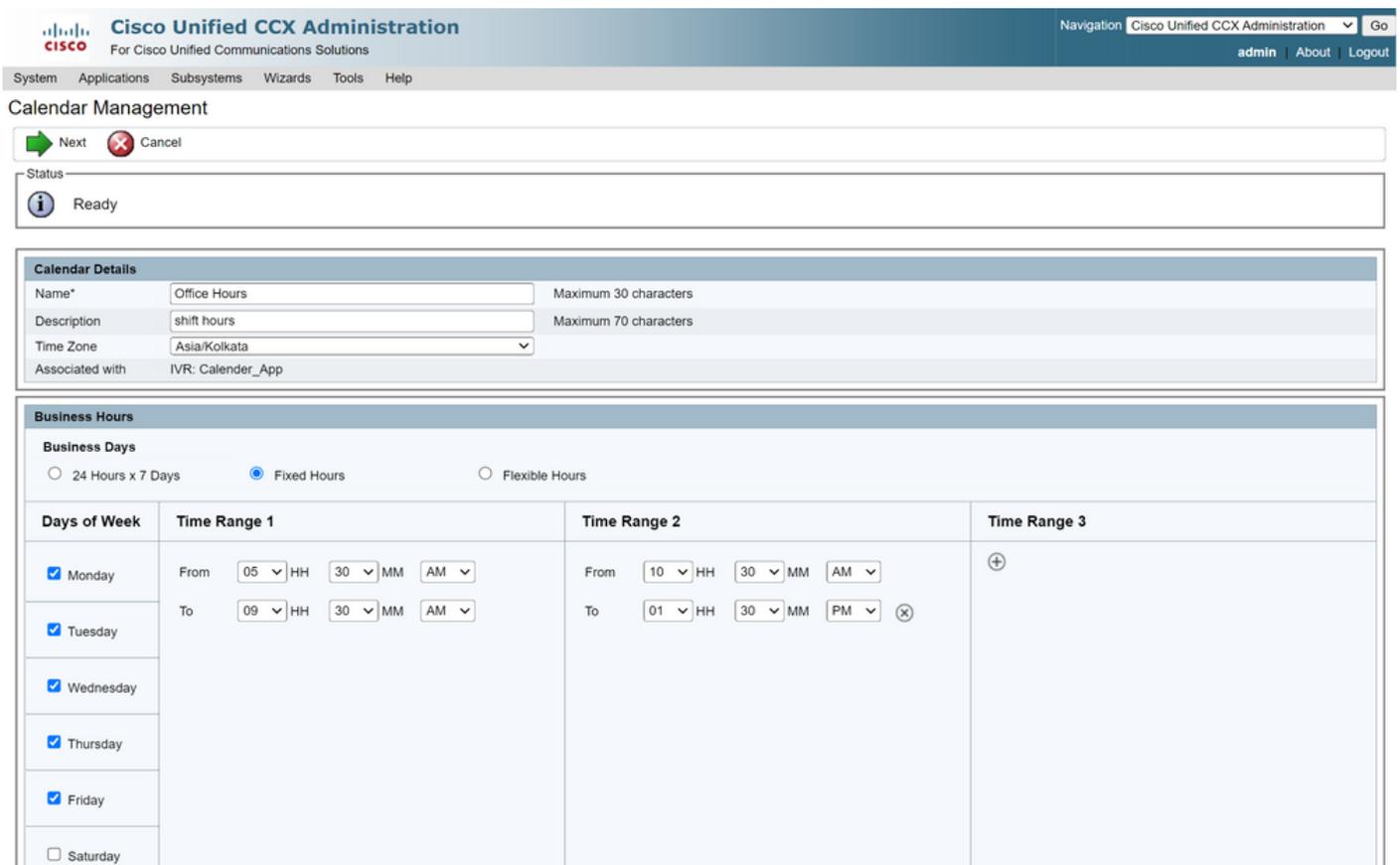
日曆配置示例：

登入到UCCX Administrator > Applications > Calendar Management > Add New，如下圖所示。



以下是示例日曆的要求：

- 營業時間為星期一至星期五的5:30 am至9:30 am和10:30 am至1:30 pm（此時間使用固定時間）
- 該月的第一天縮短了營業時間（自定義營業日）
- 標準公共節假日已新增到節假日清單

