

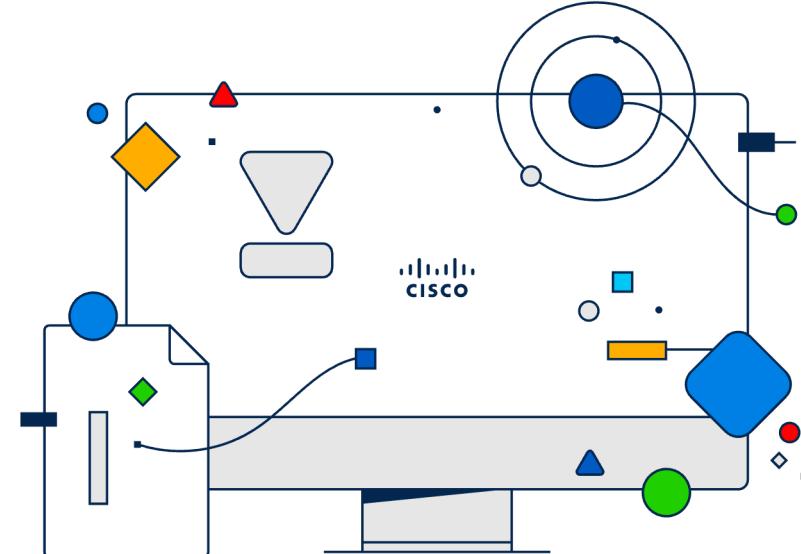


# Desktop Customization

Agent & Supervisor UI

Krishna Tyagi, Technical Leader

May, 2024



# What you feel about “customization”

- Complexity and Risk
- Cost and Effort
- Divergence from standard Practices

- Improved experience and outcome
- Flexibility and Control
- Improved Efficiency



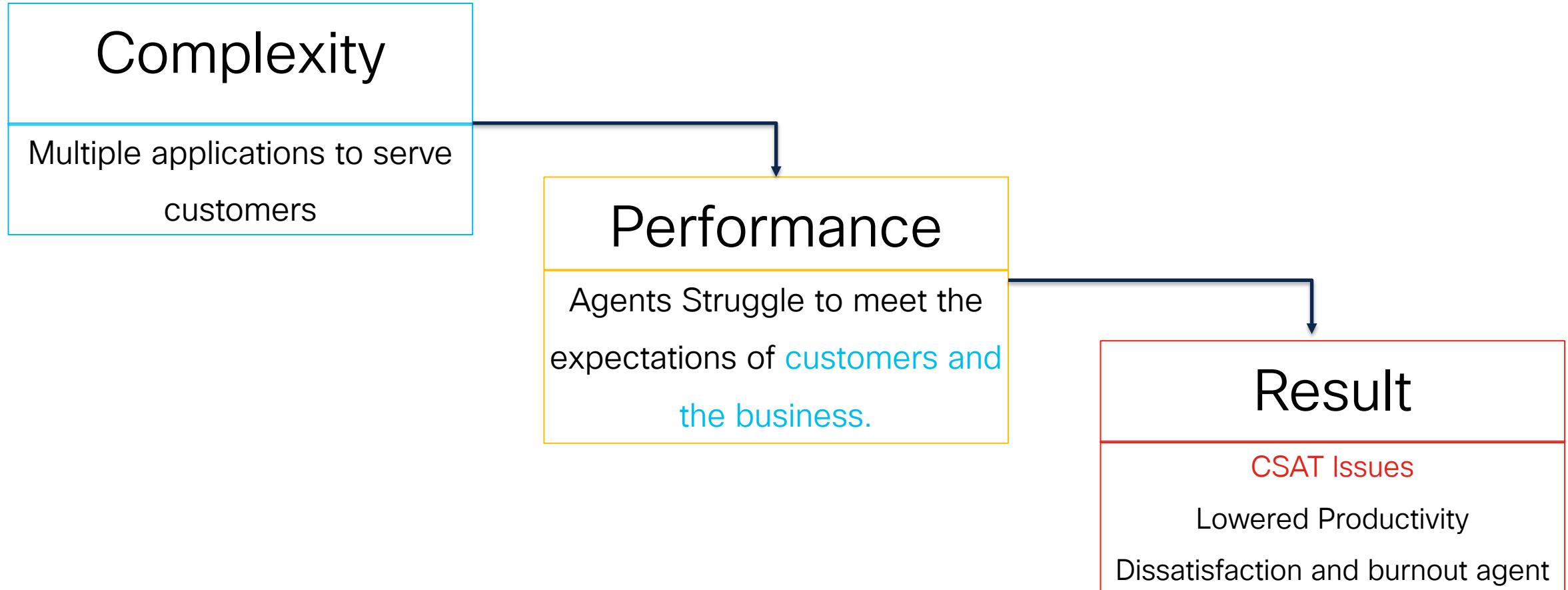
**96%**

use more than one system when interacting with customers

**38%**

of them handle four or more

# Agents Navigating System Complexity



# Integrations with popular ITSM and CRM tools allows agents to consolidate the applications they use

The image displays three integrated application interfaces side-by-side:

- Cisco Service Console:** Shows a "Case Details" view for a case titled "New Credit card activation". It includes fields for Case Number (00001598), Case Owner (Karen Sharpe Smith), and various contact information. A sidebar shows "Salesforce Actions" and an "Inbound Call" status.
- ServiceNow:** Displays a "Case Comments" panel for case number IMS0000021. It shows a comment from Karen Sharpe Smith: "Helped customer with activation" (Created Date: 3/20/2024 12:31 PM). Below it is a "Related" section with "Attachments (0)", "Activity History (0)", and "Open Activities (0)".
- Webex Contact Center:** Shows a call interface for phone number +12146326080. It includes a "Customer Journey" section with a timeline and a "Customer Journey Widget" showing recent activity.



# Single interface that gives agents everything they need!

The screenshot displays the Webex Contact Center interface with several features highlighted:

- Omni-channel**: Points to the left sidebar showing a list of incoming channels: IVR, Messenger Chat, Twitter Chat, SMS, and Email.
- Customizable**: Points to the right sidebar showing the "Customer Experience Journey" tab selected, which displays a timeline of customer interactions and contact history.
- History**: Points to the bottom right section showing a list of recent interactions with Barry McLellan, including digital transcripts and inbound social media messages.
- Flexible controls**: Points to the top right corner where agent status (Available) and time (25:23) are displayed, along with various control buttons like Hold, Consult, Transfer, Pause Recording, and End.
- Rich customer context**: Points to the bottom center, indicating the detailed information available for each customer interaction.





# What Users looking for?



**Personalized Experience**  
Role, Business, Customer

---



**Simpler view with clear insights**  
CX and Agent KPI's

---



**Unified Agent Desktop**

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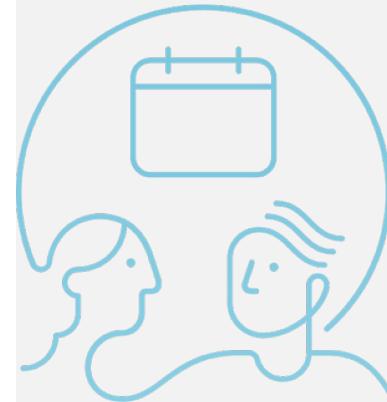


**Tailored Workflow**  
Repetitive tasks

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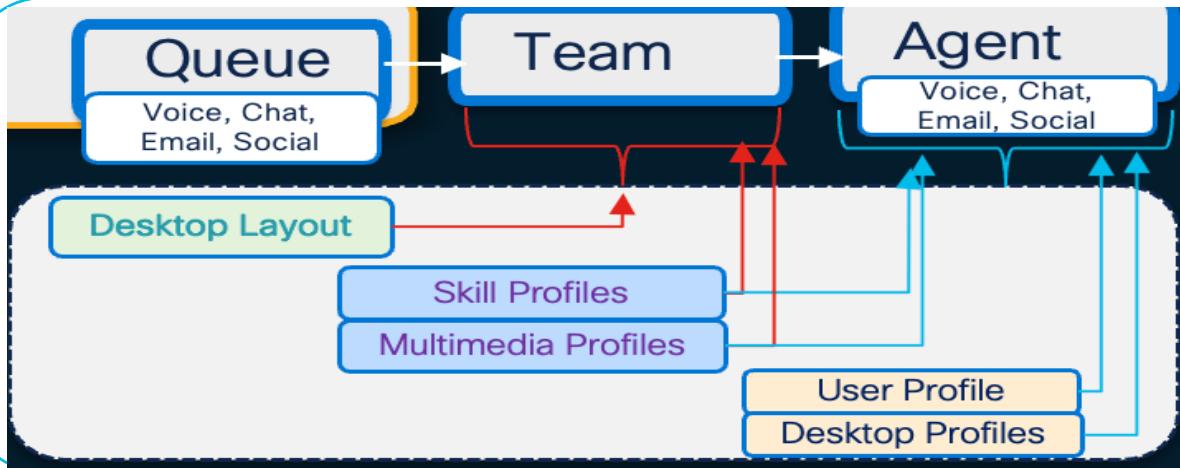
# Agenda

- START • Introduction Desktop Layout
- Widget Classification
- Areas of Customization
- END • Demos & Use Cases





# User Role and Desktop Layout



### Team settings

**Team type \***

- Capacity-based
- Agent-based

**Skill profile** Select

**Multimedia profile** Select

**Desktop layout** CL2024\_MainLayout

## Agent140 (CL2024\_Team2)

This screenshot shows the Webex Contact Center interface for Agent140 assigned to CL2024\_Team2. The main window displays an incoming call from +1 (412) 288-3782. The call details show the phone number, queue (IVR\_Queue\_1), and various contact information. Below the call details, there are sections for IVR Transcript, Customer Experience Journey, and Contact History. The Webex Experience Management section provides NPS and CSAT scores, along with pinned information and customer responses. A sidebar on the left lists other agents and their status.

