

配置Unified Contact Center Express日历管理

目录

[简介](#)

[先决条件](#)

[要求](#)

[使用的组件](#)

[配置](#)

[创建日历](#)

[使用日历](#)

[编辑日历](#)

[CCX管理](#)

[高级主管功能小工具](#)

[REST API](#)

[验证](#)

[故障排除](#)

简介

本文档介绍在Unified Contact Center Express(Unified CCX)中配置日历及其使用案例。这允许从管理/Finesse桌面页面而不是从脚本更改联系中心的计划。目前，日历功能与UCCX版本12.0及更高版本的语音和聊天频道集成。

先决条件

要求

Cisco 建议您了解以下主题：

- 脚本
- 气泡聊天
- UCCX 12.0及更高版本
- CCP 12.0及更高版本

使用的组件

本文档中的信息基于UCCX版本12.0及更高版本。

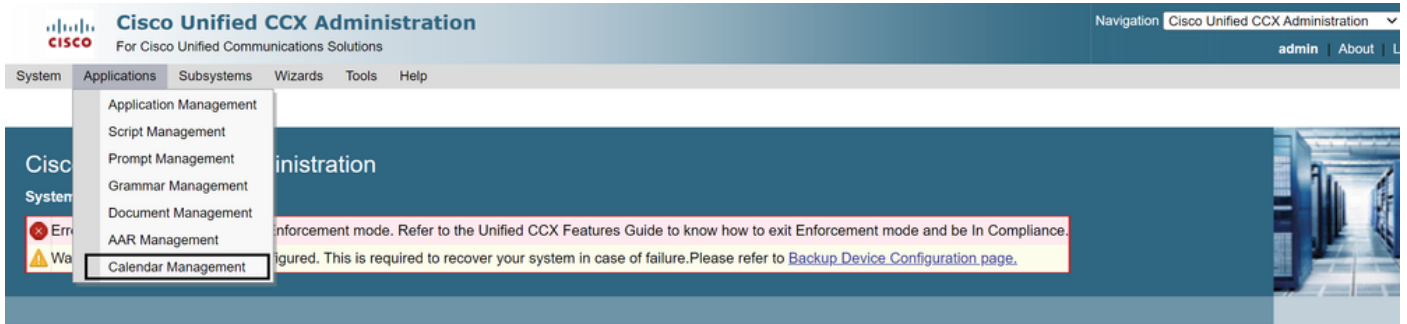
本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

