The process to add the JDS Widget is also thoroughly explained in the [GitHub](https://github.com/CiscoDevNet/cjaas-widgets/blob/main/CustomerJourney/README-VERSION-9.0.0.md) page, including a video walkthrough.

*Note: If you did not follow the steps on Exercise 2.3 to download a .json layout, you can download the default one from the Desktop Layout page when adding a new layout. For this exercise, we will resume working on the layout from exercise 2.3, but the logic would be the same with any layout, only change would be in the actual row number that you need to add the additional lines.*

1. Open the JDS Widget [GitHub](https://github.com/CiscoDevNet/cjaas-widgets/blob/main/CustomerJourney/README-VERSION-9.0.0.md) page. Find the section on how to add the widget.  
   A screenshot of a computer program

   Description automatically generated
2. As per instructions, you need to **copy** the second code block while making two adjustments to it:
   * **Delete** any comment lines
   * Update the **Project ID** line with your project’s ID. For this lab, Project ID is *65b1a5f13b2db949b6bd2cfb*. Project ID can be found in the Customer Journey Data tab in Control Hub.

A screenshot of a computer

Description automatically generated

Project ID line should then look like this:

"project-id": "65b1a5f13b2db949b6bd2cfb"

1. Open the **Analyzer\_iFrame\_Widget\_Layout.json** from the previous exercise.
2. Guide states the following:

*IVR\_TRANSCRIPT may appear a few times, please find the last appearance of "visibility": "IVR\_TRANSCRIPT"*

* + In our open layout, we only have two appearances, so we can add it after the second one.
  + If you use the default desktop layout, it has 6 appearances, as the default layout has 3 sections: one for agent, one for supervisor and one for supervisor+agent. If you want to add the JDS only for the agent, you need to add the lines after the 2nd appearance.

1. **Save** the file and then again follow the same steps as in 2.3 to upload the new layout to your configured Desktop Layout dedicated for your team.
2. Refresh the Agent Desktop and create a new interaction (e.g. new chat). JDS Widget should be visible in the Desktop.