The screenshot displays the 'Calendar Management' configuration page. At the top, there are 'Next' and 'Cancel' buttons. The status is 'Ready'. The 'Calendar Details' section includes fields for 'Name' (Office Hours), 'Description' (shift hours), 'Time Zone' (Asia/Kolkata), and 'Associated with' (IVR: Calender_App). The 'Business Hours' section is set to 'Fixed Hours'. A table defines the business days and time ranges:

Days of Week	Time Range 1	Time Range 2	Time Range 3
<input checked="" type="checkbox"/> Monday	From 05:30 AM To 09:30 AM	From 10:30 AM To 01:30 PM	
<input checked="" type="checkbox"/> Tuesday			
<input checked="" type="checkbox"/> Wednesday			
<input checked="" type="checkbox"/> Thursday			
<input checked="" type="checkbox"/> Friday			
<input type="checkbox"/> Saturday			



Calendar Management

← Back → Next × Cancel

JUNE Day 1 Maximum 50 characters	01-Jun-2022	From 05 HH 30 MM AM	To 09 HH 30 MM AM	+					
JULY Day 1 Maximum 50 characters	01-Jul-2022	From 05 HH 30 MM AM	To 09 HH 30 MM AM	+					
AUGUST Day 1 Maximum 50 characters	01-Aug-2022	From 05 HH 30 MM AM	To 09 HH 30 MM AM	+					
SEPTEMBER Day 1 Maximum 50 characters	01-Sep-2022	From 05 HH 30 MM AM	To 09 HH 30 MM AM	+					
OCTOBER Day 1 Maximum 50 characters	01-Oct-2022	From 05 HH 30 MM AM	To 09 HH 30 MM AM	+					

[Add More](#)

i Hours that are not in the time range are considered to be Off Business Hours.
Maximum of 40 Custom Business Days can be configured.

Back Next Cancel

i ** - indicates mandatory items when Custom Business Days are configured.



Calendar Management

← Back → Finish × Cancel

Status

i Ready

Schedule Holidays	
Name**	Date**
Good Friday Maximum 50 characters	15-Apr-2022
Indian Independence Day Maximum 50 characters	15-Aug-2022
Diwali Maximum 50 characters	26-Oct-2022
Christmas Day Maximum 50 characters	25-Dec-2022

[Add More](#)

i Maximum of 40 Holidays can be configured.

Back Finish Cancel

i ** - indicates mandatory items when Holidays are configured.

Cisco Unified CCX Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified CCX Administration Go
admin About Logout

System Applications Subsystems Wizards Tools Help

Calendar Management

Add New

Status
1 records found

Name	Description	Time Zone	Business Hours	Custom Business Days	Holidays	Associated with	Delete
Office Hours	shift hours	Asia/Kolkata	Custom	Code	✓	IVR: Calender_App	

Add New

Maximum of 50 Calendars can be configured.

日曆現已配置。下一節將介紹如何使用它。

使用日曆

日曆可以與指令碼（ 語音路徑 ）和氣泡聊天（ 多通道路徑 ）一起使用。

1. 使用指令碼應用程式

- 開啟CCX編輯器12.0版及更高版本
- 通過(檔案>新建>排隊> Sample_Queueing_WithCalendar)開啟指令碼或預配置的日曆指令碼
- 如果您使用預配置的日曆指令碼，該配置已應用於該指令碼
- 要將日曆功能新增到現有指令碼，請從CCCalendar型別的變數窗格建立新變數，如下圖所示
-

Edit Variable



Type:

CCCalendar



Name:

cal

Value:

null



Final

Array

Parameter

Dimensions:

