embrava.

Installation Guide
Embrava Gadget

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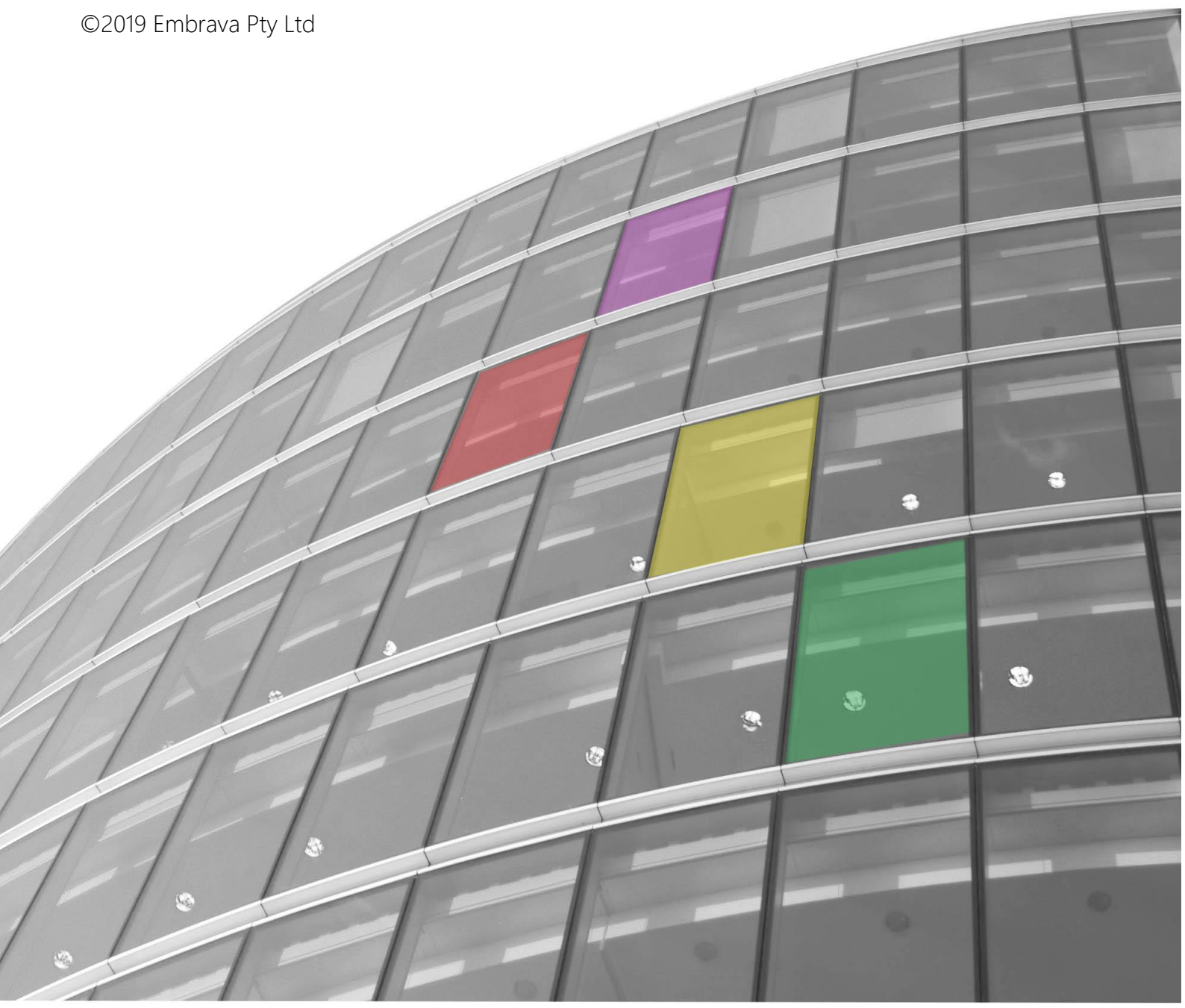
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Introduction

The purpose of this document is to describe installation process of the *Embrava Gadget*. It is a web application embedded into *Cisco Finesse*. It was developed to send current statistics and agent status to *Embrava Connect* application installed on the Agent PC. It uses *Embrava Connector Service* as a data source of all statistics.

It is highly recommended to install *Embrava Connector Service* first before *Embrava Gadget*. However, *Embrava Gadget* can work without *Embrava Connector Service* and send only Agent status to *Embrava Connect*. Please find more details in the Configuration section.

