

CUIC gadget

The CUIC gadget contains a permalink to CUIC.

You must modify this link to match your environment.

Here is the permalink used in the CUIC gadget:

```
<iframe
src="http://10.86.140.90:8081/cuic/permalink/PermalinkViewer.htmx?vie
wId=500DAF961000012834F0D57E0A568C5A&amp;linkType=htmlType&a
mp;viewType=Grid" width="100%" height="650">
```

Be sure to escape any ampersands

The link was used to obtain these results:

CUIC Gadget				
Supervisor	Team Name	Total Agents	Logged On	After Call work
11001, Agent	AT11000	9	1	0
	AT11002	9	1	0
	AT11001	9	2	0
11001, Agent		27	4	0
11177, Agent	AT11003	9	1	0
	AT11004	9	1	0
	AT11005	9	1	1
11177, Agent		27	3	1
11178, Agent	AT11006	9	1	0
	AT11007	9	1	0
	AT11008	9	1	0
11178, Agent		27	3	0
null	AT11009	9	1	0

For information about creating a CUIC permalink, see the CUIC Documentation.

For information about “Installing” the CUIC gadget, see below:

“Installing” the CUIC 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.

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. For example for the CUIC sample gadget, on Apache web server I place the files in C:\Program Files (x86)\Apache Software Foundation\Apache2.2\htdocs\ so that when I access the web site at http://<host>/CUIC.xml I can retrieve the xml file. The web server knows to retrieve any include files (CUIC.js and CUIC.css and finesse.js and jquery-1.5.min.js) since they are listed in CUIC.xml.

When you upload the CUIC gadget files (either to your own web server or to Finesse) be sure to also upload the required include files as listed in the Readme.txt.

Then in the gadget layout on the desktop layout tab of the Finesse Administrative desktop, you put the address of the xml file

```
<gadget>http:<host>/<directory>/CUIC.xml</gadget>
```

Where <host> is the ip address of the server you have installed to host the gadget files, and <directory> is the location that you would browse to in order to retrieve the files from the web server.

For example my web server is at 10.201.64.72 and the gadget files are in the CUICGadget subdirectory of my htdocs directory,
So my gadget layout has <gadget>http://10.201.64.72/CUICGadget/CUIC.xml</gadget>

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 CUIC.xml file as files to include.

Alternately you can host the gadget on the Finesse server if you have Finesse 9.1(x) or later . To do this, see the section "Third Party Gadgets" in the Finesse Developer Guide. You would then upload the gadget files to the Finesse server and specify in the Administrative Desktop Layout the following:

```
<gadget>http://localhost/3rdpartygadget/files/CUIC.xml</gadget>
```

Where localhost is the Finesse server. The 3rdpartygadget/files directory is where you upload the gadgets using the 3rdpartygadget account and password.