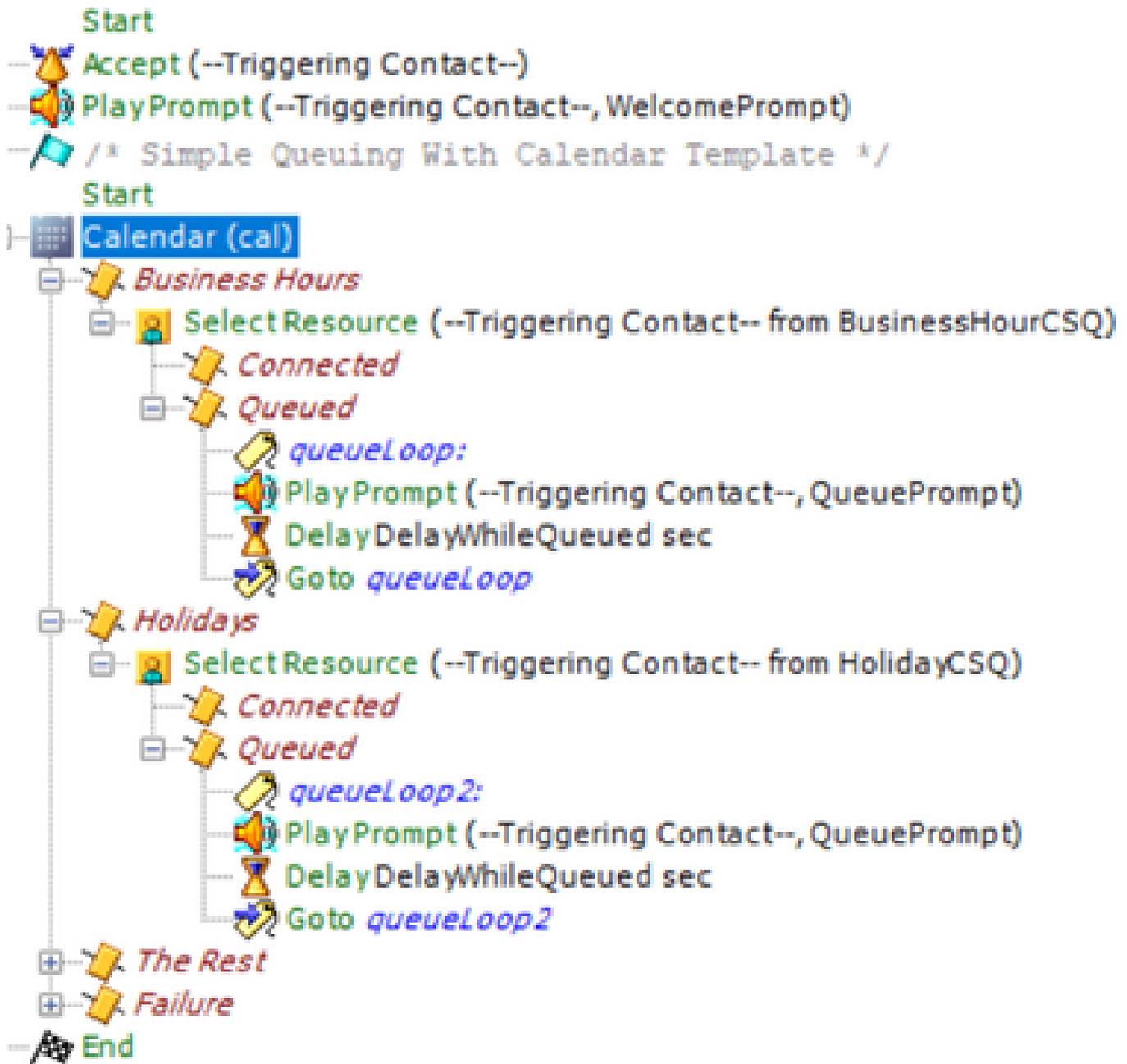
0



OK

Cancel

- 在指令碼中新增日曆步驟
- 按一下右鍵「日曆」步驟，將之前建立的日曆變數分配給該步驟
- 為日曆步驟的每個分支分配正確的邏輯
- 「工作時間」和「節假日」步驟源自「CCX管理」頁的「日曆」配置



- 儲存指令碼並將其上載到CCX管理中的指令碼管理
- 建立應用程式並將其與觸發器一起分配給上載的指令碼
- 在日曆變數下，可以看到一個下拉選單和一個日曆符號
- 選擇我們案例中配置的日曆(Office Hours)並儲存應用程式

Cisco Unified CCX Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CCX Administration | Go | admin | About | Logout

System Applications Subsystems Wizards Tools Help

Cisco Script Application

Update Delete Cancel Back to Application List

Status: Ready

Trigger

[Unified_CM_Telephony_Trigger_4440](#)
[Add new trigger](#)

Basic Configuration

Name: Calender_App
ID*: 1
Maximum Number of Sessions*: 10
Script*: SCRIPT[Script_Calender.aef] [Edit]