Overview

Embrava Gadget connects to *Cisco Finesse Web API* to get current Agent state and sends it to *Embrava Connect* application. Beside of the standard agent states defined in Cisco documentation *Embrava gadget* sends also *incoming call* state event.

Embrava gadget offers a simple user interface:
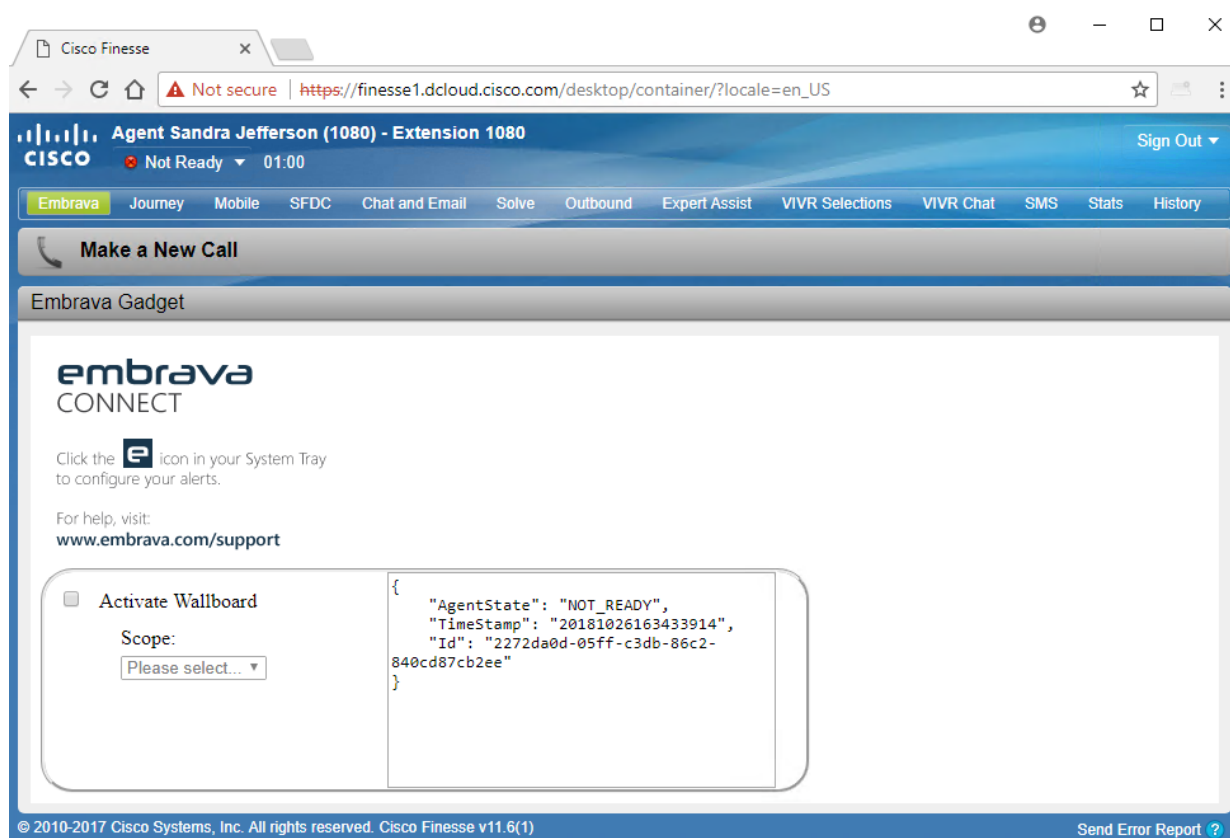
As soon as user sets all fields listed below, Embrava Gadget starts sending statistics for the selected *Team*, *Queue* or *Agent* to *Embrava Connect* application.

- "*Activate Wallboard*" checkbox
- "*Scope*" dropdown menu

- *"Team"*, *"Queue"* or *"Agent"* dropdown menu

Embrava Gadget is based on the web sockets technology which allows for the bi-directional communication between *Gadget* and *Embrava Connector Service*. *Embrava Gadget* doesn't have to send multiple GET requests to get the newest statistics data. *Embrava Connector* pushes them directly to the client.

Deployment

Prerequisites

Application is compatible with the following web browsers:

- Chrome Version 69.0.3497.100
- Firefox Version 62.0.2
- Internet Explorer Version 11.125.16299.0

Embrava Gadget should work on the newer versions of the above web browsers, but it hasn't been tested.