配置

创建日历

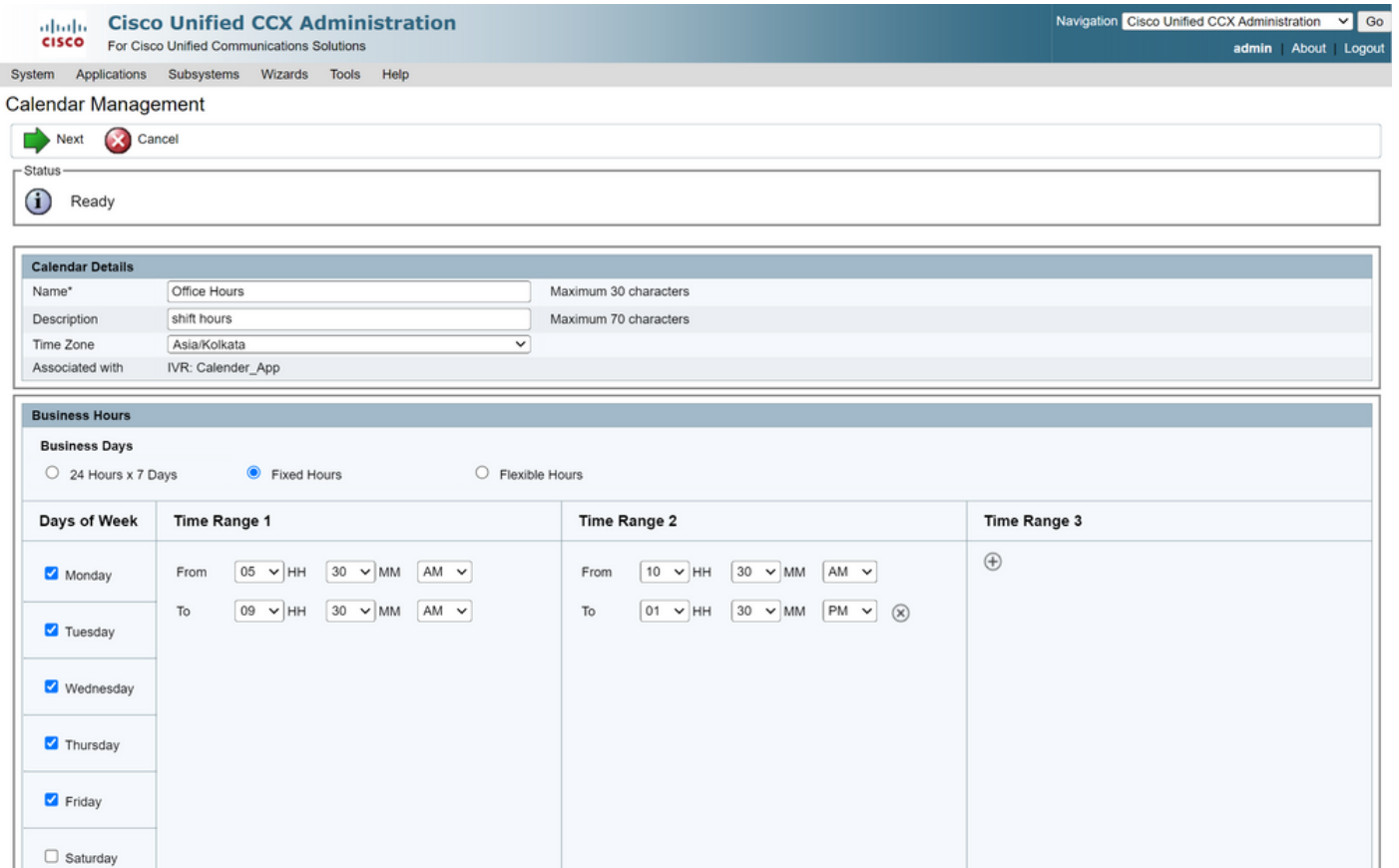
日历配置示例：

登录到UCCX Administrator > Applications > Calendar Management > Add New，如图所示。



以下是示例日历的要求：

- 工作时间为星期一至星期五的上午5:30至9:30以及上午10:30至1:30（此时间使用固定时间）
- 该月的第一天缩短了营业时间（定制营业日）
- 标准公共节假日已添加到节假日列表

The screenshot displays the 'Calendar Management' configuration page. At the top, there are 'Next' and 'Cancel' buttons. The status is 'Ready'. The 'Calendar Details' section includes:

- Name: Office Hours (Maximum 30 characters)
- Description: shift hours (Maximum 70 characters)
- Time Zone: Asia/Kolkata
- Associated with: IVR: Calender_App

The 'Business Hours' section is set to 'Fixed Hours'. It shows a table for 'Days of Week' with 'Monday' through 'Friday' selected. 'Time Range 1' is configured for Monday-Friday from 05:30 AM to 09:30 AM. 'Time Range 2' is configured for Monday-Friday from 10:30 AM to 01:30 PM. 'Time Range 3' is currently empty with a plus sign to add a range.



Calendar Management

← Back → Next × Cancel

JUNE Day 1 Maximum 50 characters	01-Jun-2022	From 05 HH 30 MM AM	To 09 HH 30 MM AM	+				
JULY Day 1 Maximum 50 characters	01-Jul-2022	From 05 HH 30 MM AM	To 09 HH 30 MM AM	+				
AUGUST Day 1 Maximum 50 characters	01-Aug-2022	From 05 HH 30 MM AM	To 09 HH 30 MM AM	+				
SEPTEMBER Day 1 Maximum 50 characters	01-Sep-2022	From 05 HH 30 MM AM	To 09 HH 30 MM AM	+				
OCTOBER Day 1 Maximum 50 characters	01-Oct-2022	From 05 HH 30 MM AM	To 09 HH 30 MM AM	+				

[Add More](#)

i Hours that are not in the time range are considered to be Off Business Hours.
Maximum of 40 Custom Business Days can be configured.

Back Next Cancel

i ** - indicates mandatory items when Custom Business Days are configured.