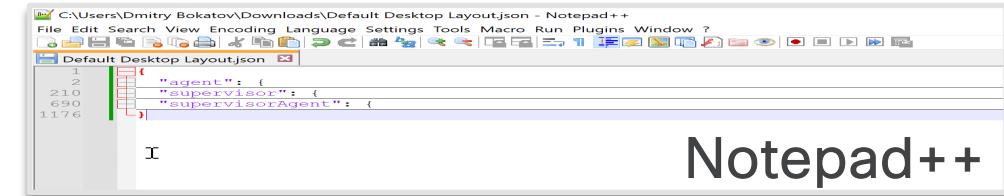
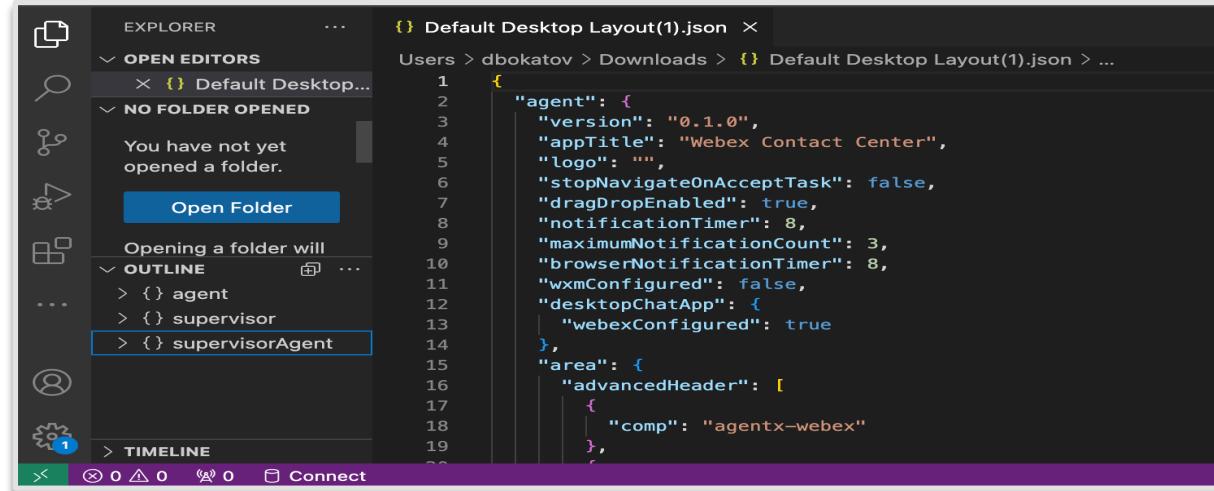
## Agent140 (CL\_140\_Team)

This screenshot shows the Webex Contact Center interface for Agent140 assigned to CL\_140\_Team. The interface includes a navigation bar with icons for Home, Tasks, and Help. The main area features several widgets: a 'No tasks' section, a 'Calls per EntryPoint' chart, an 'Abandoned Calls' chart, a 'Connected Durations' chart, and a 'Channel Count per Tenant' chart. On the right side, there are sections for Profile Settings (Telephony, Desktop, Team), Channel Capacity (Blended), User Settings (Notification Settings, Reset Entire Desktop Layout, Switch to Dark Mode, Speaker and Microphone), and Help (Keyboard Shortcuts, Download Error Report, Test Your Network). A large orange circle highlights the 'Calls per EntryPoint' chart.

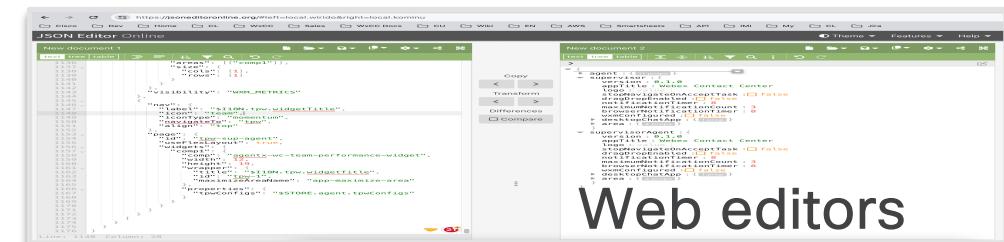


# Layout Best Practice

Use text editors with JSON data view



Notepad++



Web editors

## Global Layout

ID: b8792ed0-4e74-4c03-aeb8-d83796eb41f3 • Last Modified: May 14, 2024 14:26 pm

Layout details

Name *	Global Layout
Description	This is the global layout
JSON file *	Please use the default desktop layout to customise your desktop. <a href="#">Download default desktop layout</a>

Default Layout in production?

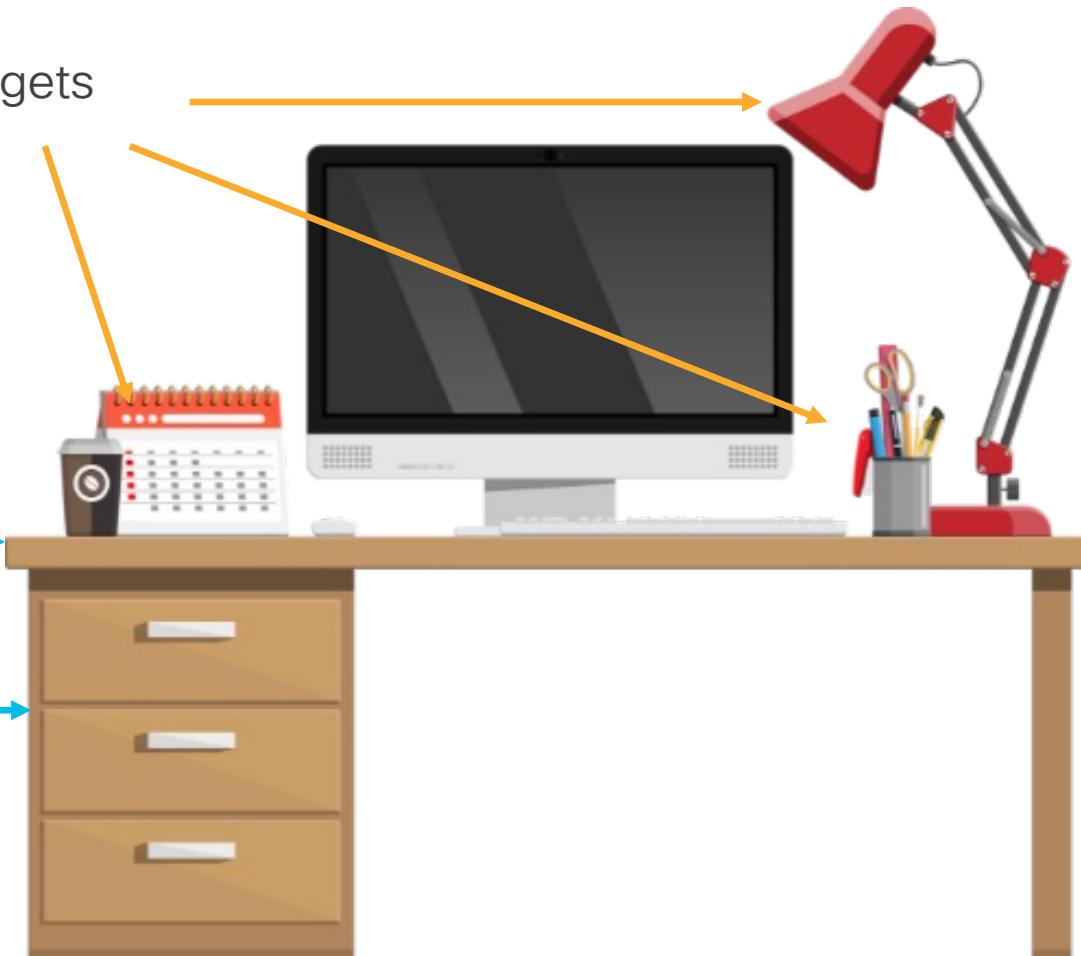


# Desktop Layout

```
1  {
2      "agent": {
3          "version": "0.1.0",
4          "appTitle": "Webex Contact Center",
5          "logo": "",
6          "stopNavigateOnAcceptTask": false,
7          "dragDropEnabled": false,
8          "notificationTimer": 8,
9          "maximumNotificationCount": 3,
10         "browserNotificationTimer": 8,
11         "wxmConfigured": false,
12         "desktopChatApp": {
13             "webexConfigured": false
14         },
15         "area": {
16             "advancedHeader": [ ... ],
17             "panel": { ... },
18             "navigation": [ ... ]
19         }
20     },
21     "supervisor": { ... },
22     "supervisorAgent": { ... }
23 }
24 ++"homepage": { ... }
```

- Custom Widget = Custom Layout
- Layout assigned on the Team Level only

Widgets



# Basic JSON elements

The following are the top-level and most important properties to know for JSON layout:

- **appTitle**: To specify a title on the horizontal header of the Desktop. The default title is Webex Contact Center.
- **logo: To specify a URL for the company logo**. If you do not provide a URL, then the Webex Contact Center logo appears by default.
- **taskPageIllustration**: To specify a custom illustration for the task page based on organization preferences and brand alignment. When an agent signs in, the task page displays the configured illustration as a background. By default, the task page appears without illustration.
- **stopNavigateOnAcceptTask**: To determine whether to shift the focus to a newly accepted task, when the agent accepts the new task while working on a previous task. The default value is false.
- **dragDropEnabled**: To enable the drag-and-drop and resizing of the widgets on the custom pages, set the value to true. The default value is false.
- **notificationTimer: To set the duration (in seconds)** after which the desktop notifications on the Desktop are automatically dismissed. The notification appears at the top-right corner of the Desktop. The default timeout value is 8 seconds. The valid range for timeout values is 1-10 seconds. For the timeout changes to take effect, the browser must be refreshed after the changes are made.
- **maximumNotificationCount**: To set the number of desktop notifications to be displayed at a time on the Desktop. The default value is 3. The range for desktop notifications is 1-10. The desktop notifications are stacked. If there are many notifications, they appear with a slight delay depending on the notificationTimer settings.
- **browserNotificationTimer**: To set the duration (in seconds) after which the browser toaster notifications on the Desktop are automatically dismissed. Toaster is a native browser notification that appears only if the Desktop is not the active browser window or tab. The Desktop browser window or tab is inactive when the browserNotificationTimer is set.
- **desktopChatApp**: To configure multiple Cisco-offered chat applications such as Webex App.
- **webexConfigured: Webex App along with its messaging, calling, and meeting functionalities, can be configured within the Desktop**. This configuration allows agents to collaborate with other agents, supervisors, and subject matter experts (SMEs) in their organization without navigating away from the Desktop.
  - **headerActions**: To change the order of the icons on the horizontal header of the Desktop. The default order is as follows: `["webex", "outdial", "notification"]`.
  - **area**: The area property is the core section of the Desktop Layout. You can define the layout as per the area.