BusinessHourCSQ: "Business_hr_CSQ" (30)
 DelayWhileQueued
 WelcomePrompt: prompts/1101.wav [Select Prompt]
 QueuePrompt: ICD\ICDQueue.wav [Select Prompt]
 cal: Office Hours
 NonBusinessHourPrompt: [Select Prompt]
 FailurePrompt: prompts/9904.wav [Select Prompt]
 HolidayCSQ: "Holiday_hr_CSQ"

Description: Calender_App
Enabled: Yes No
Default Script: - System Default - [Edit]

Advanced Configuration

Enable Cisco Webex Experience Management post-call survey

IVR: - No Selection -
 SMS/Email: - No Selection -

Enable Cisco Webex Experience Management post-call survey

1. Enable Cisco Webex Experience Management to capture the customer experience with the Cisco Contact Center. You can use the customer experience to build analytics that improves agents performance, business goals, and anticipate customer needs.
2. Follow the procedure as mentioned in the Unified CCX Features guide.

Update Delete Cancel Back to Application List

i - indicates required item

向觸發器發出呼叫，將根據日曆下配置的小時數路由呼叫。

- 作為前提條件，CCX必須與CCP整合
- 建立聊天CSQ，以便它選擇座席
- 建立聊天小部件並轉到最後一個部分以選擇日曆
- 選擇以前建立的日曆(Office Hours)
- 右邊是假日和非辦公時間的預覽
- 儲存聊天構件並部署代碼。

使用Bubble聊天：

Cisco Unified CCX Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CCX Administration | Go | webadmin | About | Logout

System Applications Subsystems Wizards Tools Help

Bubble Chat Configuration

Back Finish Cancel

Status: Ready

Service Hours

Default (24 hours x 7 days) Select Calendar **i** A calendar must already be configured to be selected

tt [View]

Messages *

Holiday: Sorry, We are closed today for a business holiday. Maximum 120 characters

Off Hours: Sorry, We are currently offline, try again during the business hours or drop a email to support. Maximum 120 characters

Label: Business Hours Maximum 30 characters

Label for Days of Week *

Monday Tuesday Wednesday Thursday Friday

Preview

Not Applicable

編輯日曆

您可以通過以下方式編輯日曆配置：

CCX管理

- 登入到CCX管理>應用程式>日曆管理
- 在此窗格中編輯日曆

高級主管功能小工具

- 主管還可以從finesse頁面編輯日曆
- 登入到CCX管理>工具>使用者管理>主管功能檢視
- 從清單中選擇任何主管
- 選中該框並將日曆(Office Hours)和應用程式(CalendarApp)與主管相關聯。儲存設定。

The screenshot displays the Cisco Unified CCX Administration web interface. At the top, the navigation bar shows 'Cisco Unified CCX Administration' and 'Go' with a dropdown menu. Below the navigation bar, the main content area is titled 'Supervisor: testing1'. It features a 'Save' button and a 'Cancel' button. The 'Status' section shows 'Ready'. The 'Assigned Teams' section contains a table with the following data:

Team Name	Role	Contact Service Queues (CSQ)	Change Agent State to Not Ready when Agent Busy on Non ACD Line
FirstTeam	Primary Supervisor	Subject	Disabled

Below the table, there is a link 'Assign a Team' and a note: 'To assign an existing team to this supervisor, click "Assign a Team". New Team can be created from Subsystems > RmCm > Teams.' The 'Advanced Supervisor Capabilities' section includes 'Queue Management' (with an unchecked checkbox for 'Enable Queue Management') and 'Calendar Management' (with a checked checkbox for 'Office Hours' and 'testing1' listed as the supervisor). The 'Outbound Campaign Management' section has an unchecked checkbox for 'Enable Outbound Campaign Management' and a table with columns 'Campaign Name', 'Supervisor(s)', and 'Campaign Type'. The 'Application Management' section is partially visible at the bottom.

