



# Consilium UniRSM™ Onboarding Guide

Verson:1.08

**FEB 2025**



## Table of Contents

1 Introduction .....	3
1.1 About UniRSM™ .....	3
1.2 UniRSM™ Key features .....	3
2 UniRSM™ Customer Onboarding Pre-requisites: .....	3
3 UniRSM™ Installation Steps.....	4
4 Headless Widget to Desktop Layout (Team wise) .....	5

## 1 Introduction

### 1 Introduction

This document provides the detailed steps of Consilium UniRSM™ onboarding and sample event flow for UniRSM™.

#### 1.1 About UniRSM™

Consilium UniRSM™ is an innovative solution for Webex Contact Center, allowing supervisors to silently monitor ongoing agent-customer calls without alerting the participants. During monitoring, supervisors can use the Barg-in feature to join the call and provide real-time support or address critical situations as needed. This seamless integration of silent monitoring and Barg-in enhances call quality, boosts customer satisfaction, and empowers supervisors to assist agents effectively, making UniRSM™ a vital tool for Webex Contact Center operations.

#### 1.2 UniRSM™ Key features

- Web based Silent Monitoring.
- Barge-In into live Agent-Customer call.
- Hold and Un-hold ongoing Monitoring session.
- Screen Sharing by Supervisor.
- Dashboard and Reporting
- Call Scoring for each call.

## 2 UniRSM™ Customer Onboarding Pre-requisites:

1. UniRSM™ build.
2. Database - MS SQL 2019 or higher / MySQL 8.0 or higher
3. Apache Tomcat 9.0 or higher
4. Java Runtime 1.8
5. Add Headless Widget to Desktop Layouts (team Wise)
6. Provision a WebexCC Gold Tenant

To begin, please ensure that a Webex Contact Center (WebexCC) tenant is provisioned with the gold service level. This step is critical for unlocking the full capabilities of the UniRSM™ solution.

### 6. Create an Application Integration in Developer Portal

Next, create an application integration within WebexCC with the following details:

Field Name	Value
Integration Name	Consilium UniRSM™
Description	Consilium UniRSM™ is designed for Monitoring to an Agent on live/ongoing call
Redirect URLs	https://{domain}/auth/webexlogin
Scopes	<ul style="list-style-type: none"><li>- cloud-contact-center:pod_conv</li><li>- spark:people_read</li><li>- cjp:config_read</li><li>- cjp:user</li></ul>

[www.developer.webex-cx.com](http://www.developer.webex-cx.com) > My Apps> Add Integration

Upon completing the integration, please provide us with the `clientId` and `secretId`. These credentials are essential for securely connecting UniRSM to your WebexCC environment.

### 7. Create a Supervisor Role User

Set up a user within WebexCC who will have Supervisor-level access. This role is crucial for overseeing the operations within UniRSM™.

## 3 UniRSM™ Installation Steps

Step-1: Install Java1.8, Apache Tomcat 9.x

Step-2: Setting up Database.

Step-3: Deploy UniRSM™ in tomcat.

#### 4 Headless Widget to Desktop Layout (Team wise)

This integration enables UniRSM to receive live updates on Agents and their activities. To set up follow the steps below.

In Control Hub Navigate to Contact Center > Desktop experience> Desktop Layout> Create New > Upload the Desktop layout provided by Consilium > Assign this layout to Teams for Monitoring.

Events that are used in Headless Widget

**1- AgentOfferContact**

**2-AgentContactAssigned**

**3- AgentContactEnded**

**4-AgentContactWrappedUp**

**Note:** Please find the Desktop Layout attached.

#### Customized Desktop layout (JSON) for Teams:

```
{
  "version": "0.0.6",
  "appTitle": "Webex Contact Center Desktop",
  "logo": "https://consiliuminc.com/Upload/News/Banner_636213868393409789.jpg",
  "dragDropEnabled": false,
  "notificationTimer": 8,
  "maximumNotificationCount": 3,
  "browserNotificationTimer": 8,
  "wxmConfigured": false,
  "desktopChatApp": {
    "webexConfigured": true
  },
  "area": {
    "headless": {
      "id": "dw-headless",
      "widgets": {
        "comp1": {
          "comp": "headless-crm-widget",
          "script": "https://uniqm.consiliumapps.com:5443/"
        }
      }
    }
  }
}
```

```
},  
"layout": {  
  "areas": [  
    [  
      "comp1"  
    ]  
  ],  
  "size": {  
    "cols": [  
      1  
    ],  
    "rows": [  
      1  
    ]  
  }  
}  
},  
"panel": {  
  "comp": "md-tabs",  
  "attributes": {  
    "class": "widget-tabs"  
  },  
  "children": [  
    {  
      "comp": "md-tab",  
      "attributes": {  
        "slot": "tab",  
        "class": "widget-pane-tab"  
      },  
      "children": [  
        {  
          "comp": "slot",  
          "attributes": {  
            "name": "IVR_TRANSCRIPT_TAB"  
          }  
        }  
      ]  
    }  
  ]  
}
```