# Default Widgets vs Custom Widgets



**Webex Contact Center**

Available 25:23 SJ

+1 (412) 288-3782 00:01 +1 (412) 288-3782 00:01

Charles Patterson Customer Service 00:08

Jason Welch Messenger Chat 03:12

Terry Rowland Twitter Chat 10:13

+1 (408) 555-0001 Customer Service 13:24

mlittlefoot@gmail.com Customer Service 13:24

All 12:32 PM 12:15 PM 12:10 PM 12:02 PM

Jason Welch IVR\_Queue\_1 12:32 PM 0:00:10

Cindy Smith IVR\_Queue\_1 12:15 PM 0:02:15

Amy Adams IVR\_Queue\_1 12:10 PM 0:00:02

Serena Gadot 12:02 PM

**Webex Experience Management**

Search

Pinned Information: Michael Littlefoot NPS: 9 / 10 CSAT: 3 / 5 Collected 25 Apr '19, 04:52 pm 4 pinned questions Show The guy on the phone was very helpful and understanding. Was able to resolve my issue within no time.

Customer Response: Issue Was Resolved? Michael Littlefoot

Customer Name: Michael Littlefoot NPS: 9 / 10 CSAT: 3 / 5 Collected 25 Apr '19, 04:52 pm 4 pinned questions Show The guy on the phone was very helpful and understanding. Was able to resolve my issue within no time.

Customer Response: Issue Was Resolved? Michael Littlefoot

NPS: 4 / 10 CSAT: 3 / 5 Collected 25 Apr '19, 03:21 pm 3 pinned questions Show

NPS: 8 / 10 CSAT: 3 / 5 Collected 25 Apr '19, 03:21 pm 2 pinned questions Show

NPS: 8 / 10 CSAT: 3 / 5 Collected 25 Apr '19, 03:21 pm 2 pinned questions Show

Standard Tools (Default Widgets)



desktop.wxcc-us1.cisco.com/wallboard-widget

**Webex Contact Center**

No tasks

158

Abandoned Calls From selected Date To Today's Date

Calls per EntryPoint From selected Date To Today's Date

Connected Durations From selected Date To Today's Date

Channel Count per Tenant From selected Date To Today's Date

All 12:32 PM 12:15 PM 12:10 PM 12:02 PM

+3227045654 Sale | 0:14:22 05:26 AM

+3227045654 Sale | 0:01:11 05:20 AM

+3227045654 Sale | 0:00:25 05:09 AM

+3227045654 Sale | 0:00:43 05:07 AM

Profile Settings

Telephone Desktop Team CL\_140\_Team

Channel Capacity Blended

Voice 1 Chat 1

Email 1 Social 1

User Settings

Notification Settings

Reset Entire Desktop Layout

Switch to Dark Mode

Speaker and Microphone

Help

Keyboard Shortcuts

Download Error Report

Test Your Network

Custom Widget (Specialized Tool)

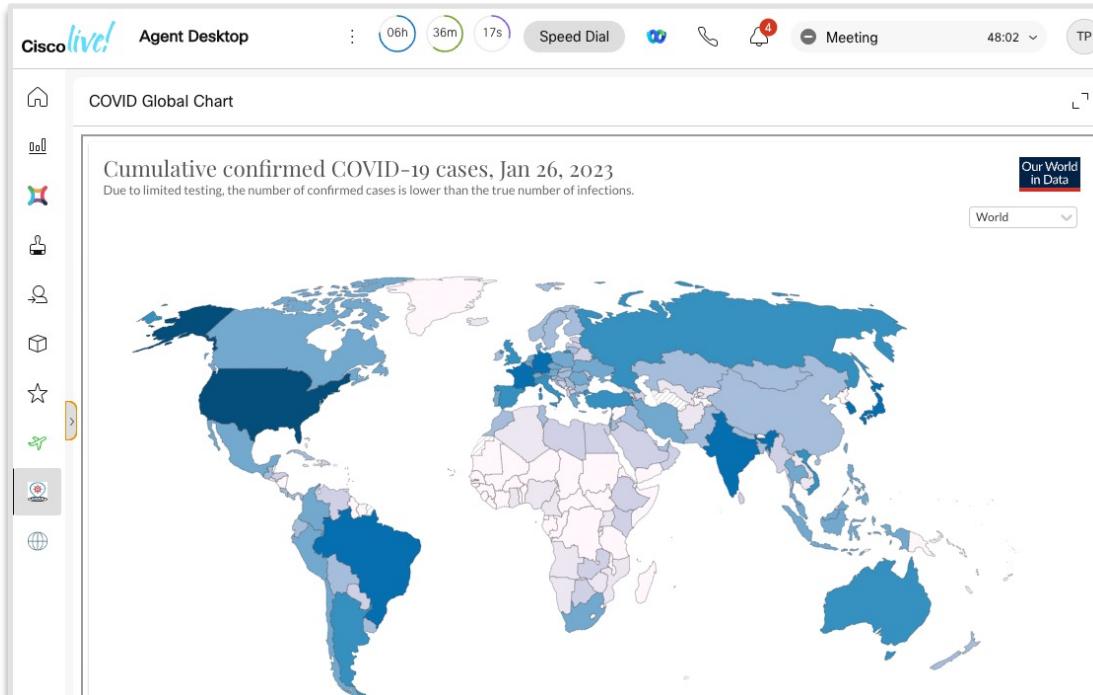


# Widget Classifications

# Widgets Classification

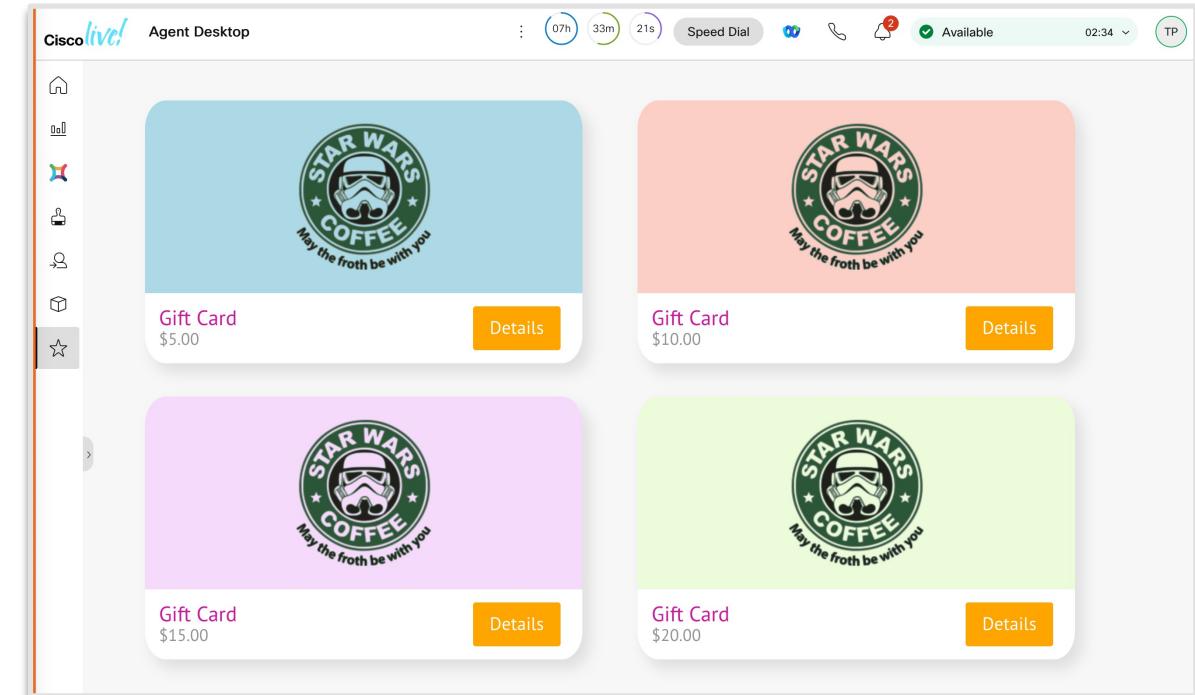
**iFrame Based:** Provide link of webpage inside the layout in component “agentx-wc-iframe”

- Easily embedded exiting web content
- Customize Size
- Can not use SDK or STORE data
- Requires Content security Policy (CSP)