Configuration

All configuration settings are available in one configuration file: *Config.js*. Please clear browser cache and restart browser after each change in configuration file. Otherwise updated settings won't affect *Embrava Gadget*. Please find sample *Config.js* file below:

```
/*
 * Embrava Connect address (Please use https://httpbin.org/get for test
purposes)
 */

var embravaConnectURL = "https://localhost:8445/";

/*
 * Show activate dashboard checkbox
 */
var enableEmbravaConnector = true;

/*
 * Embrava Connector windows service address
 */

var embravaConnectorURL = "https://wkst-3.dcloud.cisco.com:8446/";

/*
 * Show only the following scopes in UI. Possible options: Team, Queue,
Agent. For example: ['Team', 'Queue', 'Agent']
 */
var availableScopes = ['Queue'];

/*
 * Show debug console
 */
var debug = true;
```

- ***embravaConnectURL*** – *Embrava Gadget* by default sends all data to the *Embrava Connect* on the following URL: http://localhost:8445/. It can be changed by modifying *embravaConnectURL* setting.
- ***enableEmbravaConnector*** - *Embrava Connector Service* is an optional component and can be controlled in *Embrava Gadget* by setting flag *enableEmbravaConnector* to true or false.
- **embravaConnectorURL**- If *enableEmbravaConnector* flag is true then correct *Embrava Connector Service URL* should be set here.

- *availableScopes* – If Embrava Gadget is connected to UCCE/PCCE then it gathers statistics for all scopes: Team, Queue and Agent. Default configuration for UCCE/PCCE should be:

```
var availableScopes = ['Team', 'Queue', 'Agent'];
```

  For UCCX only Queue scope is supported at this point. Default configuration for UCCX should be:

```
var availableScopes = ['Queue'];
```

- *debug* – Set this setting to true to enable debug console.

Installation

1. Connect to Cisco Finesse sFTP service using 3rdpartygadget and create Embrava folder in the following location:
   a. //files/Embrava/

2. Upload all Embrava Gadget files to //files/Embrava/ directory:
   a. Config.js
   b. embrava.png
   c. EmbravaGadget.css
   d. EmbravaGadget.js
   e. EmbravaGadget.xml
   f. jquery.signalR-2.0.3.min.js

3. Access Cisco Finesse admin and update Desktop Layout dashboard:

   Cisco Finesse admin URL:

   https://<Finesse>/cfadmin

   For example:

   https://finesse1.dcloud.cisco.com/cfadmin

   The following tab should be added to Desktop Layout dashboard:

```
<tab>
    <id>Embrava</id>
    <label>Embrava</label>
    <gadgets>
    <gadget>/3rdpartygadget/files/Embrava/EmbravaGadget.xml</gadget>
    </gadgets>
</tab>
```

   Please make sure that *Override System Default* checkbox is not checked in *Team Resources* tab or use *Desktop Layout configuration* in *Team Resources* tab instead.

4. Check if gadget is accessible under the following URL:

https://<Finesse>/3rdpartygadget/files/Embrava/EmbravaGadget.xml

For example:

https://finesse1.dcloud.cisco.com/3rdpartygadget/files/Embrava/EmbravaGadget.xml

Because of browser caching and caching in the Finesse web server, you may need to clear the browser cache or restart the Cisco Finesse Tomcat service before gadget changes take effect. If you make a change to a gadget and the change is not reflected on the Finesse desktop, clear your browser cache. If you do not see the changes after you clear the browser cache, use the following CLI command to restart the Cisco Finesse Tomcat service:

```
utils service restart Cisco Finesse Tomcat
```

Cisco Finesse CLI can be accessed via PuTTY application. Please find more details here.

