

Getting Started with the Finesse Screenpop gadget

Prerequisites:

Before you follow these directions you should:

- Have Finesse and UCCE installed.
(Follow the directions in Getting Started.)
- Verify that you can login an agent.
- Ensure that when you place a call to the agent there is something in Callvariable1*

*The Screenpop gadget assumes you have data in Callvariable1 which it will then use in a dogpile.com search.

Steps:

These steps will allow you to verify the screenpop gadget works in your environment and to modify the screenpop gadget to use a different search engine.

1. Download the [Screenpop gadget](#)
2. Put the Screenpop gadget files including the Finesse and jQuery libraries on the Finesse server using the 3rdpartygadgets account (or

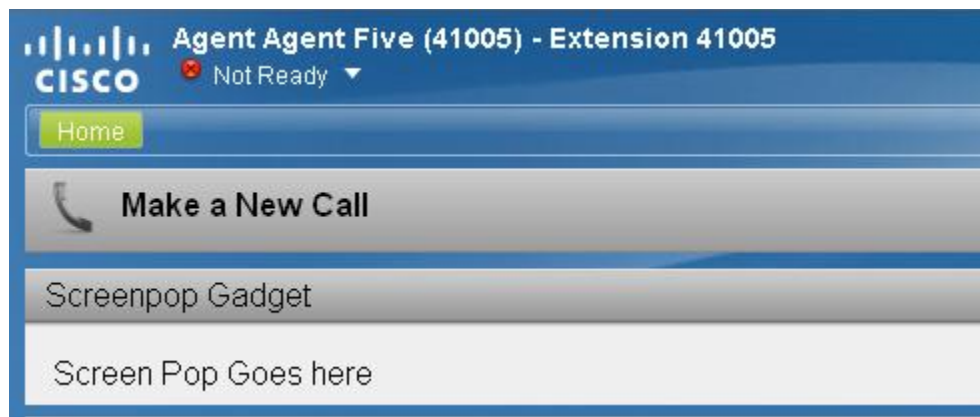
optionally your own web server) For using the Finesse server to host your gadgets, see Chapter 10 of the Finesse WebServices Developer Guide.

3. Add the Screenpop gadget url to the Finesse layout using the Administrator Login. Be sure to use the ip address of the gadget on your web server: `http://<ip address><directory>Screenpop.xml`

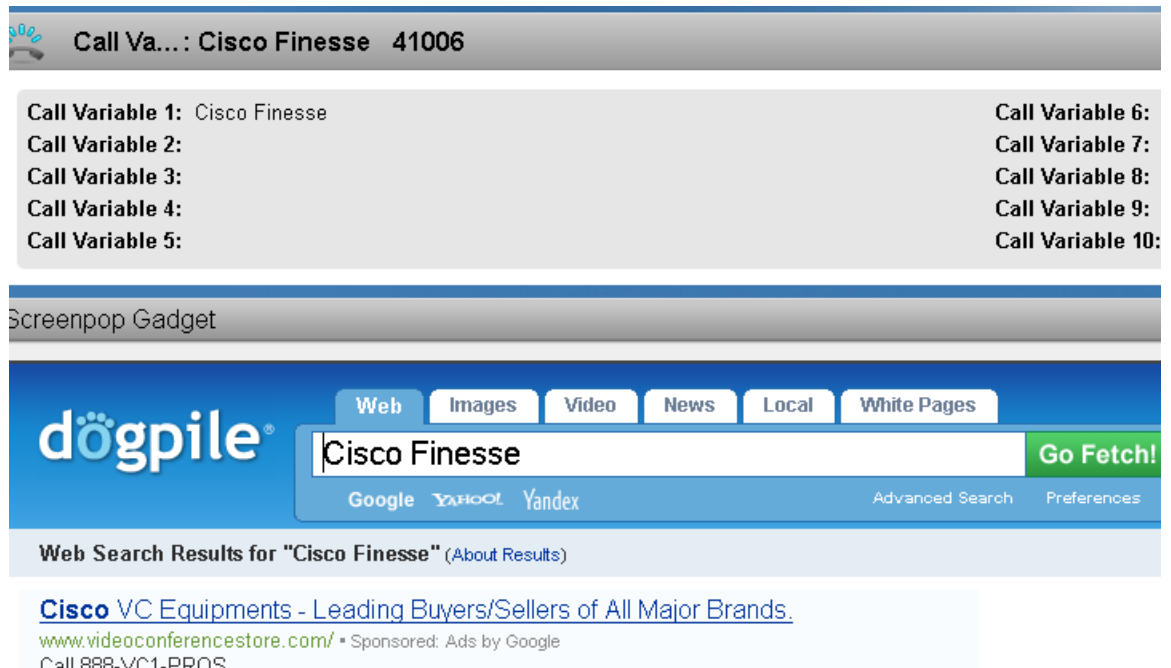
```
<id>home</id>
<label>Home</label>
<gadgets>
  <gadget>http://10.88.194.158:8080/userContent/Screenpop.xml</g>

```

4. Log the agent out and back in again to get the Screenpop gadget in the agent's Finesse desktop.



5. Place a call to the agent and verify that the screenpop gadget places the data from Callvariable1 into a dogpile.com search