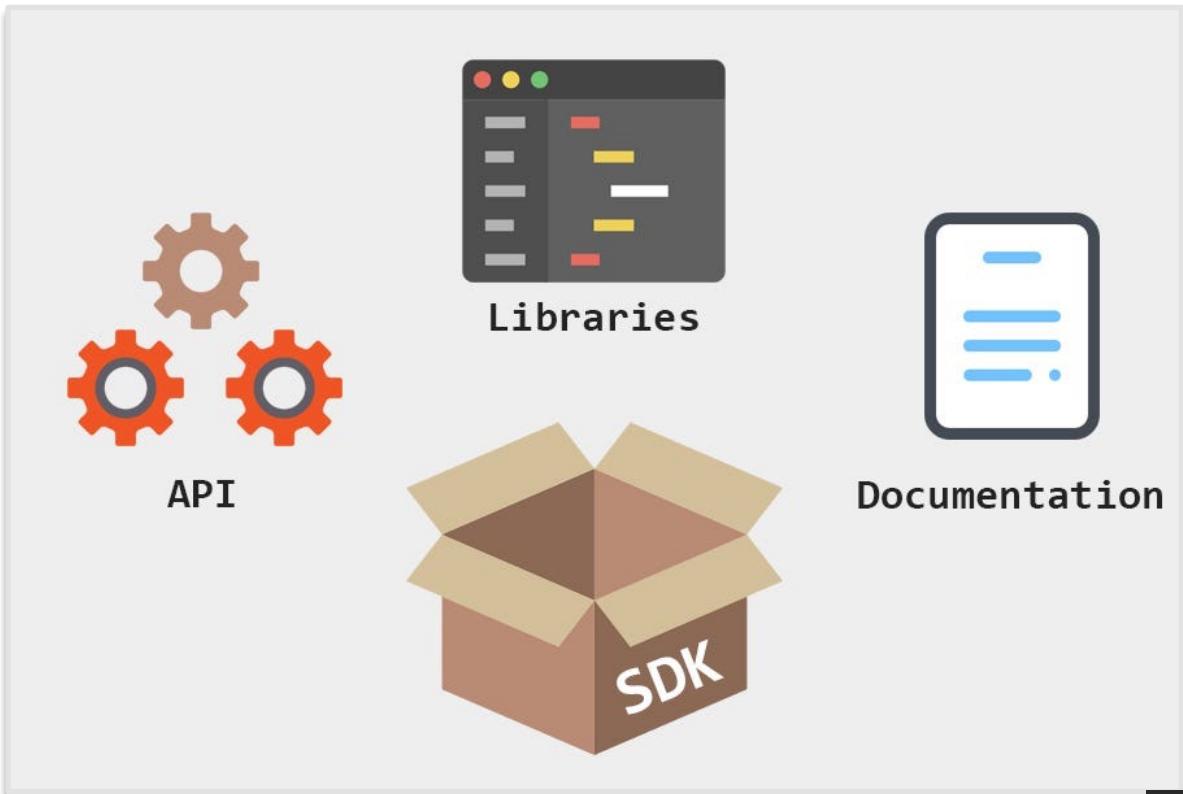


**Web Component:** Write custom JS code, bundled and hosted in a location. Provide location in layout

- Fully Customizable
- Use SDK and STORE
- Requires development



# Desktop SDK



## Examples:

```
const accessToken = await Desktop.actions.getToken();
// => Get current accessToken from Desktop store

const idleCodes = await Desktop.actions.getIdleCodes();
// => Get current idleCodes from Desktop store

await Desktop.agentStateInfo.stateChange({
  state: "Available",
  auxCodeIdArray: "0"
```

## Reference:

<https://www.npmjs.com/package/@wxcc-desktop/sdk>

<https://developer.webex-cx.com/documentation/guides/desktop>

## Root module (Desktop) includes:

- Configuration Module
- Localization Module
- Actions Module
- Logger Module
- Agent State Information Module
- Agent Contact Module
- Dialer Module
- Screen Pop Module
- Shortcut Key Module
- Call Monitoring Module

# Desktop "STORE" – Data provider

- Provide Real-Time Data from Desktop
- Understand the \$STORE in terms of what attributes you can pass into the layout

```
142     },
143     "page": {
144       "id": "wxm-metrics",
145       "widgets": {
146         "comp1": {
147           "comp": "agentx-wc-cloudcherry-widget",
148           "attributes": { "metrics": true },
149           "properties": {
150             "userModel": "$STORE.app.userModel",
151             "spaceId": "6260392745203e365546479c-wccsapssystem",
152             "metricsId": "5218163220440243829524418332-wccsapssystem",
153             "teamId": "$STORE.agent.teamName",
154             "isDarkMode": "$STORE.app.darkMode"
155           }
156         }
157       },
     },
```

Large list of top-level objects:

\$STORE.agent  
\$STORE.agentContact  
\$STORE.app  
\$STORE.auth  
\$STORE.generalNotifications  
\$STORE.dynamic

Reference: <https://developer.webex-cx.com/documentation/guides/desktop>



**DEMO**

# Dev Widget

Webex Contact Center

Available 07:02 AL

8

STORE Help Widget

Data Provider, objects from the Desktop that can be passed into your web component as attributes/properties configured on the Layout.json

[Desktop Documentation Guide](#)

storeAgent storeAgentContact storeApp storeAuth storeGeneralNotifications storeDynamic

No tasks

All +3227045654 Sale | 00:21 11:22 PM  
+3227045654 Sale | 01:52 11:17 PM  
+3227045654 Sale | 01:24 11:13 PM

```
{  
  "dnNumber": "webrtc-37ce41f0-c533-4167-b212-546f0341b1a0",  
  "teamName": "CL_140_Team",  
  "profileType": "BLENDED",  
  "enterpriseId": "e56f00d4-98d8-4b62-a165-d05a41243d98",  
  "privacyShieldVisible": true,  
  "agentName": "Agent140 Lab",  
  "agentId": "37ce41f0-c533-4167-b212-546f0341b1a0",  
  "agentEmailId": "wxcclabs+agent_ID140@gmail.com",  
  "agentProfileID": "86f7247f-07ae-4768-96b0-d64ec598dfbe",  
}
```

How to use... ⓘ

Dont forget to start with "this.", hit ENTER



Niko Theologitis



# Layout of “Dev Widget”

```
{  
    "nav": {  
        "label": "Dev Widget",  
        "icon": "info",  
        "iconType": "momentum",  
        "navigateTo": "dev-widget",  
        "align": "top"  
    },  
    "page": {  
        "id": "dev-widget",  
        "widgets": {  
            "main": {  
                "comp": "div",  
                "style": {  
                    "height": "800px",  
                    "overflow": "scroll"  
                },  
                "children": [  
                    {  
                        "comp": "sa-store-widget",  
                        "script": "https://wxccdemo.s3.us-west-1.amazonaws.com/widgets/store_widget/sa_store_widget_bundle.js",  
                        "properties": {  
                            "darkMode": "$STORE.app.darkMode",  
                            "storeAgent": "$STORE.agent",  
                            "storeAgentContact": "$STORE.agentContact",  
                            "storeApp": "$STORE.app",  
                            "storeAuth": "$STORE.auth",  
                            "storeGeneralNotifications": "$STORE.generalNotifications",  
                            "storeDynamic": "$STORE.dynamic",  
                            "hold": "https://wxccdemo.s3.us-west-1.amazonaws.com/widgets/store_widget/sa_store_widget_bundle.js"  
                        },  
                        "wrapper": {  
                            "title": "STORE Help Widget",  
                            "maximizeAreaName": "app-maximize-area"  
                        }  
                    }  
                ]  
            }  
        },  
        "layout": {  
            "areas": [["main"]],  
            "size": {  
                "cols": [1],  
                "rows": [1]  
            }  
        }  
    }  
},
```



# Let's Recap...

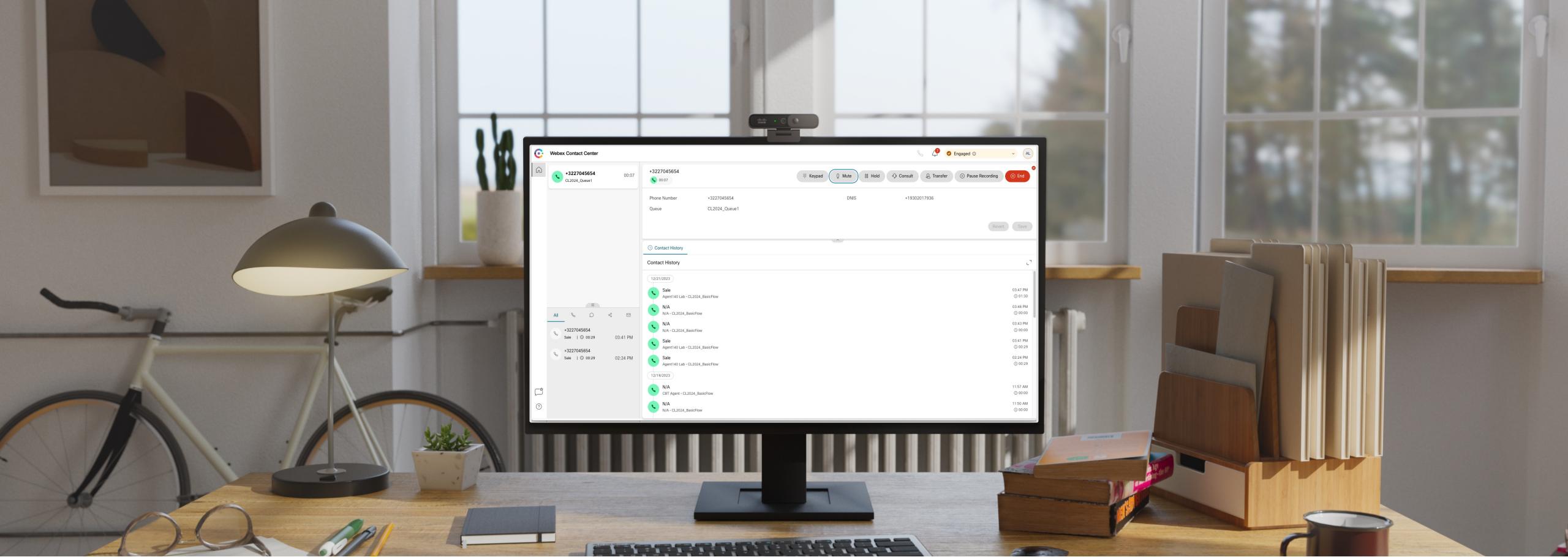


What is the Desktop Layout?

Type of Widgets?

Why we need Desktop SDK?

What does Desktop "STORE"?



