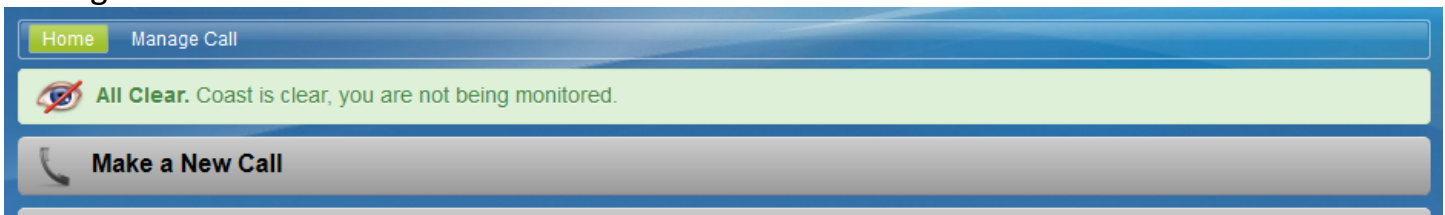


# Silent Monitored Sample Gadget

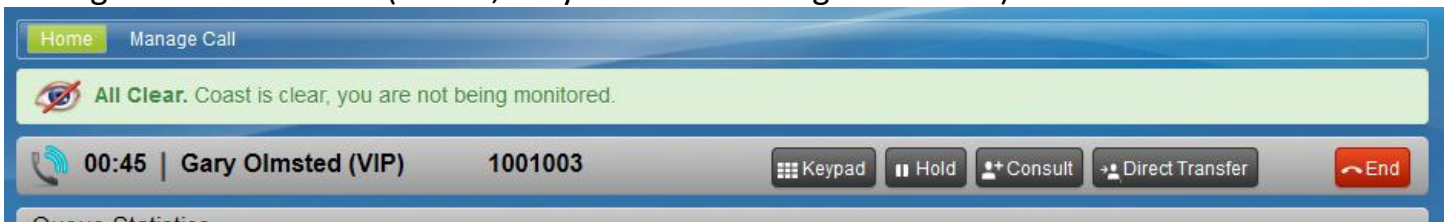
The Silent Monitored Sample Gadget is a sample that simply gives a visible notification when an Agent is being Silent Monitored. Obviously, this is just a sample (fully functioning) and your implementation will need your own messaging, icons (if you want), etc.. but it quickly provides a skeleton for that work.

The following shows examples of what this looks like:

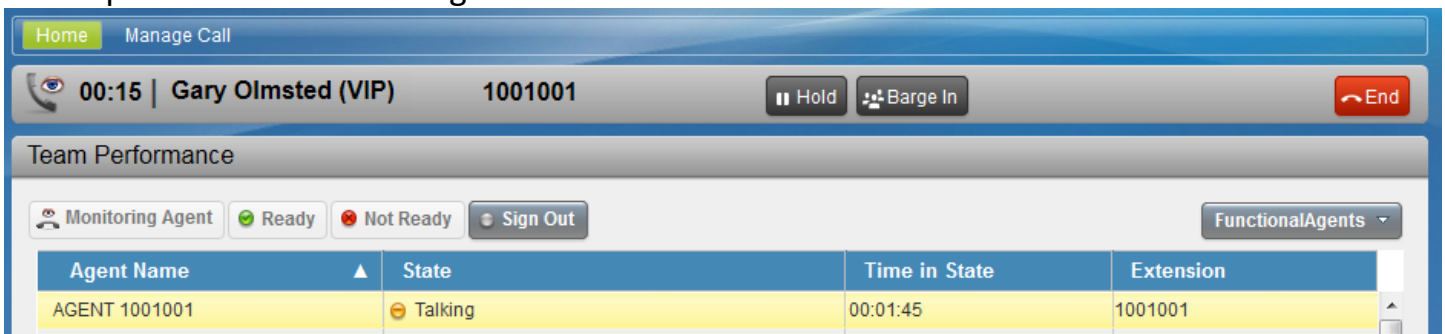
The Agent has no calls...



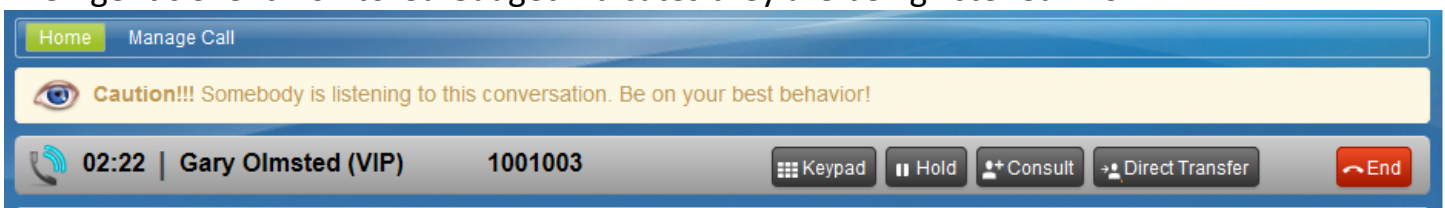
The Agent receives a call (notice, they still aren't being monitored)...



The Supervisor chooses the Agent and Silent Monitors them...



The Agent's SilentMonitored Gadget indicates they are being listened in on...



## **“Installing” the Silent Monitored Sample Gadget.**

Finesse gadgets can be hosted on your own web server or on the Finesse server itself.

To host gadgets on your own web server, you host the gadget just as you would any web site. You could use IIS, Apache, etc. That is up to you.

To host your gadget on the Finesse server, see Chapter 10 of the Finesse WebServices Developer Guide.

You specify in the Finesse gadget layout (see the Finesse Administration guide) the location for files on the web server where you place the gadget files.

You modify the gadget layout using the Administrative login and going to the Desktop Layout tab. See the [Finesse Administration Guide](#) guide for more details.

When Finesse retrieves the gadget xml file, the web server automatically returns any imbedded javascript and css files assuming they are in the same location with the .xml file. These files are spelled out in the SilentMonitored.xml file as files to include.

Alternately you can host the gadget on the Finesse Server. To do this, see the section "Third Party Gadgets" in the Finesse Web Services Developer Guide. You would then upload the gadget files to the Finesse server and specify in the Administrative Desktop Layout the following:

```
<gadget> /3rdpartygadget/files/SilentMonitored/SilentMonitored.xml</gadget>
```

The 3rdpartygadget/files/SilentMonitored/ directory is where you upload the gadgets using the 3rdpartygadget account and password.