6. Edit the screenpop.js file to change the search engine to Bing.

```

40  ...
41  if (numDialogs==1) {
42      // if we were triggered by a new call (numDialogs==1) then set the html to the url we want to pop in the iframe
43      // build the url by adding the callvariable 1 into the search parameter
44      // http://www.dogpile.com/info.dogpl/search/web?fcoid=417&fcop=topnav&fpid=27&q=test&q1=
45      html += '<iframe src="http://www.dogpile.com/info.dogpl/search/web?fcoid=417&fcop=topnav&fpid=27&q=' + callvars["callVariable1"]
46      //html += '<iframe src="http://www.bing.com/search?q=' + callvars["callVariable1"] + '" width="100%" height="650"> </iframe>';
47      // could pop a "bing" search rather than dogpile html += '<iframe src="http://www.bing.com/search?q=' + callvars["callVariable1"]
48      // note: google search won't allow an iframe, yahoo search has errors requiring some video javascript
49      //
50      // note the url needs to be enclosed in double quotes "http://etc" in the html of the iframe
51  }

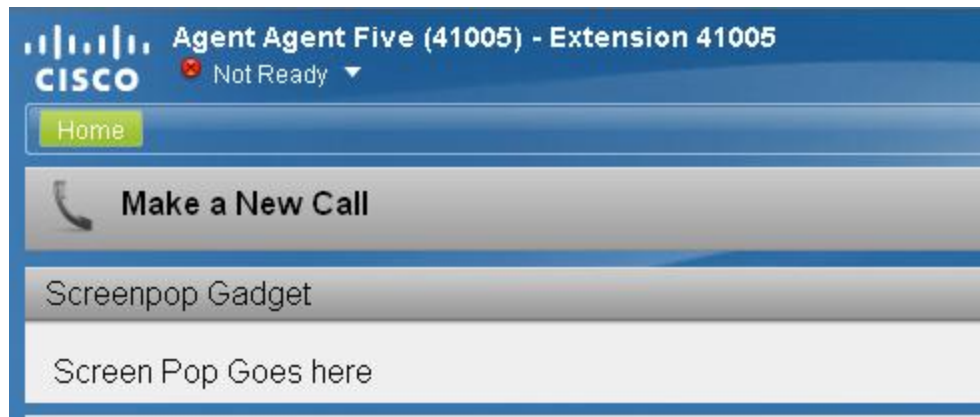
```

```

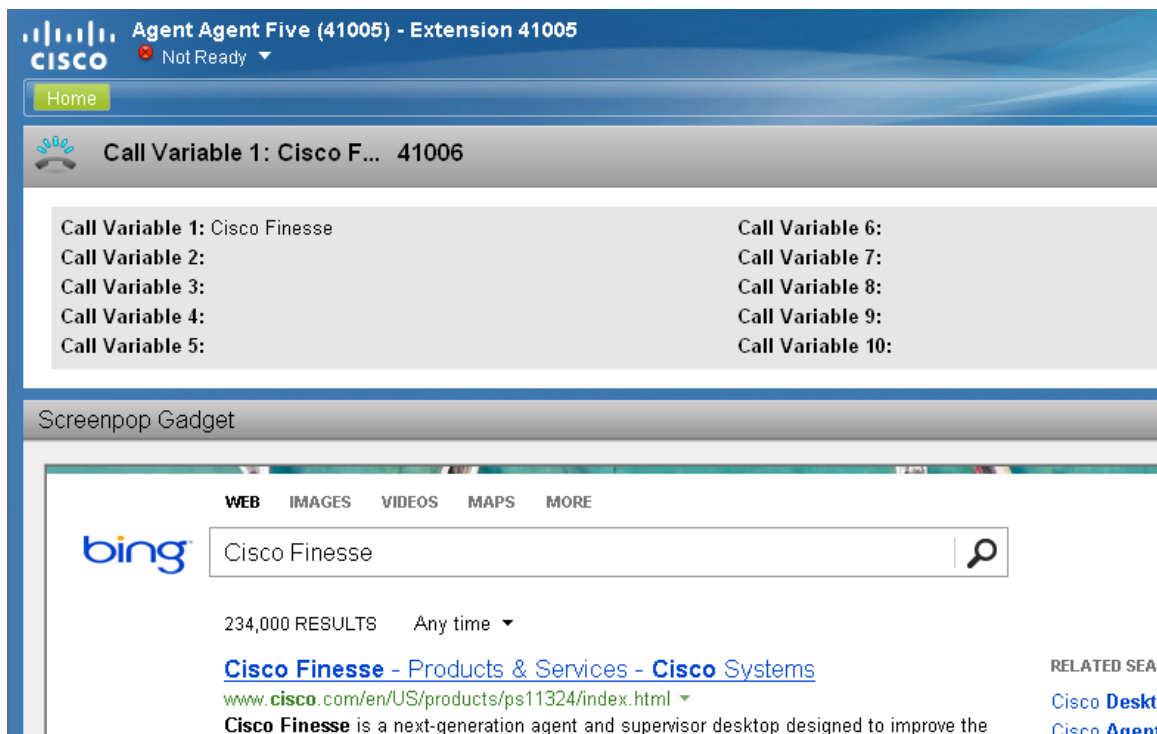
html += '<iframe src="http://www.bing.com/search?q=' +
callvars["callVariable1"] + '" width="100%" height="650">
</iframe>';

```

7. Put the revised Screenpop gadget on your web server.
8. Log the agent out and back in again to get the latest Screenpop gadget in the agent's Finesse desktop.



9. Place a call to the agent and verify that the screenpop gadget places the data from Callvariable1 into your changed search engine (Bing)



That's how easy it is to modify the screenpop gadget.

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

When you upload the ScreenPop 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

These files are packaged with the ScreenPop

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

```
<gadget>http:<host>/<directory>/ScreenPop.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 ScreenPop subdirectory of myhtdocs directory,

So my gadget layout has

```
<gadget>http://10.201.64.72/ScreenPop/ScreenPop.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 ScreenPop.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/ScreenPop/ScreenPop.xml</gadget>
```

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