# Areas of Customization

# Agents Desktop UI

The screenshot displays the Webex Contact Center Agents Desktop UI. At the top, the title "Webex Contact Center" is visible, along with a small circular icon containing a 'C'. On the right side of the header, there are status indicators: a phone icon, a bell icon with a red notification count of 7, a yellow box labeled "Engaged", and an orange circle labeled "AL".

The main interface shows a call in progress with the phone number "+3227045654" and a duration of "00:07". The call is associated with the queue "CL2024\_Queue1". Below the call details, there are several control buttons: Keypad, Mute (which is currently active), Hold, Consult, Transfer, Pause Recording, and End.

Below the controls, detailed call information is displayed: Phone Number (+3227045654), DNIS (+19302017936), and Queue (CL2024\_Queue1). At the bottom of this section are "Revert" and "Save" buttons.

A "Contact History" section is open, showing a list of previous interactions. The history is organized by date, starting with "12/21/2023". Each entry includes a small green phone icon, the contact number, the interaction type (e.g., Sale or N/A), the agent name (e.g., Agent140 Lab or CBT Agent), the flow name (e.g., CL2024\_BasicFlow), the duration, and the timestamp. The history also includes entries from "12/19/2023".

On the left side of the screen, there is a sidebar with navigation icons: Home, Call Log, Queue, and Help. The "Call Log" icon is highlighted with a blue border. The call log shows two recent calls to the same number, both labeled "Sale" and "00:29".

# Agents Desktop UI

The screenshot displays the Webex Contact Center Agents Desktop UI. At the top, the title "Webex Contact Center" is visible, along with a small circular icon containing a 'C'. On the right side of the header, there are status indicators: a phone icon, a bell icon with a red notification count of 7, a yellow box labeled "Engaged", and an orange circle labeled "AL".

The main interface shows a call in progress with the phone number "+3227045654" and a duration of "00:07". The call is associated with the queue "CL2024\_Queue1". Below the call details, there are several control buttons: Keypad, Mute (which is currently active), Hold, Consult, Transfer, Pause Recording, and End.

Below the controls, detailed call information is displayed: Phone Number (+3227045654), DNIS (+19302017936), and Queue (CL2024\_Queue1). At the bottom of this section are "Revert" and "Save" buttons.

A "Contact History" section is open, showing a list of previous interactions. The history is organized by date, starting with "12/21/2023". Each entry includes a small green phone icon, the contact number, the interaction type (e.g., Sale, N/A), the agent name (e.g., Agent140 Lab, CBT Agent), the flow name (e.g., CL2024\_BasicFlow), the duration, and the timestamp. For example, on 12/21/2023, there were four "Sale" interactions with Agent140 Lab and three "N/A" interactions with CBT Agent, all occurring between 02:24 PM and 03:47 PM.

On the left side of the screen, there is a sidebar with navigation icons: Home, Call Log (highlighted with a blue border), Queue, and Help. The "Call Log" section shows two recent calls from "+3227045654" with a duration of "00:29" each, timestamped at "03:41 PM" and "02:24 PM".

# Agents Desktop UI

The diagram illustrates the layout of the Webex Contact Center Agents Desktop UI, highlighting several key components:

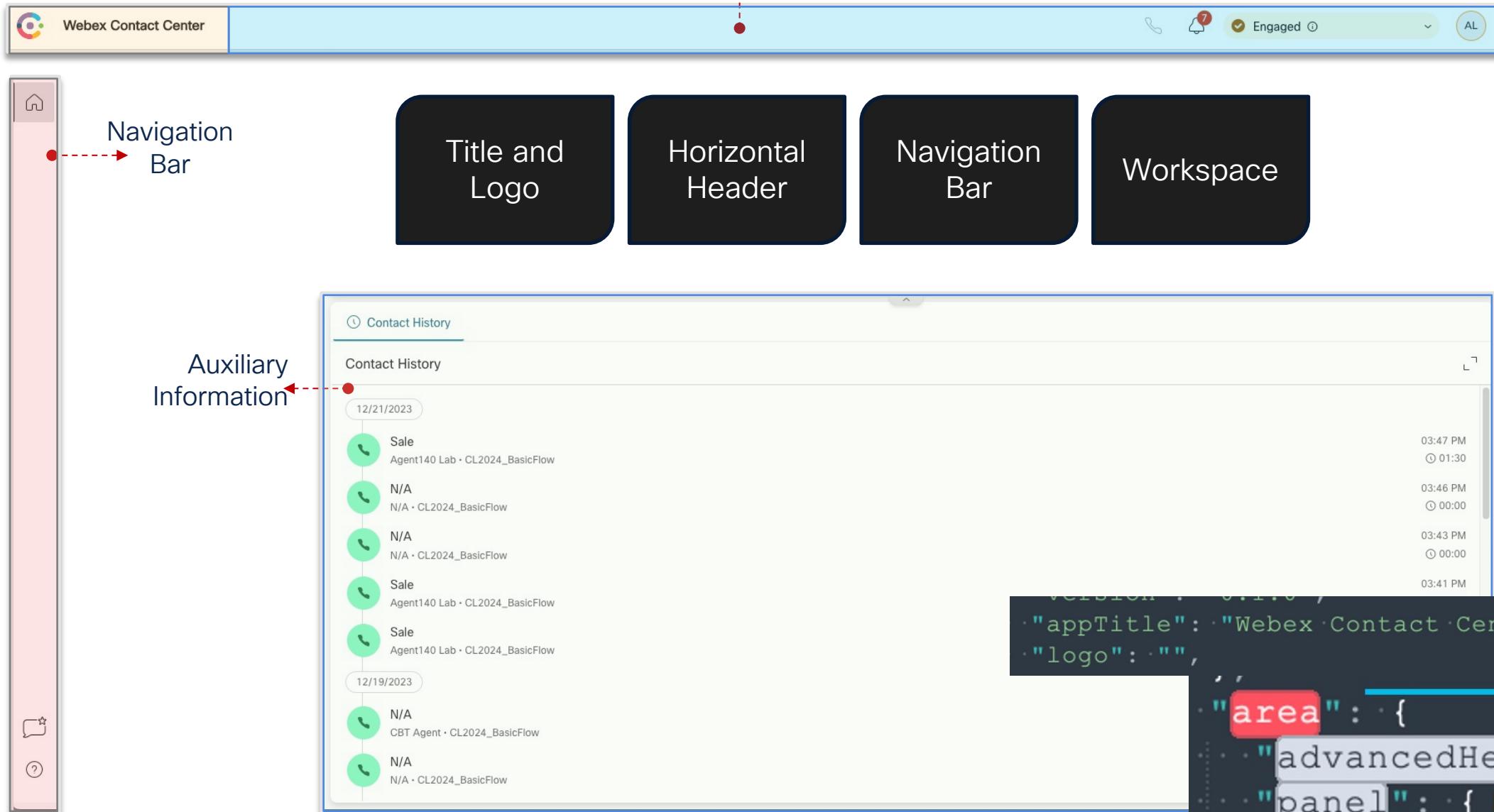
- Navigation Bar**: Located on the far left, featuring icons for Home, Recent, Tasks, Help, and Cisco.
- Horizontal Header**: A bar at the top containing the Webex Contact Center logo, a search bar, notification icons (with a red badge showing 7), status indicators (Engaged), and a dropdown menu.
- Call Associated Data and Interaction Control**: The main call details panel, which includes:
  - Phone Number: +3227045654
  - Queue: CL2024\_Queue1
  - Duration: 00:07
  - Control buttons: Keypad, Mute (highlighted in blue), Hold, Consult, Transfer, Pause Recording, and End.
- Tasks List**: A sidebar on the left side of the main call panel.
- Auxiliary Information**: A floating window titled "Contact History" showing a list of interactions for the current call, including dates, times, duration, and agent information.
- Agent Interaction History**: A sidebar on the left side of the auxiliary information window.

At the bottom of the interface, there is a footer note: "Cisco Confidential".

Detailed data from the Contact History window:

Date	Time	Duration	Agent	Notes
12/21/2023	03:47 PM	01:30	Sale	Agent140 Lab • CL2024_BasicFlow
12/21/2023	03:46 PM	00:00	N/A	N/A • CL2024_BasicFlow
12/21/2023	03:43 PM	00:00	N/A	N/A • CL2024_BasicFlow
12/21/2023	03:41 PM	00:29	Sale	Agent140 Lab • CL2024_BasicFlow
12/21/2023	02:24 PM	00:29	Sale	Agent140 Lab • CL2024_BasicFlow
12/19/2023	11:57 AM	00:00	N/A	CBT Agent • CL2024_BasicFlow
12/19/2023	11:50 AM	00:00	N/A	N/A • CL2024_BasicFlow

