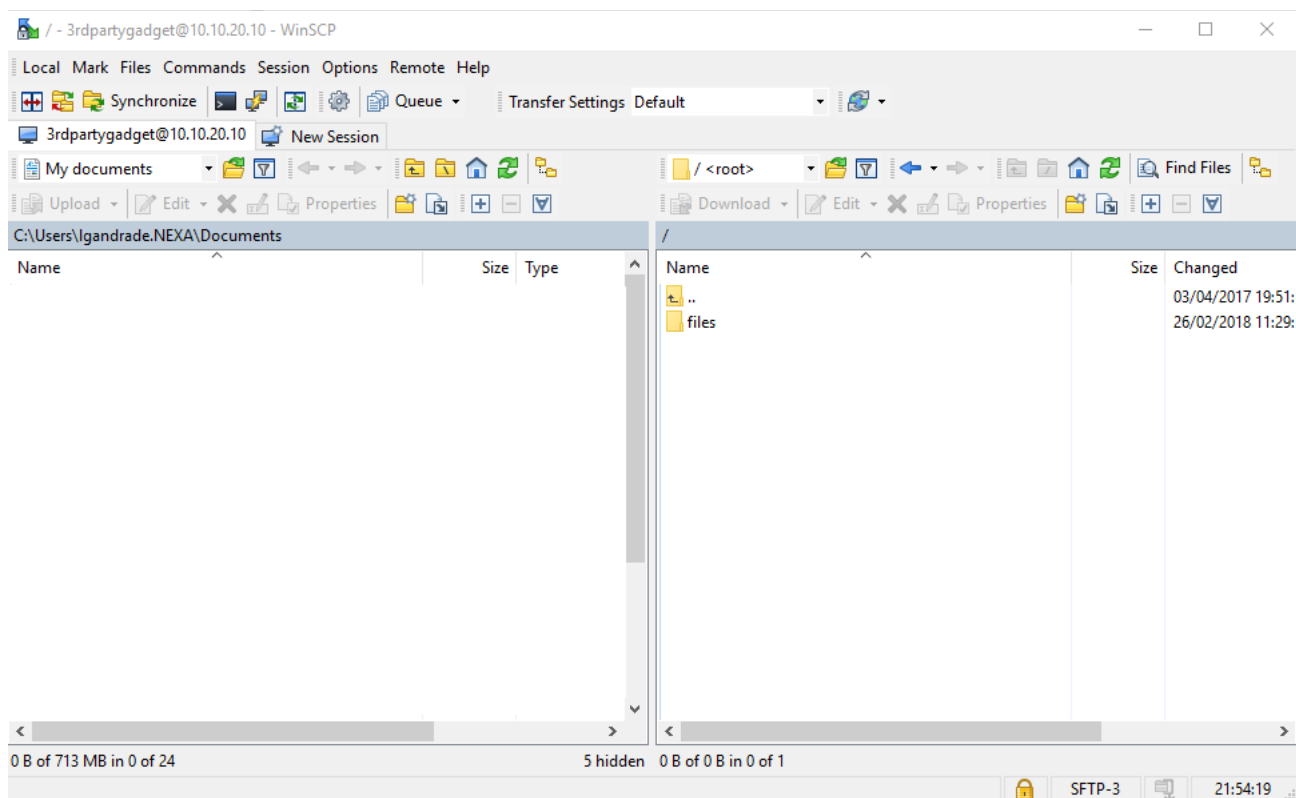


1. Introdução

Este manual visa a instrução da equipe técnica de como implantar a funcionalidade do conector CISCO/SAP desenvolvido para entregar uma chamada INBOUND para o SAP Hybris.

2. Instalação do GADGET no Servidor Finesse

Acessar o servidor Cisco Finesse através da conta **3rdpartygadget**. Colocar a copiar a pasta “uccxHybrisNexa” dentro da pasta files conforme imagem abaixo.



3. Atribuição do GADGET para os perfis de Agent

Acessar o servidor Finesse na <https://<FQN>:8445/cfadmin/> na aba desktop layout e conforme exemplo abaixo adicionar a tag **<gadget>/3rdpartygadget/files/uccxHybrisNexa/uccxHybrisNexa.xml</gadget>** conforme imagem abaixo.