Calendar Management

← Back → Finish × Cancel

Status

i Ready

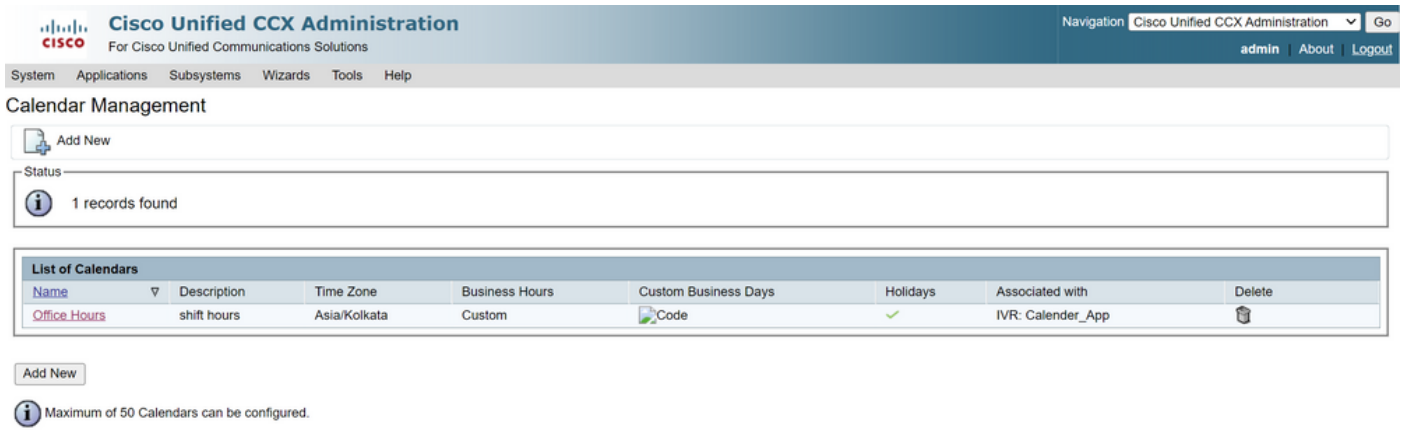
Schedule Holidays	
Name**	Date**
Good Friday Maximum 50 characters	15-Apr-2022
Indian Independence Day Maximum 50 characters	15-Aug-2022
Diwali Maximum 50 characters	26-Oct-2022
Christmas Day Maximum 50 characters	25-Dec-2022

[Add More](#)

i Maximum of 40 Holidays can be configured.

Back Finish Cancel

i ** - indicates mandatory items when Holidays are configured.



Cisco Unified CCX Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified CCX Administration Go
admin About Logout

System Applications Subsystems Wizards Tools Help

Calendar Management

Add New

Status
1 records found

Name	Description	Time Zone	Business Hours	Custom Business Days	Holidays	Associated with	Delete
Office Hours	shift hours	Asia/Kolkata	Custom		✓	IVR: Calender_App	

Add New

Maximum of 50 Calendars can be configured.

日历现已配置。我们将在下一部分介绍如何使用它。

使用日历

日历可以与脚本（语音路径）和气泡聊天（多通道路径）配合使用。

1.使用脚本应用程序

- 打开CCX编辑器12.0版及更高版本
- 通过(File > New > Queuing > Sample_Queueing_WithCalendar)打开脚本或预配置的日历脚本
- 如果使用预配置的日历脚本，则配置已应用于脚本中
- 要将日历功能添加到现有脚本，请从CCCalendar类型的变量窗格创建新变量，如图所示。

Edit Variable



Type:

CCCalendar



Name:

cal

Value:

null



Final

Array

Parameter

Dimensions:

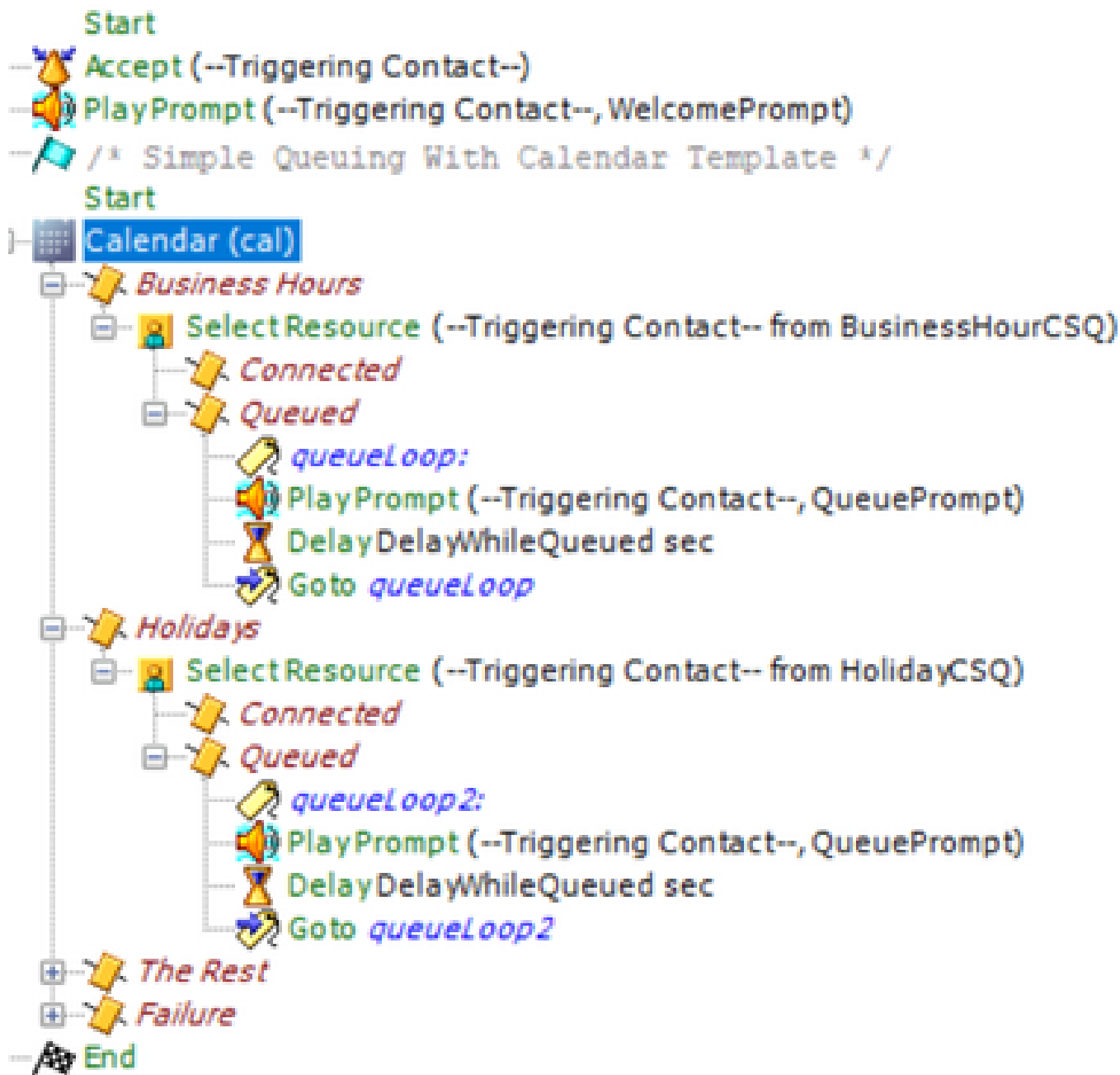
0



OK

Cancel

- 在脚本中添加日历步骤
- 右键单击Calendar步骤并将之前创建的日历变量分配给该步骤
- 为日历步骤的每个分支分配正确的逻辑
- “工作时间和节假日”步骤源自“CCX管理”页面中的日历配置



- 保存脚本并将其上传到“CCX管理”中的“脚本管理”
- 创建应用程序并将其与触发器一起分配给上载的脚本
- 在日历变量下，可以看到一个下拉列表和一个日历符号
- 选择已配置的日历(Office Hours) (在本例中) 并保存应用程序

Cisco Unified CCX Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CCX Administration | Go | admin | About | Logout

System Applications Subsystems Wizards Tools Help

Cisco Script Application

Update Delete Cancel Back to Application List

Status: Ready

Trigger

[Unified_CM_Telephony_Trigger_4440](#)

[Add new trigger](#)

Basic Configuration

Name: Calender_App

ID*: 1

Maximum Number of Sessions*: 10

Script*: SCRIPT[Script_Calender.aef] Edit

BusinessHourCSQ: "Business_hr_CSQ"

DelayWhileQueued: 30

WelcomePrompt: prompts/1101.wav Select Prompt

QueuePrompt: ICD\ICDQueue.wav Select Prompt

cal: Office Hours

NonBusinessHourPrompt: Select Prompt

FailurePrompt: prompts/9904.wav Select Prompt

HolidayCSQ: "Holiday_hr_CSQ"

Description: Calender_App

Enabled: Yes No

Default Script: - System Default - Edit

Advanced Configuration

Enable Cisco Webex Experience Management post-call survey

IVR: - No Selection -

SMS/Email: - No Selection -

Enable Cisco Webex Experience Management post-call survey

1. Enable Cisco Webex Experience Management to capture the customer experience with the Cisco Contact Center. You can use the customer experience to build analytics that improves agents performance, business goals, and anticipate customer needs.
2. Follow the procedure as mentioned in the Unified CCX Features guide.