5. Please login into Cisco Finesse agent desktop and find *Embrava Gadget* in Embrava tab:

Cisco Finesse agent desktop URL:

https://<Finesse>/desktop

For example:

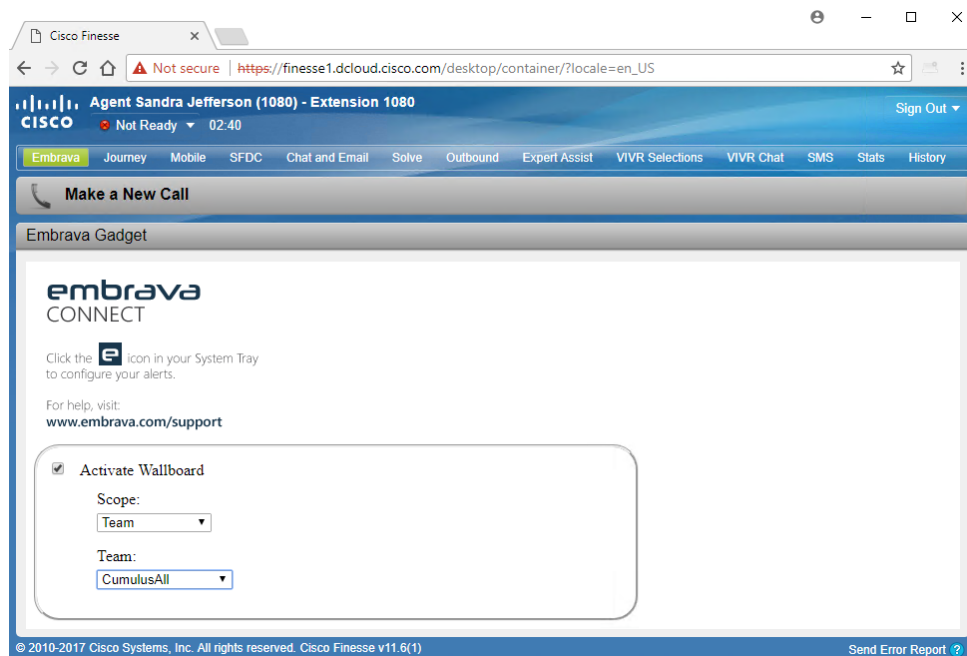https://finesse1.dcloud.cisco.com/desktop

Troubleshooting

1. Debug mode is enabled by default. In debug mode all messages sent to Embrava Connect are logged in debug console.
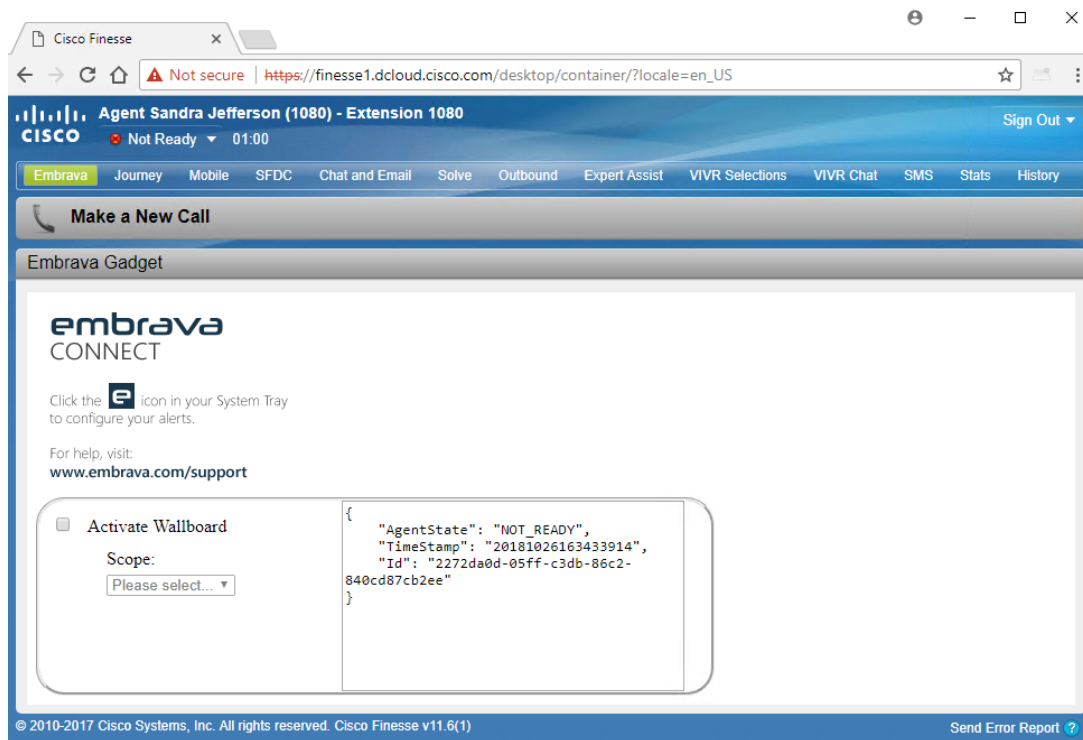

It is possible to hide debug console by setting *debug* variable to *false* configuration file. Please find more details in [Configuration](#) chapter.