← → ↻ ⚠ Not secure | https://hq-uccx.abc.inc:8445/cfadmin/container/?locale=en_US#layout ☆

Cisco Finesse Administration Sign

Settings Call Variables Layouts **Desktop Layout** Phone Books Reasons Team Resources Workflows

Manage Desktop Layout

Finesse Layout XML

```
<finesselayout xmlns="http://www.cisco.com/vtg/finesse">
  <layout>
    <role>Agent</role>
    <page>
      <gadget>desktop/gadgets/CallControl.jsp</gadget>
    </page>
  </layout>
  <!--
    The following Gadget is used for WebChat and Email. It is *ONLY* supported with WebChat and Email. If you are not using WebChat and Email, then
    remove it. If you are using WebChat or Email, include this Gadget in the Desktop Layouts used by Teams associated with chat and email
    CSQs. To include this functionality:
    1) Remove these comments leaving the gadget

    RESTRICTIONS:
    - The NonVoiceControl gadget must be configured as a page level gadget
    - The NonVoiceControl gadget must not be configured in a column
  -->
  <gadget>https://localhost/agentdesktop/gadgets/NonVoiceControl.xml</gadget>
  </page>
  <tabs>
    <tab>
      <id>home</id>
      <label>finesse.container.tabs.agent.homeLabel</label>
      <columns>
        <column>
          <gadgets>
            <gadget>3rdpartygadget/files/uccxHybrisNexa/uccxHybrisNexa.xml</gadget>
            <gadget>https://localhost:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?
gadgetHeight=310&viewId=76D964AD100001400000000830A4E5E6F&filterId=AgentCSQStats.csqName=CL&compositeFilterId=AgentCSQStats.AgentIds.agentId=loginId</gadget>
            <gadget>https://localhost:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId=5C626F9C100001400000000600A4E5833&filterId=ResourceIQStats.resourceId=CL</gadget>
          </gadgets>
        </column>
      </columns>
    </tab>
  </tabs>
</finesselayout>
```

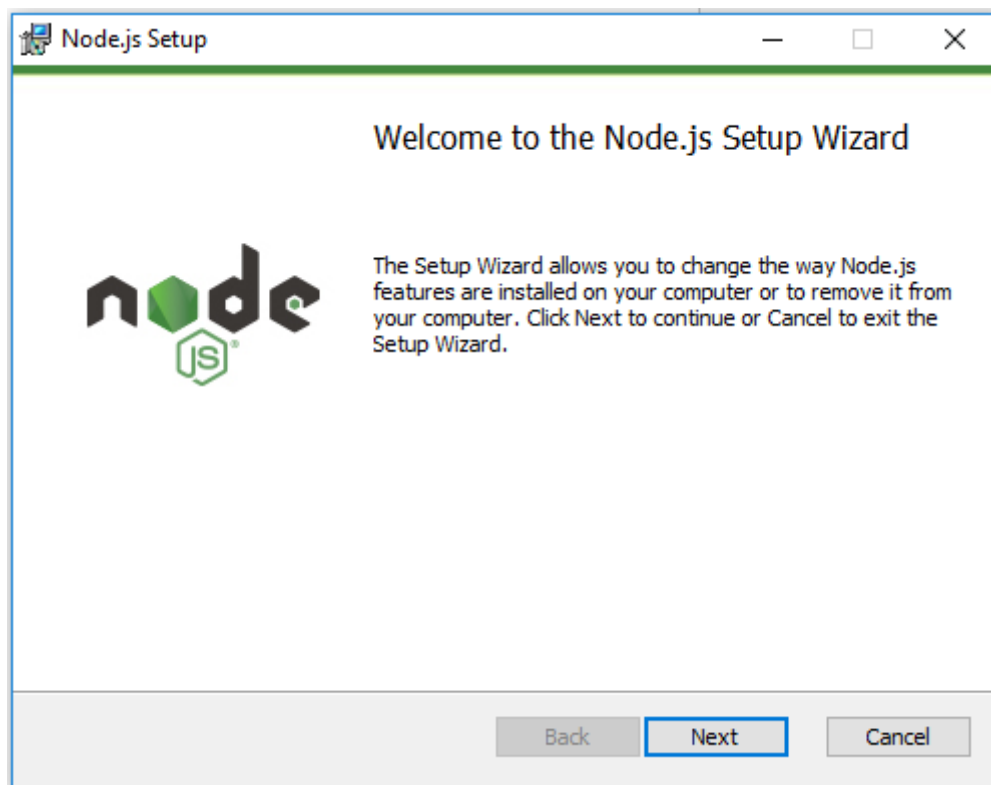
► Finesse Default Layout XML Restore Default Layout