Update Delete Cancel Back to Application List

i - indicates required item

向触发器发出呼叫，则根据日历下配置的小时路由呼叫。

- 作为前提条件，CCX必须与CCP集成
- 创建聊天CSQ，以便它选举座席
- 创建聊天构件，然后转到最后一个部分以选择日历
- 选择以前创建的日历（办公时间）
- 右边是假日和非上班时间的预览
- 保存聊天构件并部署代码。

使用气泡聊天：

Cisco Unified CCX Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CCX Administration | Go | webadmin | About | Logout

System Applications Subsystems Wizards Tools Help

Bubble Chat Configuration

Back Finish Cancel

Status: Ready

Service Hours

Default (24 hours x 7 days) Select Calendar **i** A calendar must already be configured to be selected

tt View

Messages *

Holiday: Sorry, We are closed today for a business holiday. Maximum 120 characters

Off Hours: Sorry, We are currently offline, try again during the business hours or drop a email to support. Maximum 120 characters

Label: Business Hours Maximum 30 characters

Label for Days of Week *

Monday Tuesday Wednesday Thursday Friday

Preview

Not Applicable

编辑日历

您可以通过以下方式编辑日历配置：

CCX管理

- 登录到CCX管理>应用程序>日历管理
- 在此窗格中编辑日历

高级主管功能小工具

- 主管还可以从finesse页面编辑日历
- 登录到CCX管理>工具>用户管理>Supervisor功能视图
- 从列表中选择任何主管
- 选中此框并将日历(Office Hours)和应用程序(CalendarApp)与主管关联。保存设置。

The screenshot displays the Cisco Unified CCX Administration web interface for a supervisor named 'testing1'. At the top, there is a navigation bar with the Cisco logo and the text 'Cisco Unified CCX Administration For Cisco Unified Communications Solutions'. Below this, a menu bar contains 'System', 'Applications', 'Subsystems', 'Wizards', 'Tools', and 'Help'. The main content area is titled 'Supervisor: testing1' and includes a 'Save' button and a 'Cancel' button. The 'Status' section shows 'Ready'. The 'Assigned Teams' section contains a table with the following data:

Team Name	Role	Contact Service Queues (CSQ)	Change Agent State to Not Ready when Agent Busy on Non ACD Line
FirstTeam	Primary Supervisor	Subject	Disabled

Below the table, there is a link 'Assign a Team' and a note: 'To assign an existing team to this supervisor, click "Assign a Team". New Team can be created from Subsystems > RmCm > Teams.' The 'Advanced Supervisor Capabilities' section includes 'Queue Management' (with an unchecked checkbox for 'Enable Queue Management') and 'Calendar Management' (with a checked checkbox for 'Office Hours' and a value of 'testing1'). The 'Outbound Campaign Management' section has an unchecked checkbox for 'Enable Outbound Campaign Management'. The 'Application Management' section is partially visible at the bottom.

