



Release Notes for Cisco Agent Desktop 7.0 (0)

August 3, 2005

These release notes describe the new features for Cisco Agent Desktop version 7.0(0).

Use these release notes in conjunction with the Cisco Agent Desktop 7.0(0) documentation, provided on the installation CD.

Contents

These release notes discuss the following topics:

- System Requirements, page 1
- New and Changed Information, page 2
- Limitations and Workarounds, page 3
- Open Caveats, page 4
- Resolved Caveats, page 5
- Obtaining Documentation, 6
- Obtaining Technical Assistance, page 7

System Requirements

Cisco Agent Desktop 7.0(0) is compatible with Cisco IP Contact Center (IPCC) Enterprise Edition and IPCC Hosted Edition, Release 7.0(0).



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New and Changed Information

CAD IPCC Enterprise and Hosted Editions Release 7.0(0) includes the following new features.

General

- Cisco IP Phone Agent is now offered as a standalone application in the standard, enhanced, and premium bundles.
- Serviceability enhancements have been made to improve the performance of logging for diagnostic purposes.
- Installation enhancements have been made to support automatic upgrades of the desktop applications.

Cisco Agent Desktop

- Agents can now log in using their user name or their user ID, depending how the system administrator configures the system.
- An agent can chat with supervisors and agents on his or her team and receive team messages (TMs) even when logged out of the ACD as long as Cisco Agent Desktop is not closed.
- Cisco IP Communicator has replaced Media Termination as the supported soft phone.
- Enterprise data and call activity data is available on both inbound and outbound calls.
- Work flows can be applied to Cisco Outbound Option calling campaigns.
- Cisco Outbound Option functions are now controlled by a dedicated Outbound Option toolbar.
- A password is required whenever agents log in after logging out of (but not closing) Cisco Agent Desktop.
- Agents can dial a hyperlinked phone number from a web page displayed in the embedded browser just by clicking the hyperlink.

Cisco Supervisor Desktop

- Cisco Supervisor Desktop's interface can be configured using dockable panes and the supervisor's choice of real-time displays in graphical and tabular format.
- Supervisors can create Supervisor Work Flows for threshold alerts.
- Supervisors can re-skill their agents dynamically via a link to the web-based Cisco IPCC Agent Re-skilling Tool.
- IP phone agents are treated the same as desktop agents, with equal visibility and control by supervisors.
- Supervisors can push a web page to a monitored agent.
- Enterprise data and call history are available for both inbound and outbound calls.
- A supervisor's last 10 team messages are saved for reuse.

Cisco Desktop Administrator

- Work flows are now divided into Voice Contact Work Flows and Agent Management Work Flows.
- The Time of Day event has been added to Agent Management Work Flows.
- Work flows now fully support Cisco Outbound Option calls.
- Reason codes can be defined and enabled separately for the Not Ready and Logout states.
- Large or small icons can be configured for the Cisco Agent Desktop toolbar.
- Cisco Outbound Option now has its own toolbar, the appearance of which depends on the dialing mode selected for the calling campaign.
- The administrator can monitor CAD services via the new Cisco Desktop Monitoring Console.

Limitations and Workarounds

Silent Monitoring

Desktop monitoring does not function with some NIC cards. The Intel PRO/100 and PRO/1000 NIC card series are unable to detect both voice packets and data packets in a multiple VLAN environment, which prevents desktop monitoring from functioning properly. These NIC cards do not fully support NDIS Promiscuous Mode settings.

A workaround solution is available from the Intel Technical Support website (Solution ID: CS-005897). Other solutions include:

- Using another type of NIC cards that is fully NDIS compliant. For a procedure for testing if a NIC card is fully NDIS compliant, see www.cisco.com/en/US/customer/products/sw/custcosw/ps427/prod_tech_notes_list.html.
- Monitoring agents via a VoIP Monitor server.

Cisco IP Phone Agent

Cisco IP Phone Agent does not support Cisco Outbound Option.

CAD and ICM Upgrades

CAD 7.0(0) works only with Cisco IPCC Enterprise and Hosted Editions 7.0. To stage an upgrade, you may run CAD 4.6 or 6.0 while upgrading to IPCC Enterprise and Hosted Editions 7.0, and then, when a stable system is verified, upgrade CAD to 7.0(0). Running previous versions of CAD with IPCC Enterprise and Hosted Editions 7.0 is recommended only while staging upgrades.

Open Caveats

Table 1 ICM open caveats that affect Cisco Agent Desktop

DDTS Number	Explanation
CSCsa99800	<p>Symptom: An agent cannot log in after his or her ID is changed.</p> <p>Conditions: This problem occurs after an agent's ID has been changed.</p> <p>Workaround: Cycle the IPCC Enterprise services for the ID change to take effect.</p>
CSCsb18387	<p>Symptom: Agents cannot log in with IDs longer than 12 characters.</p> <p>Conditions: This problem occurs when the agent's ID is more than 12 characters long.</p> <p>Workaround: Avoid using IDs more than 12 characters long.</p>
CSCsb20704	<p>Symptom: Agent is moved to the Reserved state even when there are no calls in queue.</p> <p>Conditions: This problem may occur in some blind transfer scenarios.</p> <p>Workaround: Have the agent log back in.</p>
CSCsb44712	<p>Symptom: The supervisor is unable to log in due to a password failure. The password entered is correct.</p> <p>Conditions: The supervisor's password may be reset to the default (empty/blank) password when information tied to the supervisor's agent record, such as the agent name or associated skill groups, is changed in the IPCC admin tools.</p> <p>Workaround: Attempt to log the supervisor in using a blank password. If successful, the supervisor can then change his or her password to the desired password.</p>

Table 2 Open caveats for Cisco Agent Desktop

DDTS Number	Explanation
CSCsb34949	<p>Symptom: A Voice Contact Work Flow fails to execute.</p> <p>Conditions: This problem occurs when a voice contact classifier has been configured with no data field conditions, and the “Execute Actions When” selection is set to “Any Condition is True.”</p> <p>Workaround: Set the “Execute Actions When” selection to “All Conditions are True.”</p>

Resolved Caveats

Table 3 Resolved caveats for Cisco Agent Desktop 7.0(0)

DDTS Number	Explanation
CSCsa37922	The CAD application/process does not fully shut down when closed.
CSCsa45676	Missing BackupDB.bat from CD.
CSCsa65449	CAD Integrated Browser does not support popup windows.
CSCsa82425	Make Call action combining mouse and keyboard display unexpected results.
CSCsa85142	Recording fails if program files installed to location other than default.
CSCsa85781	Work flows appear to be deleted incorrectly from the Desktop Administrator interface.

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order annual or quarterly subscriptions through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can send your comments in e-mail to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance.

Cisco TAC Website

The Cisco TAC website (<http://www.cisco.com/tac>) provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year.

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

The online TAC Case Open Tool (<http://www.cisco.com/tac/caseopen>) is the fastest way to open P3 and P4 cases. (Your network is minimally impaired or you require product information). After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using these recommendations, your case will be assigned to a Cisco TAC engineer.

For P1 or P2 cases (your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The Cisco Product Catalog describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

http://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: Internetworking Terms and Acronyms Dictionary, Internetworking Technology Handbook, Internetworking Troubleshooting Guide, and the Internetworking Design Guide. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- Packet magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/go/packet>

- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

<http://www.cisco.com/en/US/learning/index.html>

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