Save Revert

****Caso não consiga ver a alteração após limpar o cache ou acessar por uma aba anônima, execute o comando a seguir no servidor Finesse `utils service restart Cisco Finesse Tomcat`**

4. Instalação do Nexa_Client em cada uma das estações de trabalho

4.1. Instalação do NodeJS



** Usar a versão 6.9.2 ou superior

4.2. Instalação do client

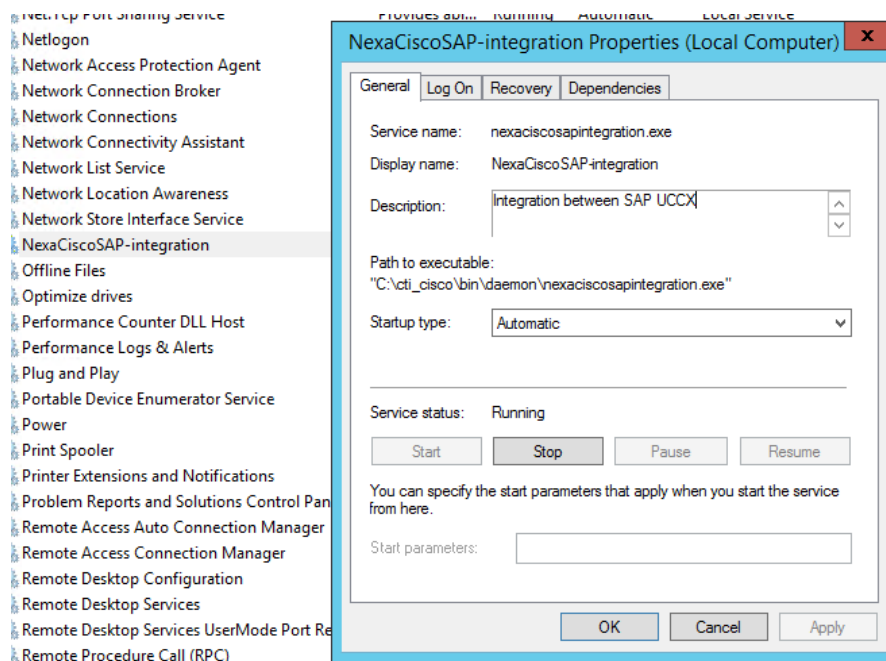
- Copiar a pasta **Nexa_CiscoSAP_client** para a raiz do disco C:\
- Abrir o prompt de comando e navegar até dentro da pasta supracitada.
- Executar o comando **npm install**
- Executar o comando **npm install qckwinsvc --save -g**
- Executar os comandos conforme imagem abaixo

```
Administrator: C:\Windows\system32\cmd.exe

+-- inherits@2.0.3
+-- minimatch@3.0.4
  |-- brace-expansion@1.1.11
  |   |-- balanced-match@1.0.0
  |   |-- concat-map@0.0.1
  |   -- once@1.4.0
  -- path-is-absolute@1.0.1
-- winston@0.8.3
  +-- colors@0.6.2
  +-- cycle@1.0.3
  +-- eyes@0.1.8
  +-- isstream@0.1.2
  +-- pkginfo@0.3.1
  -- stack-trace@0.0.10

C:\cti_cisco>qckwinsvc
prompt: Service name: NexaCiscoSAP-integration
prompt: Service description: Integration between SAP UCCK
prompt: Node script path: C:\cti_cisco\bin\www
prompt: Should the service get started immediately? (y/n): y
Service installed.
Service started.
C:\cti_cisco>qckwinsvc
```

Após o processo acima verificar se o serviço está em execução:



5. Resultado esperado