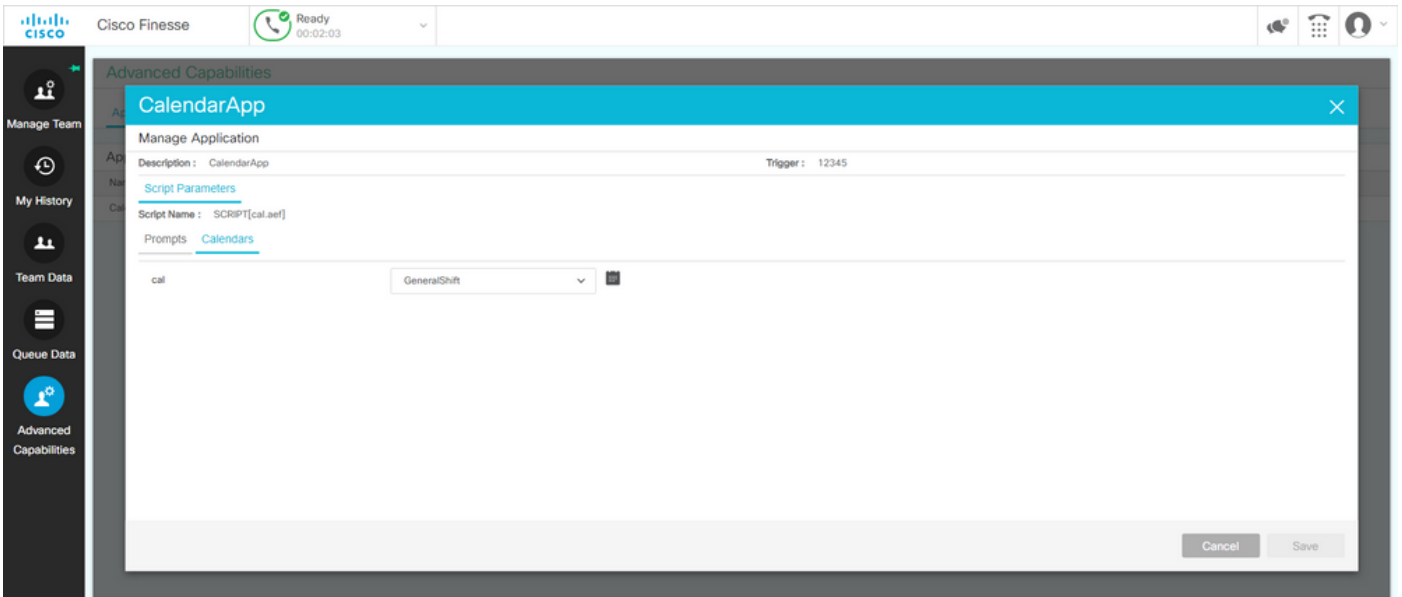
- 将数据分配给主管后，需要编辑finesse布局以显示日历管理设置。
- 登录到Finesse管理。可以按组编辑桌面布局(“组资源”(Team Resources)>“选择组”(Select Team)>“桌面布局配置”(Desktop Layout Configuration)>“覆盖系统默认值”(Override System Default))，也可以通过“桌面布局”(Desktop Layout)设置进行全局编辑。
- 导航到XML布局>管理引擎部分> ASC小工具部分，注释掉代码段和保存。


```

<tab>
  <id>manageNonVoiceMedia</id>
  <icon>settings</icon>
  <label>finesse.container.tabs.supervisor.manageNonVoiceMediaLabel</label>
  <columns>
    <column>
      <gadgets>
        <gadget>https://my-ccp-server/multisession/ui/gadgets/multisession-reply-gadget.xml?gadgetHeight=590</gadget>
      </gadgets>
    </column>
  </columns>
</tab>
-->
<!--
The following gadget provides Supervisor with advanced capabilities.
Using this gadget, supervisors can manage Queues, Prompts, Calendars, and so on.
Before including this gadget in Desktop Layout,
ensure that the advanced capability is enabled in Unified CCX Administration.
-->
<tab>
  <id>ASCGadget</id>
  <icon>admin</icon>
  <label>finesse.container.tabs.supervisor.advancedcapabilities</label>
  <columns>
    <column>
      <gadgets>
        <gadget>https://localhost:8445/ascgadget/gadgets/ascgadget.xml</gadget>
      </gadgets>
    </column>
  </columns>
</tab>
</tabs>
</layout>
</finesseLayout>

```

- 使用主管凭证登录到Finesse桌面。导航到左侧显示的高级功能的新窗格
- 导航到Application Management > Manage Application > Calendars。在这里，您可以从下拉列表更改日历或从日历图标预览日历。
- 导航到日历管理>管理日历。CCX Administration页面上提供了相同的编辑功能。



Cisco Finesse Ready 00:02:12

Advanced Capabilities

CalendarApp

< Preview: GeneralShift Time Zone: Asia/Kolkata

Description: Schedule for general shift

Business Hours
Custom Business Hours: Fixed

Day of Week	Time Range
Monday	
Tuesday	
Wednesday	09:00 AM - 05:00 PM
Thursday	
Friday	

Custom Business Days

Name	Date	Time Range
First day September	01-Sep-2021	09:00 AM - 12:00 PM
First day October	01-Oct-2021	09:00 AM - 12:00 PM
First Day November	01-Nov-2021	09:00 AM - 12:00 PM
First Day December	01-Dec-2021	09:00 AM - 12:00 PM