# Agents Desktop UI



# Areas of Customization - Logo & Title

Customized  
Logo & Title

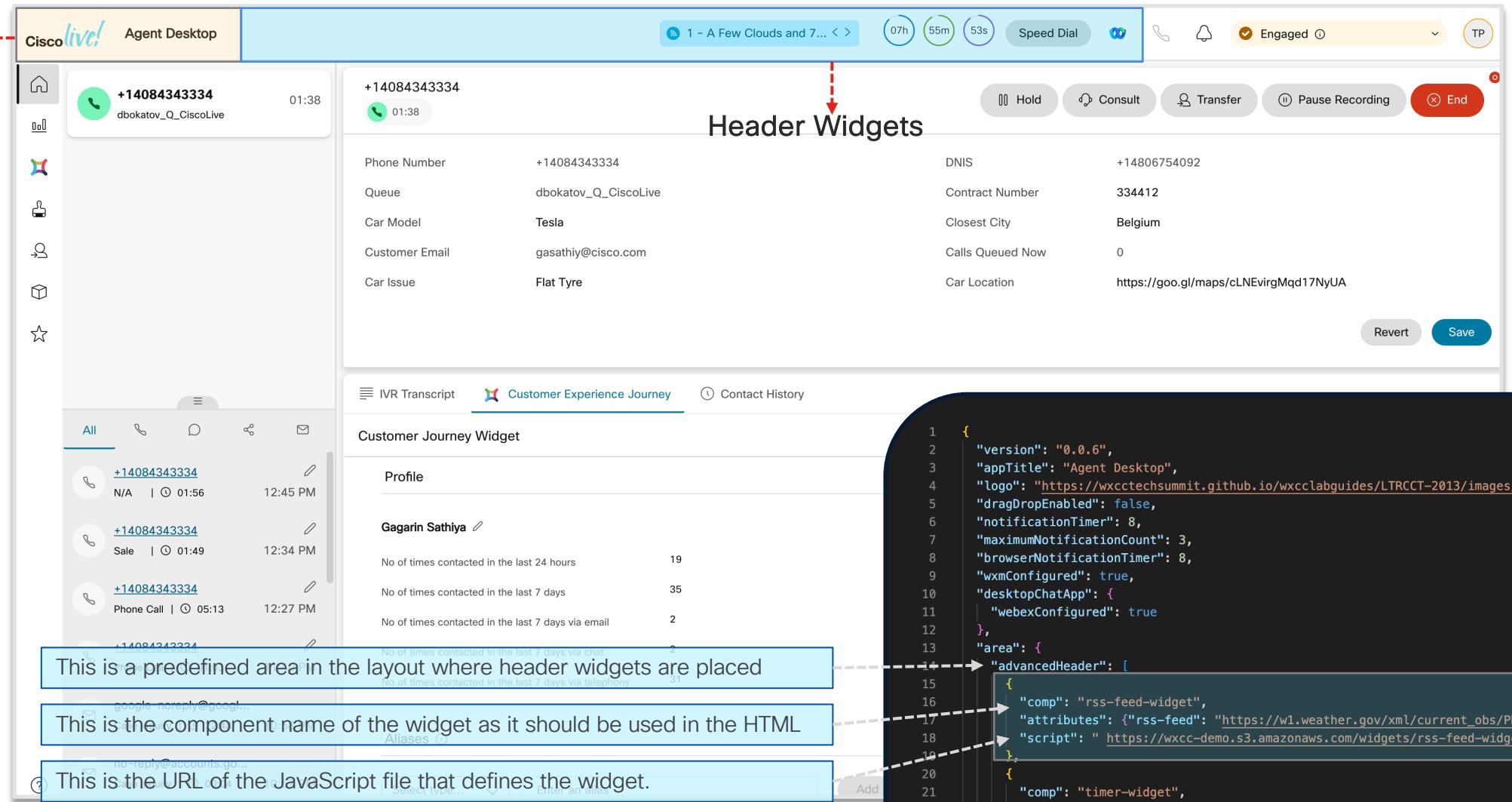
The screenshot shows the Cisco Agent Desktop interface. At the top left, the title bar displays "Cisco live! Agent Desktop". A red arrow points from the text "Customized Logo & Title" to this title bar. The main window shows a call details screen for a customer with phone number +14084343334. The customer's profile information is listed, including their car model (Tesla) and issue (Flat Tyre). Below this, the "Customer Experience Journey" tab is selected, showing a "Customer Journey Widget" with a table of contact history. A modal window is open in the bottom right corner, displaying a JSON configuration file with code snippets for customizing the application's appearance and behavior.

```
1 {  
2   "version": "0.0.6",  
3   "appTitle": "Agent Desktop",  
4   "logo": "https://wxcctechsummit.github.io/wxcclabguides/LTRCCT-2013/images/CL.png",  
5   "dragDropEnabled": false,  
6   "notificationTimer": 8,  
7   "maximumNotificationCount": 3,  
8   "browserNotificationTimer": 8,  
9   "wxmConfigured": true,  
10  "desktopChatApp": {  
11    "webexConfigured": true  
12  },  
13  "area": {  
14    "advancedHeader": [
```



# Areas of Customization - Horizontal Header

Customized Logo & Title



# Passing attributes into the Layout

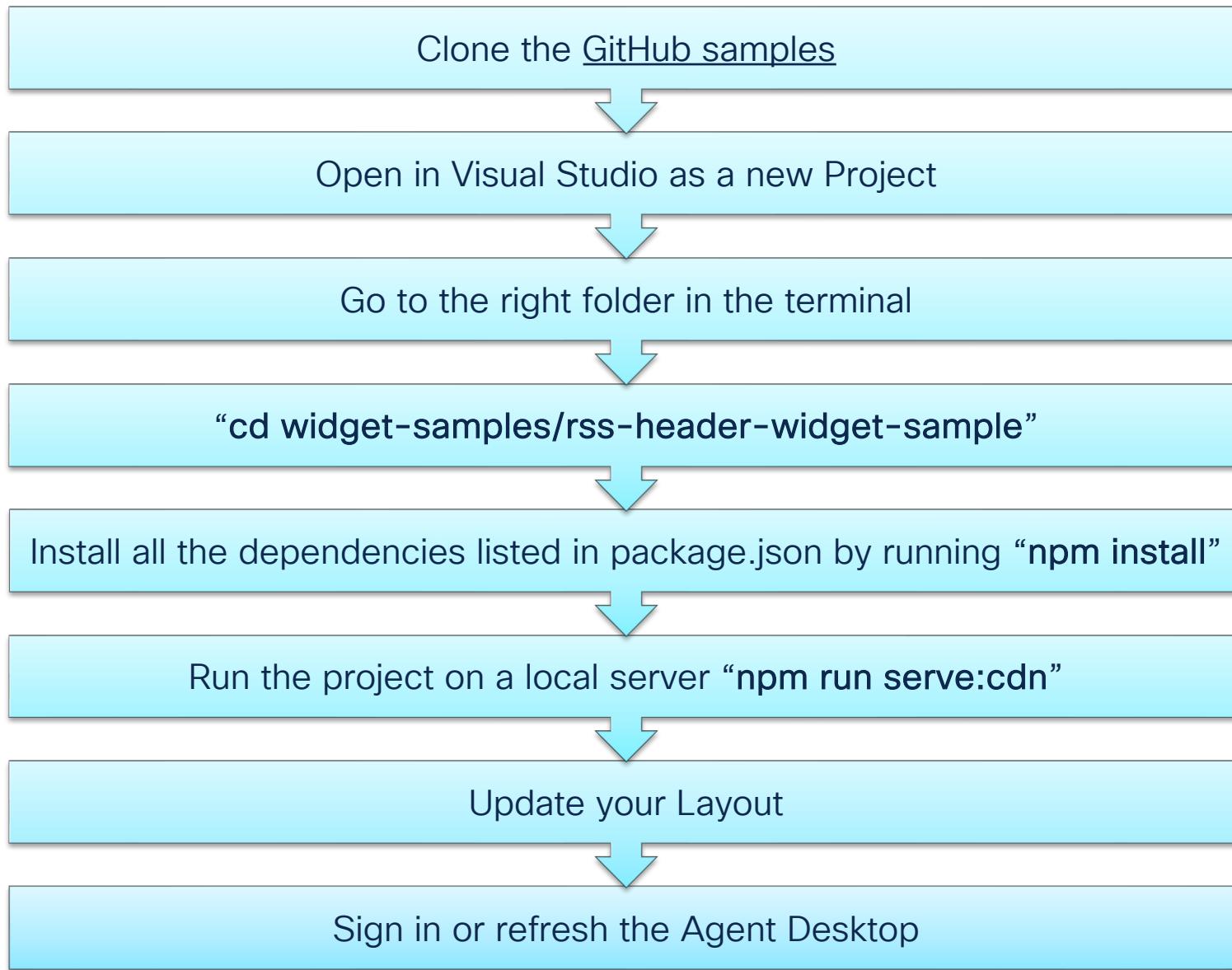
## Desktop Layout

```
1  {
2      "version": "0.0.6",
3      "appTitle": "Agent Desktop",
4      "logo": "https://wxcctechsummit.github.io/wxcclabguides/LTRCCT-2013/images/CL.png",
5      "dragDropEnabled": false,
6      "notificationTimer": 8,
7      "maximumNotificationCount": 3,
8      "browserNotificationTimer": 8,
9      "wxmConfigured": true,
10     "desktopChatApp": {
11         "webexConfigured": true
12     },
13     "area": {
14         "advancedHeader": [
15             {
16                 "comp": "rss-widget",
17                 "attributes": {
18                     "rss-feed": "https://dialer360.com/blog/feed"
19                 },
20                 "script": "http://localhost:8000/rss-widget.js",
21                 "properties": {
22                     "is-dark-mode": "$STORE.app.darkMode"
23                 }
24             },
25             {
26                 "comp": "rss-widget",
27                 "script": "http://localhost:8000/rss-widget.js",
28                 "properties": {
29                     "is-dark-mode": "$STORE.app.darkMode"
30                 }
31             }
32         ],
33         "content": [
34             {
35                 "comp": "rss-widget",
36                 "script": "http://localhost:8000/rss-widget.js",
37                 "properties": {
38                     "is-dark-mode": "$STORE.app.darkMode"
39                 }
40             }
41         ]
42     }
43 }
```

- Custom HTML web components enable us to pass custom attributes to the Layout, enabling or disabling features.
- N attributes can be injected and passed on from the layout.  
JS code

```
js rss-widget.js ×
widget-samples > rss-header-widget-sample > src > js rss-widget.js > RSSWidget > updated
1 import {html, css, LitElement} from 'lit';
2
3 export class RSSWidget extends LitElement {
4     static get styles() {
5     }
6
7     static get properties() {
8         return {
9             rssFeed: { attribute: "rss-feed", type: String },
10            currentItemIndex: { type: Number },
11            items: { type: Array },
12            isDarkMode: { attribute: "is-dark-mode", type: Boolean }
13        };
14    }
15
16    constructor() {
17        super();
18        this.rssFeed = 'https://developer.webex.com/api/content/blog/feed';
19        this.items = [];
20        this.currentItemIndex = 0;
21        this.feed = {};
22        this.isDarkMode = false;
23    }
24}
```

# How to get started?



Visual Studio Code

Editing evolved

Start

- New File...
- Open...
- Clone Git Repository...
- Connect to...

