

Click to Call gadget

The Click to Call gadget has a button to dial to an extension.



“Installing” the Click to Call 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. For example for the Click to Call 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>/ClickToCall.xml` I can retrieve the xml file. The web server knows to retrieve any include files (ClickToCall.js and ClickToCall.css and finesse.js and jquery-1.5.min.js) since they are listed in ClickToCall.xml.

When you upload the ClickToCall 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:

Finesse.js and jquery-1.5.min.js

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>/ClickToCall.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. You may wish to just copy the ClickToCall directory to gadget server.

For example my web server is at 10.201.64.72 and the gadget files are in the ClickToCall subdirectory of my htdocs directory,
So my gadget layout has <gadget>http://10.201.64.72/ClickToCall/ClickToCall.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 ClickToCall.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>http://localhost/3rdpartygadget/files/ClickToCall/ClickToCall.xml</gadget>
```

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