Holidays

Name	Date
Independence Day	15-Aug-2021
Christmas Eve	24-Dec-2021
Christmas	25-Dec-2021

Back

Cisco Finesse Ready 00:04:52

Advanced Capabilities

GeneralShift

Manage Calendar

Associated with: (IVR: CalendarApp), (Chat: SampleChat)

Description: Schedule for general shift

Business Hours Custom Business Days Holidays

Name of the Day	Date	Time Range 1	Time Range 2	Time Range 3	Delete
First day September	01 Sep 2021	From 09:00 AM To 12:00 PM	+		🗑️
First day October	01 Oct 2021	From 09:00 AM To 12:00 PM	+		🗑️
First Day November	01 Nov 2021	From 09:00 AM To 12:00 PM	+		🗑️
First Day December	01 Dec 2021	From 09:00 AM To 12:00 PM	+		🗑️

Maximum of 40 Custom Business Days can be configured.

Add Day

Time Zone: Asia/Kolkata

Cancel Save

REST API

1. 还有通过CCX随附的REST API编辑日历设置的功能。
2. API的结构和格式可在此处查看：<https://developer.cisco.com/docs/contact-center-express/#!calendar>。
3. 通过POSTMAN创建日历的示例查询如下所示。

POST https://uccx-glob... No Environment

https://uccx-global-125su1.cisco.local/adminapi/calendar Save

POST https://uccx-global-125su1.cisco.local/adminapi/calendar Send

Params Authorization Headers (10) Body Pre-request Script Tests Settings Cookies

Type: Basic Auth

The authorization header will be automatically generated when you send the request. [Learn more about authorization](#)

Username: admin

Password: c1sc0@321

Show Password

Send Status: 201 Created Time: 82 ms Size: 654 B Save Response

POST https://uccx-glob... No Environment

https://uccx-global-125su1.cisco.local/adminapi/calendar Save

POST https://uccx-global-125su1.cisco.local/adminapi/calendar Send

Params Authorization Headers (10) Body Pre-request Script Tests Settings Cookies

Body: none form-data x-www-form-urlencoded raw binary GraphQL XML

```

1 <?xml version="1.0" encoding="UTF-8" standalone="yes"?>
2 <calendar>
3   <name>TestCalendar3</name>
4   <timeZone>Asia/Kolkata</timeZone>
5   <description>Calendar via API</description>
6   <calendarType>FIXEDHOURS</calendarType>
7   <businessDays>
8     <businessDay>
9       <dayOfWeek>MON</dayOfWeek>
10      <intervals>
11        <interval>
12          <name>Morning</name>
13          <startTime>09:00</startTime>
14          <endTime>17:00</endTime>
15        </interval>
16      </intervals>
17    </businessDay>
18  </businessDays>

```

Body Cookies (1) Headers (12) Test Results Status: 201 Created Time: 275 ms Size: 745 B Save Response

Pretty Raw Preview Visualize XML

1 <https://uccx-global-125su1.cisco.local/adminapi/calendar/6>

Activate Windows
Go to Settings to activate Windows.

Calendar Management

Add New

Status: 2 records found

Name	Description	Time Zone	Business Hours	Custom Business Days	Holidays	Associated with	Delete
GeneralShift	Schedule for general shift	Asia/Kolkata	Custom	✓	✓	(IVR, CalendarApp), (Chat, Sampl...	
TestCalendar	Calendar via API	Asia/Kolkata	Custom	-	✓	-	

Add New

Maximum of 50 Calendars can be configured.

示例XML正文，为固定小时创建日历。

TestCalendar3

Asia/Kolkata

Calendar via API

FIXEDHOURS

MON

Morning

09:00

17:00

TUE

Morning

09:00

17:00

NewYear

2022-01-01

Christmas

2021-12-25

验证

使用本部分可确认配置能否正常运行。

进行测试呼叫，并且根据配置的时间范围，座席将获得该呼叫。

故障排除

本部分提供了可用于对配置进行故障排除的信息。

1. 收集CCX引擎日志以进一步排除故障
2. 将SS_RM、SS_CM、SS_TEL和SS_RMCM标记为CCX引擎的调试级别。
3. “可维护性”页面下的CCX引擎服务必须是“非服务”

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