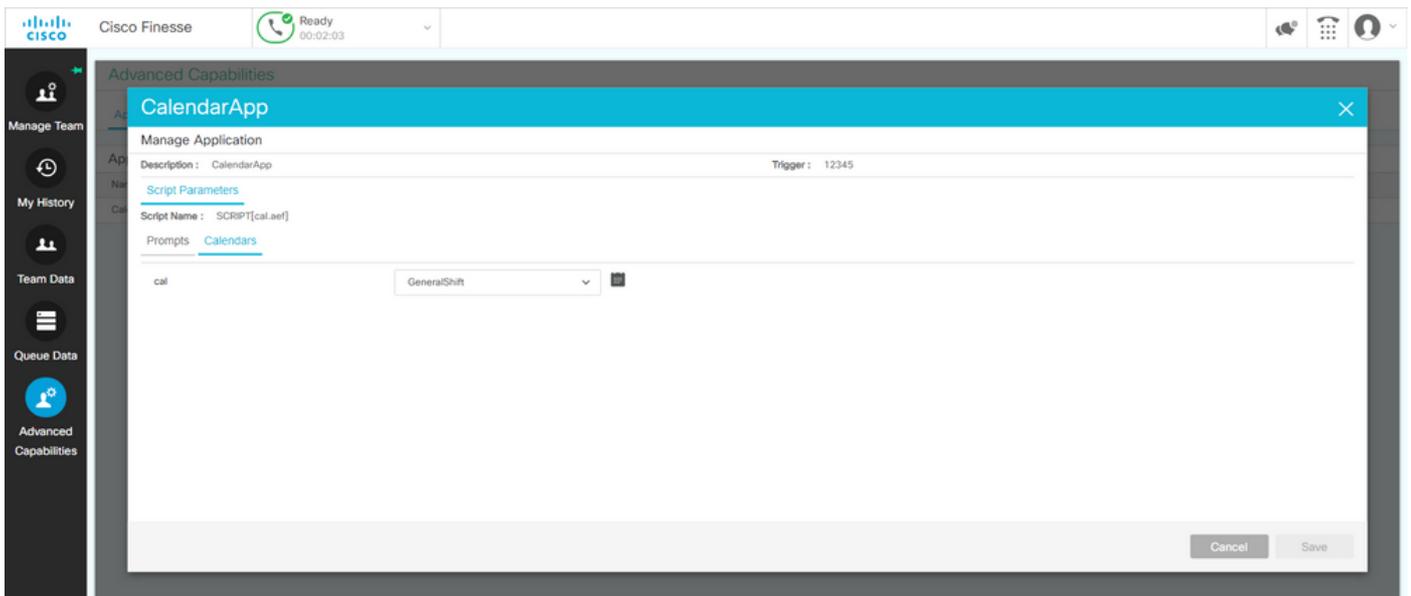
- 將資料分配給Supervisor後，需要編輯finesse佈局以顯示日曆管理設定。
- 登入到Finesse管理。可以按團隊編輯案頭佈局(「團隊資源」(Team Resources)>「選擇團隊」(Select Team)>「案頭佈局配置」(Desktop Layout Configuration)>「覆蓋系統預設值」(Override System Default))或通過「案頭佈局」(Desktop Layout)設定進行全域性編輯。
- 導航到XML佈局>主管部分> ASC小工具部分，註釋掉代碼段和儲存。

```

<tab>
  <id>manageNonVoiceMedia</id>
  <icon>settings</icon>
  <label>finesse.container.tabs.supervisor.manageNonVoiceMediaLabel</label>
  <columns>
    <column>
      <gadgets>
        <gadget>https://my-ccp-server/multisession/ui/gadgets/multisession-reply-gadget.xml?gadgetHeight=590</gadget>
      </gadgets>
    </column>
  </columns>
</tab>
-->
<!--
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:8445/ascgadget/gadgets/ascgadget.xml</gadget>
      </gadgets>
    </column>
  </columns>
</tab>
</tabs>
</layout>
</finesseLayout>

```

- 使用Supervisor憑據登入到Finesse案頭。導航到左邊顯示的高級功能的新窗格
- 導航到Application Management > Manage Application > Calendars。在這裡，您可以從下拉選單更改日曆或從日曆圖示預覽日曆。
- 導航到日曆管理>管理日曆。與「CCX管理」(CCX Administration)頁面上提供的編輯功能相同



Cisco Finesse Ready 00:02:12

Advanced Capabilities

CalendarApp

< Preview: GeneralShift Time Zone: Asia/Kolkata

Description: Schedule for general shift

Business Hours
Custom Business Hours: Fixed

Day of Week	Time Range
Monday	
Tuesday	
Wednesday	09:00 AM - 05:00 PM
Thursday	
Friday	

Custom Business Days

Name	Date	Time Range
First day September	01-Sep-2021	09:00 AM - 12:00 PM
First day October	01-Oct-2021	09:00 AM - 12:00 PM
First Day November	01-Nov-2021	09:00 AM - 12:00 PM
First Day December	01-Dec-2021	09:00 AM - 12:00 PM