## Consilium UniRSM™ Onboarding Guide for Webex contact center

```
    ],  
    "visibility": "IVR_TRANSCRIPT"  
  },  
  {  
    "comp": "md-tab-panel",  
    "attributes": {  
      "slot": "panel",  
      "class": "widget-pane"  
    },  
    "children": [  
      {  
        "comp": "slot",  
        "attributes": {  
          "name": "IVR_TRANSCRIPT"  
        }  
      }  
    ],  
    "visibility": "IVR_TRANSCRIPT"  
  },  
  {  
    "comp": "md-tab",  
    "attributes": {  
      "slot": "tab"  
    },  
    "children": [  
      {  
        "comp": "slot",  
        "attributes": {  
          "name": "WXM_JOURNEY_TAB"  
        }  
      }  
    ],  
    "visibility": "WXM_JOURNEY"  
  },  
  {  
    "comp": "md-tab-panel",
```

```
"attributes": {
  "slot": "panel",
  "class": "widget-pane"
},
"children": [
  {
    "comp": "agentx-wc-cloudcherry-widget",
    "properties": {
      "userModel": "$STORE.app.userModel",
      "spaceId": "",
      "metricsId": "",
      "teamId": "$STORE.agent.teamName",
      "ani": "$STORE.agentContact.taskSelected.ani",
      "isDarkMode": "$STORE.app.darkMode"
    },
    "wrapper": {
      "title": "Customer Experience Journey",
      "maximizeAreaName": "app-maximize-area"
    }
  },
  {
    "visibility": "WXM_JOURNEY"
  },
  {
    "comp": "md-tab",
    "attributes": {
      "slot": "tab",
      "class": "widget-pane-tab"
    },
    "children": [
      {
        "comp": "slot",
        "attributes": {
          "name": "CONTACT_HISTORY_TAB"
        }
      }
    ]
  }
]
```



```
]
},
{
  "comp": "md-tab-panel",
  "attributes": {
    "slot": "panel",
    "class": "widget-pane"
  },
  "children": [
    {
      "comp": "slot",
      "attributes": {
        "name": "CONTACT_HISTORY"
      }
    }
  ]
},
{
  "comp": "md-tab",
  "attributes": {
    "slot": "tab",
    "class": "widget-pane-tab"
  },
  "children": [
    {
      "comp": "slot",
      "attributes": {
        "name": "SCREEN_POP_TAB"
      }
    }
  ],
  "visibility": "SCREEN_POP"
},
{
  "comp": "md-tab-panel",
  "attributes": {
```

## Consilium UniRSM™ Onboarding Guide for Webex contact center

```
"slot": "panel",
"class": "widget-pane"
},
"children": [
{
  "comp": "slot",
  "attributes": {
    "name": "SCREEN_POP"
  }
}
],
"visibility": "SCREEN_POP"
}
]
},
"navigation": [
{
  "nav": {
    "label": "Customer Experience Analytics",
    "icon": "/app/images/wxm.bcd45cc3.svg",
    "iconType": "other",
    "navigateTo": "wxm-metrics",
    "align": "top"
  },
}
"page": {
  "id": "wxm-metrics",
  "widgets": {
    "comp1": {
      "comp": "agentx-wc-cloudcherry-widget",
      "attributes": {
        "metrics": true
      },
    },
    "properties": {
      "userModel": "$STORE.app.userModel",
      "spaceId": "",
      "metricsId": ""
    }
  }
}
```

```
        "teamId": "$STORE.agent.teamName",
        "isDarkMode": "$STORE.app.darkMode"
    }
}
},
"layout": {
  "areas": [
    [
      "comp1"
    ]
  ],
  "size": {
    "cols": [
      1
    ],
    "rows": [
      1
    ]
  }
},
"visibility": "WXM_METRICS"
},
{
  "nav": {
    "label": "Info card",
    "icon": "appearance",
    "iconType": "momentum",
    "navigateTo": "info-card",
    "align": "top"
  }
}
]
}
}
```

**END OF DOCUMENT**