2. If debug mode is enabled, then initial view of Embrava Gadget should always contain at least one agent state message. For example:

It can happen that it isn't the case if Embrava gadget is opened for the first time after deployment. Agent should then refresh the page.

3. Activate Wallboard checkbox is active only if Embrava Gadget is successfully connected to Embrava Service. Embrava Gadget will try several times to reconnect but if it fails then error message will appear:
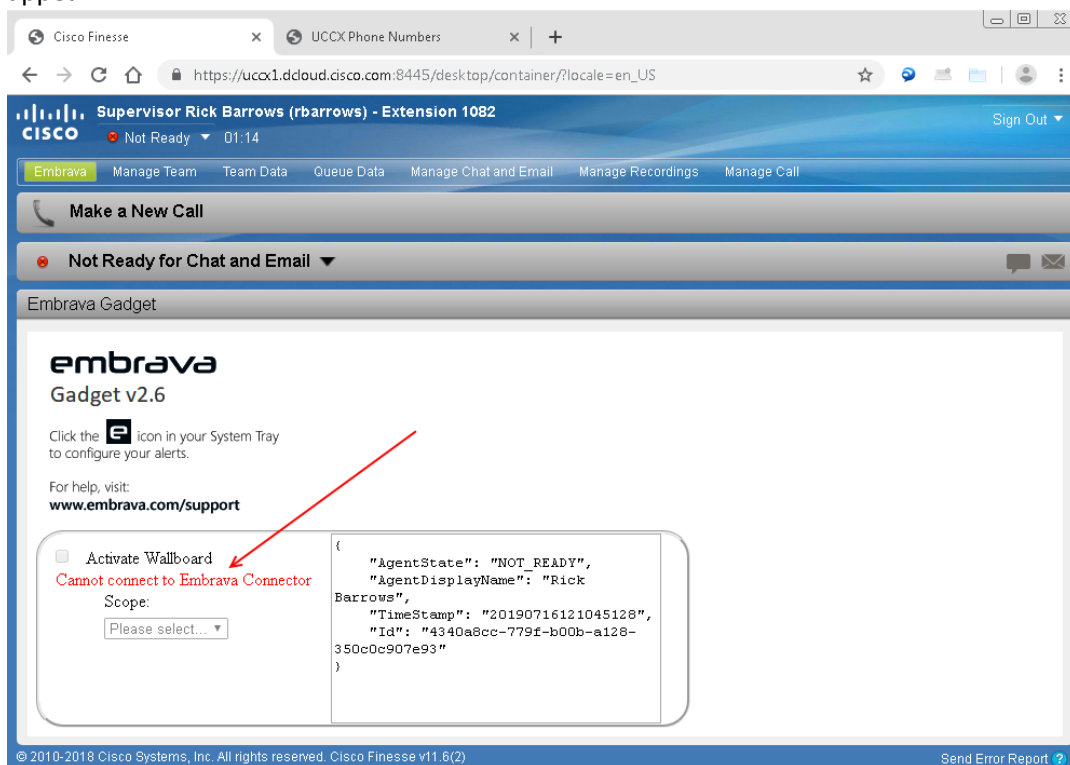
4. If agent cannot check or uncheck Activate Wallboard checkbox then please validate *Embrava Connector* service details ([Configuration](#)) or trusted certificates for the browser. If https connection is in use, then certificate used for the *Embrava Connector* service should be added as a trusted one in the browser settings. It can be easily done by accessing *Embrava Connector* service endpoint directly from the browser:

[https://<Embrava Connector Hostname>:<Embrava Connector Port>/signalr/hubs](#)

For example:

[https://wkst2.dcloud.cisco.com:8082/signalr/hubs](#)

5. To set (or reset) the Cisco Finesse application user name, access the Cisco Finesse CLI and run the following command:

```
utils reset_application_ui_administrator_name
```

6. To set (or reset) the Cisco Finesse application user password, access the Cisco Finesse CLI and run the following command:

```
utils reset_application_ui_administrator_password
```

7. To set (or reset) the 3rdpartygadget account password, access the Cisco Finesse CLI and run the following command:
```
utils reset_3rdpartygadget_password
```

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