Holidays

Name	Date
Independence Day	15-Aug-2021
Christmas Eve	24-Dec-2021
Christmas	25-Dec-2021

Back

Cisco Finesse Ready 00:04:52

Advanced Capabilities

GeneralShift

Manage Calendar

Associated with: (IVR: CalendarApp), (Chat: SampleChat)
Description: Schedule for general shift

Business Hours Custom Business Days Holidays

Name of the Day	Date	Time Range 1	Time Range 2	Time Range 3	Delete
First day September	01 Sep 2021	From 09:00 AM To 12:00 PM	+		🗑️
First day October	01 Oct 2021	From 09:00 AM To 12:00 PM	+		🗑️
First Day November	01 Nov 2021	From 09:00 AM To 12:00 PM	+		🗑️
First Day December	01 Dec 2021	From 09:00 AM To 12:00 PM	+		🗑️

Maximum of 40 Custom Business Days can be configured.

Add Day

Time Zone: Asia/Kolkata

Cancel Save

REST API

- 此外，還提供通過CCX隨附的REST API編輯日曆設定功能。
- 可以在以下位置檢視API的結構和格式：<https://developer.cisco.com/docs/contact-center-express/#!calendar>。
- 通過POSTMAN建立日曆的示例查詢如下所示。

POST https://uccx-glob... No Environment

https://uccx-global-125su1.cisco.local/adminapi/calendar Save

POST https://uccx-global-125su1.cisco.local/adminapi/calendar Send

Params Authorization Headers (10) Body Pre-request Script Tests Settings Cookies

Type: Basic Auth

The authorization header will be automatically generated when you send the request. [Learn more about authorization](#)

Username: admin

Password: c1sc0@321

Show Password

Send Status: 201 Created Time: 82 ms Size: 654 B Save Response

POST https://uccx-glob... No Environment

https://uccx-global-125su1.cisco.local/adminapi/calendar Save

POST https://uccx-global-125su1.cisco.local/adminapi/calendar Send

Params Authorization Headers (10) Body Pre-request Script Tests Settings Cookies

Body: none form-data x-www-form-urlencoded raw binary GraphQL XML

```

1 <?xml version="1.0" encoding="UTF-8" standalone="yes"?>
2 <calendar>
3   <name>TestCalendar3</name>
4   <timeZone>Asia/Kolkata</timeZone>
5   <description>Calendar via API</description>
6   <calendarType>FIXEDHOURS</calendarType>
7   <businessDays>
8     <businessDay>
9       <dayOfWeek>MON</dayOfWeek>
10      <intervals>
11        <interval>
12          <name>Morning</name>
13          <startTime>09:00</startTime>
14          <endTime>17:00</endTime>
15        </interval>
16      </intervals>
17    </businessDay>
18  </businessDays>

```

Body Cookies (1) Headers (12) Test Results Status: 201 Created Time: 275 ms Size: 745 B Save Response

Pretty Raw Preview Visualize XML

1 <https://uccx-global-125su1.cisco.local/adminapi/calendar/6>

Activate Windows
Go to Settings to activate Windows.

Calendar Management

Add New

Status: 2 records found

Name	Description	Time Zone	Business Hours	Custom Business Days	Holidays	Associated with	Delete
GeneralShift	Schedule for general shift	Asia/Kolkata	Custom	✓	✓	(IVR, CalendarApp), (Chat, Sampl...	
TestCalendar3	Calendar via API	Asia/Kolkata	Custom	-	✓	-	

Add New

Maximum of 50 Calendars can be configured.

示例XML正文，為固定小時數建立日曆。

TestCalendar3

Asia/Kolkata

Calendar via API

FIXEDHOURS

MON

Morning

09:00

17:00

TUE

Morning

09:00

17:00

NewYear

2022-01-01

Christmas

2021-12-25

驗證

使用本節內容，確認您的組態是否正常運作。

進行測試呼叫，並根據配置的時間範圍，座席將獲得該呼叫。

疑難排解

本節提供的資訊可用於對組態進行疑難排解。

1. 收集CCX引擎日誌以進一步進行故障排除
2. 將SS_RM、SS_CM、SS_TEL和SS_RMCM標籤為CCX引擎的調試級別。
3. 「可維護性」頁下的CCX引擎服務必須是「非服務」

關於此翻譯

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