Walkthroughs

- Get Started with VS Code  
Customize your editor, learn the basics, and start coding
- Learn the Fundamentals

Recent

- CustomerSuccessBot ~/Documents/GitHub
- smartrack /AleksYan
- smartrack ~/Projects/Bot CSM
- Bot CSM ~/Projects
- smartrack (Dmitry\_New)[GitHub] AleksYan
- More...

Restart Visual Studio Code to apply the latest update.

Show welcome page on startup

Update Now Later Release Notes

reporting-samples Update README.md last week Packages

token-management-samples Update index.js last month

OUTLINE TIMELINE Connect Go Live

# Areas of Customization - Nav Bar

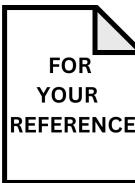
The screenshot illustrates several customization areas within the Cisco Agent Desktop interface:

- Customized Logo & Title:** The top left corner features the "Cisco live!" logo and the text "Agent Desktop".
- Header Widgets:** A red arrow points from the text "Header Widgets" to the top navigation bar, which includes icons for signal strength, battery level, and connectivity.
- Navigation Widgets (custom page):** A red arrow points to the vertical sidebar on the left, which contains icons for Home, Queue, Customer, and Favorites.
- Predefined Area for Navigation Widgets:** A blue box highlights a section of the interface labeled "Customer Journey Widget" and "Profile". It contains the text: "This is a predefined area in the layout where navigation widgets are placed".
- Custom Page for Navigation Icons:** A blue box highlights the bottom section of the interface, showing email and alias management. It contains the text: "This is the navigation icon and HTTPS custom page location, you can use the existing icons by setting "iconType": "momentum". Available icons in the collection: <https://momentum-design.github.io/momentume-design/en/tokens/icons/>".
- Code Sample:** A large black callout box on the right displays JSON configuration code for a navigation widget. The code defines a navigation item for an "Analyzer iFrame Widget" with specific attributes like icon URL and alignment.



# Layout of “iFrame Widget”

[GitHub sample](#)



```
{  
  "nav": {  
    "label": "Analyzer iFrame Widget",  
    "icon": "analysis-active",  
    "iconType": "momentum",  
    "navigateTo": "iframe-widget",  
    "align": "top"  
  },  
  "page": {  
    "id": "iframe-widget",  
    "widgets": {  
      "left": {  
        "comp": "agentx-wc-iframe",  
        "attributes": {  
          "src": "https://analyzer-v2.wxcc-  
us1.cisco.com/analyzer/view/dashboard?tId=e56f00d4-98d8-4b62-a165-d05a41243d98&rId=-1181"  
        }  
      }  
    },  
    "layout": {  
      "areas": [["left"]],  
      "size": {  
        "cols": [1],  
        "rows": [1]  
      }  
    }  
  }  
},  
}
```



# Areas of Customization – Workspace

The screenshot illustrates the Cisco Agent Desktop workspace with various customization points highlighted:

- Customized Logo & Title:** The top left corner shows the "Cisco live!" logo and "Agent Desktop" title.
- Header Widgets:** A red arrow points to the top header bar, which includes a navigation bar with icons for Home, Logout, etc., and a main header with contact information (+14084343334), queue (dbokatov\_Q\_CiscoLive), and time (01:38). It also displays system status (07h 55m 53s, Speed Dial, Engaged, TP).
- Tab Widgets:** A red arrow points to the tabs at the top of the main content area, specifically the "Customer Experience Journey" tab.
- Navigation Widgets (custom page):** A red arrow points to the left sidebar, which contains a vertical list of navigation icons: Home, Logout, Queue, Contact, Case, and Favorites.
- Customer Journey Widget:** The main content area displays a "Customer Journey Widget" for the contact +14084343334. It shows the customer's profile (Gagarin Sathiya), contact history, and aliases. A red dashed box highlights the "Customer Journey Widget" section.
- Code View:** A modal window shows the JSON configuration for the "Customer Journey Widget". The code defines the panel structure, tabs, and the specific "customer-journey-widget" component with its script URL (<https://cjaas.cisco.com/widgets/customer-journey-8.0.7.js>).
- System Default:** A list of system default widget names is provided:
  - IVR\_TRANSCRIPT
  - CONTACT\_HISTORY
  - SCREEN\_POP
  - WXM\_JOURNEY



# What Agents looking for?



Personalized Experience  
Role, Business, Customer



Simpler view with clear insights  
CX and Agent KPI's



Unified Agent Desktop



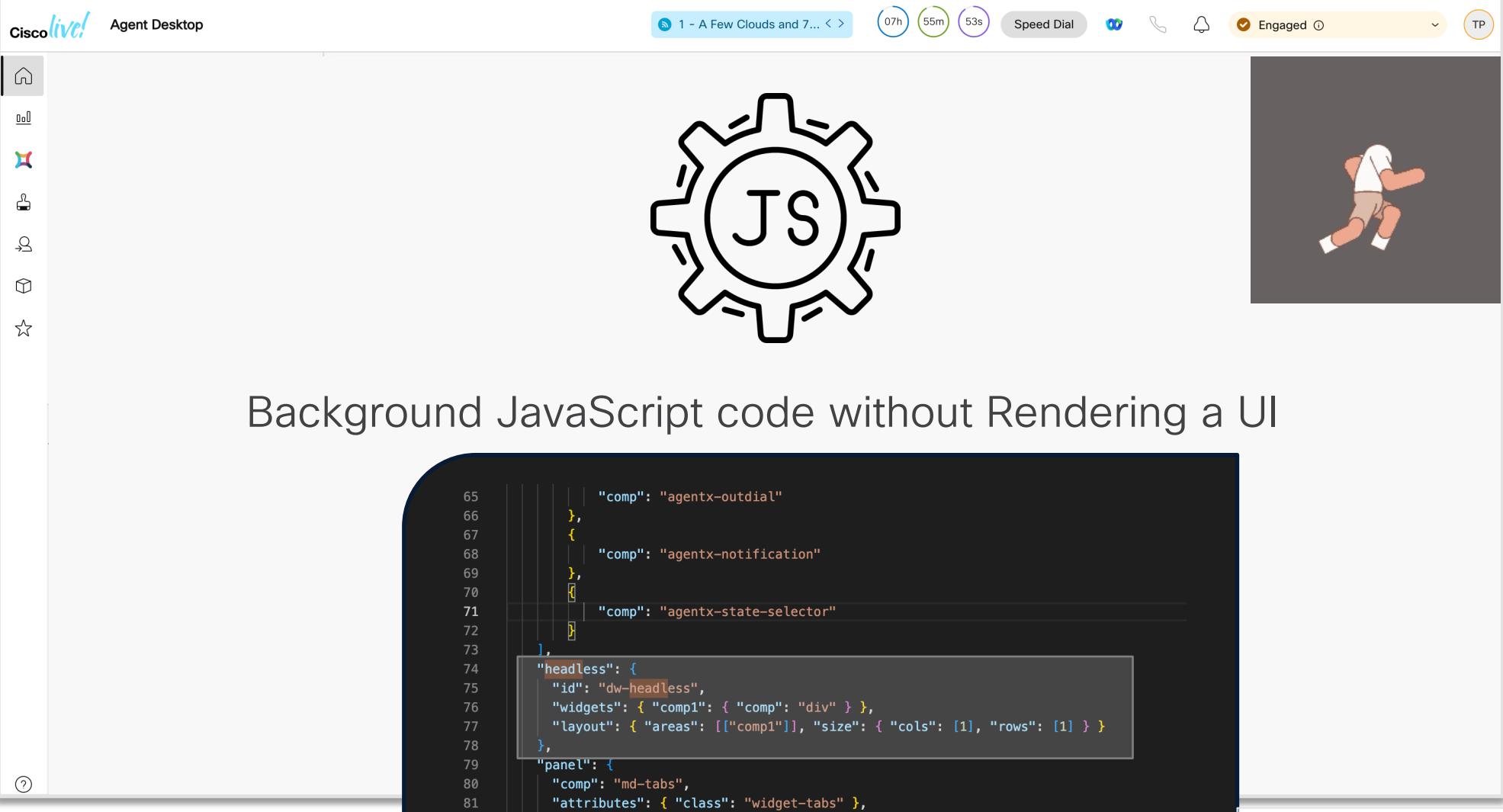
Tailored Workflow  
Repetitive tasks

# Use Case - Auto state change for Outdials

The screenshot shows the Webex Contact Center interface. The top bar displays the title "Webex Contact Center", a phone icon, a bell icon with a red notification count of 7, a "Meeting" button, a timer showing "00:01 / 00:26", and an "AL" button. On the left, there's a sidebar with icons for Home, Queue, Skills, and Status, followed by a "No tasks" message with a small illustration of a person at a desk. The main area is titled "State before outdial".

The screenshot shows the Webex Contact Center interface after an outdial event. The top bar remains the same. The sidebar now shows a green circle with a white phone icon and the number "1", indicating an active outbound call. A blue box highlights this status. The main area is titled "To automatically change the state to outdial if an Outdial event".

