Using the PhoneBook Sample Gadget

Add the PhoneBook sample gadget to your gadget layout. (See chapter 10 3rd party gadgets in the Finesse WebServices Developer Guide)

Define a phonebook with contacts in the Finesse Administration. (See the Finesse Installation and Administration Guide)

Login an agent and you should see the gadget with the Phonebook contacts listed at the bottom of the gadget (see below)

User

User ID: 41005
First Name: Agent
Last Name: Five
Role: Agent
Extension: 41005
Current User State: NOT_READY

[Change state to READY]

[1001002] [Make Call]

Dialog

Call Id:
DNIS:
From Address:
To Address:
Call State:

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Phonebook

Brown,James 212-832-6544
Vest,Loyd 304-646-0563