# Areas of Customization - Headless Widget



The image shows a screenshot of the Cisco Agent Desktop interface. At the top, there's a header bar with the Cisco live! logo, 'Agent Desktop', and various status indicators like '07h', '55m', '53s', 'Speed Dial', and a 'Engaged' status. On the left, there's a vertical sidebar with icons for Home, Call Log, Chat, User, and Favorites. The main workspace contains a large icon of a gear with the letters 'JS' inside it, representing JavaScript. To the right of the gear is a small image of a cartoon character. Below the gear, the text 'Background JavaScript code without Rendering a UI' is displayed. A dark callout box is overlaid on the screen, containing a snippet of JSON-like configuration code. The code defines components for 'agentx-outdial', 'agentx-notification', and 'agentx-state-selector'. It also includes a 'headless' section for a component with ID 'dw-headless', which has a single 'widget' defined with a 'comp' of 'div'. The 'layout' section specifies a single column and single row. The 'panel' section defines a 'md-tabs' component with attributes for class and children. The code spans lines 65 to 90. In the bottom right corner of the slide, there's a call-to-action: 'check out [open-source sample headless widget](#)'.

```
65      "comp": "agentx-outdial"
66    },
67    {
68      "comp": "agentx-notification"
69    },
70    [
71      "comp": "agentx-state-selector"
72    ]
73  ],
74  "headless": {
75    "id": "dw-headless",
76    "widgets": { "comp1": { "comp": "div" } },
77    "layout": { "areas": [ ["comp1"] ], "size": { "cols": [ 1 ], "rows": [ 1 ] } }
78  },
79  "panel": {
80    "comp": "md-tabs",
81    "attributes": { "class": "widget-tabs" },
82    "children": [
83      ...
84    ],
85    "style": {
86      ...
87    }
88  }
89}
90>
```

check out [open-source sample headless widget](#)

**DEMO**

# Use Case - Auto state change for Outdials

<https://app.vidcast.io/share/29af0e97-e590-4470-8e92-373d0366eaa3>

Webex Contact Center

State before outdial

No tasks

Webex Contact Center

Outbound Call  
Connecting ..

State automatically changed on an Outdial event

Note: This is just a sample POC widget to demo the headless widget and not meant to be production ready.  
This demo showcases the possibilities of Desktop SDK and helps to identify & implement use cases.

[GitHub Link](#)

Aashish Berry



# Use Case - Auto state change for Outdials

Desktop SDK

Event Listening

Agent Contact Reserved

IF

Contact Direction Type  
is 'OUTBOUND'

Save in Var

Latest Agent State Info

Change Agent status

To Outdial Idle Code  
from the Layout

Event Listening

Agent Contact  
WrappedUp

IF

Contact Direction Type  
is 'OUTBOUND'

Change Agent status

To the previous  
(saved in var)

Event Listening

Agent Contact  
Rona





# Let's Recap...



What is the Desktop Layout?

Why we need Desktop SDK?

What does Desktop "STORE"?

How many areas of Customization?

What is the Headless widget?



# Use Cases and Samples

# WallBoard Widget



Niko Theologitis

Webex Contact Center

No tasks

Calls per EntryPoint:  
From selected Date To Today's Date

Connected Durations:  
From selected Date To Today's Date

Abandoned Calls:  
From selected Date To Today's Date

55

Wrap Up Codes per Queue:  
From selected Date To Today's Date

Channel Count per Tenant:  
From selected Date To Today's Date

Call Queue Stats:  
From selected Date To Today's Date

EntryPoint	Calls	Avg	Total
130_InboundVoiceEP	20	16 Avg	55 Total
131_VoiceEP	3	9 Avg	21 Total
132_VoiceEP	1	10 Avg	10 Total
CL2024_CCAL_EP	1	43 Avg	43 Total
CL2024_DataLab_2	10	29 Avg	29 Total
CL24_3002_Voice	8	22 Avg	22 Total
CL_DEMO	20	35 Avg	58 Total
DialogflowCx_Lab	2	44 Avg	44 Total
EP_CL2024_DataLab_PCS	38	35 Avg	35 Total
RecordingTAG_EP	8	33 Avg	33 Total
EP_GL2024_DataLab_PCS	12	12 Avg	12 Total

Note: This is just a sample POC widget to demo the Message Board widget and not meant to be production ready.

# Layout of “WallBoard Widget”

```
{  
    "comp": "md-tab-panel",  
    "attributes": {  
        "slot": "panel",  
        "class": "widget-pane"  
    },  
    "children": [  
        {  
            "comp": "sa-persistent-widget",  
            "script": "https://wxccdemo.s3.us-west-  
1.amazonaws.com/widgets/sentiment/persistent/sa_persistent_widget_bundle.js",  
            "attributes": {  
                "isDarkMode": "$STORE.app.darkMode"  
            },  
            "properties": {  
                "accessToken": "$STORE.auth.accessToken",  
                "orgId": "$STORE.agent.orgId",  
                "apiKey": "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",  
                "wrap": "$STORE.agentContact.selectedTaskId"  
            },  
            "wrapper": {  
                "title": "Persistent Id",  
                "maximizeAreaName": "app-maximize-area"  
            }  
        }  
    ]  
}
```

# Use Case – Abandoned Calls Widget

Demo: <https://app.vidcast.io/share/7ebe7295-908f-4de1-95b6-c01102d4bbd3>

The screenshot shows the Webex Contact Center interface with the following details:

- Top Bar:** Displays "Webex Contact Center", a clock icon with "It is time to", a phone receiver icon, a bell icon, and an "Engaged" status with a person icon.
- Left Sidebar:** Includes icons for Home, Queue, Call Log, and Chat, along with a search bar and filter options.
- Current Call Info:** Shows a call to "16314638679" from "CL\_Outdial\_Queue" at "02:17".
- Abandoned Calls Section:** Titled "Follow-Up on Abandoned Calls". It includes a date selector set to "22/02/2024, 22:16".
- Table:** A grid showing abandoned calls with the following data:

Index	Call Started Time	Called Number	Customer Number	Queue / Dept.	Call Abandoned Time	Time Abandoned
1	02/23/24 6:22:53 PM	+14402308308	+3227041021		02/23/24 6:23:05 PM	0:0:12
2	02/22/24 11:55:56 PM	+14694097617	+16314638679	CL_DEMO	02/22/24 11:56:09 PM	0:0:12
3	02/22/24 10:31:01 PM	+14402308304	+3227045983	CL2024_SBR_QV_Team51	02/22/24 10:32:36 PM	0:1:35

Note: This is just a sample POC widget to demo the widget and not meant to be production ready.

# Layout of “Abandoned Calls Widget”

```
{  
  "nav": {  
    "label": "AbandonedCalls",  
    "icon": "pairing",  
    "iconType": "momentum",  
    "navigateTo": "abandoned-calls",  
    "align": "top"  
  },  
  "page": {  
    "id": "abandoned-calls",  
    "widgets": {  
      "main": {  
        "comp": "div",  
        "style": {  
          "height": "800px",  
          "overflow": "scroll"  
        },  
        "children": [  
          {  
            "comp": "sa-abandoned-calls",  
            "script": "https://wxccdemo.s3.us-west-1.amazonaws.com/widgets/abandonedCalls/sa_abandonedcalls_bundle.js",  
            "properties": {  
              "_accessToken": "$STORE.auth.accessToken",  
              "_orgId": "$STORE.agent.orgId",  
              "_entryPointId": "AXZtgp2swb-tZrANor5u",  
              "_outDialNumber": "+19782768450",  
              "_darkMode": "$STORE.app.darkMode"  
            },  
            "wrapper": {  
              "title": "Abandoned Calls",  
              "maximizeAreaName": "app-maximize-area"  
            }  
          }  
        ]  
      }  
    },  
    "layout": {  
      "areas": [["main"]],  
      "size": {  
        "cols": [1],  
        "rows": [1]  
      }  
    }  
  },  
},  
}
```

# Use Case – Message Board Widget

Demo: <https://app.vidcast.io/share/5fc790ad-32b7-4426-8b90-ec530d2148e3>

The image displays two screenshots of the Webex Contact Center interface, illustrating a 'Message Board' feature.

**Supervisor View:** The top screenshot shows the Supervisor dashboard. It features a central 'Message Board' component with a text input field labeled 'Type your message' and a 'Send' button. Above the message board are three dropdown filters: 'Queue Name' (Select Queue), 'Channel Type' (Select Channel), and 'Managed Teams' (Select Team). To the right of the message board are two summary cards: 'Total Contacts Handled' (8) and 'Abandoned' (0). The left sidebar includes sections for 'Contacts in Progress' (0) and 'Average Service Level' (50%). A blue arrow points from the 'It is time to go home' notification at the top right towards the Supervisor's message board.

**Agent View:** The bottom screenshot shows the Agent dashboard. It has a sidebar with navigation icons and a message 'No tasks'. A blue arrow points from the same 'It is time to go home' notification at the top right towards the Agent's message board area.

**Note:** This is just a sample POC widget to demo the Message Board widget and not meant to be production ready.

# Layout of “Message Board Widget”

## Agent

```
"advancedHeader": [  
    {  
        "comp": "sa-message-board-agent",  
        "properties": {  
            "darkMode": "$STORE.app.darkMode"  
        },  
        "script": "https://wxccdemo.s3.us-west-  
1.amazonaws.com/widgets/message_board/agent/sa_message_board_agent_bundle.js"  
    },  
]
```

## Supervisor

```
...  
"advancedHeader": [  
    {  
        "comp": "sa-message-board-header",  
        "properties": {  
            "darkMode": "$STORE.app.darkMode"  
        },  
        "script": "https://wxccdemo.s3.us-west-  
1.amazonaws.com/widgets/message_board/supervisor/sa_message_board_header_bundle.js"  
    },  
    {  
        "comp": "sa-message-board-agent",  
        "properties": {  
            "darkMode": "$STORE.app.darkMode"  
        },  
        "script": "https://wxccdemo.s3.us-west-  
1.amazonaws.com/widgets/message_board/agent/sa_message_board_agent_bundle.js"  
    },  
]
```

# Important links

## Webex Apps

<https://apphub.webex.com/contact-center>

## Developer Community - Support:

<https://community.cisco.com/t5/contact-center/bd-p/j-disc-dev-contact-center>

Cisco Community > Technology and Support > Developer Hub > Developer Collaboration > Contact Center



<https://developer.webex.com/blog>

Developing With Webex Contact Center Header Widgets: An RSS Feed Reader Example

December 14, 2023

 Adam Weeks  
Manager, Webex Developer Evangelism



## Documentation

<https://developer.webex-cx.com/documentation/guides/desktop>

Widget samples

<https://github.com/WebexSamples/webex-contact-center-api-samples>



# Happy Customizations!



**Personalized Experience**  
Role, Business, Customer

---



**Simpler view with clear insights**  
CX and Agent KPI's

---



**Unified Agent Desktop**

---



**Tailored Workflow**  
Repetitive tasks

---



The bridge to possible

