



# Release Notes for Cisco Agent Desktop 7.1 (1)

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## Introduction

These release notes describe the new features for Cisco Agent Desktop version 7.1(1). These release notes also provide information that was unavailable at the time of release, including documentation changes and an additional open caveat found after the release in July 2006.

Use these release notes in conjunction with the Cisco Agent Desktop 7.1 documentation provided on the installation CD.

## System Requirements

Cisco Agent Desktop 7.1(1) is compatible with Cisco Unified Contact Center Enterprise and Hosted Edition, Release 7.1(1).



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## New and Changed Information

CAD 7.1 includes these new features.

- Cisco Agent Desktop–Browser Edition (CAD-BE), a browser-based version of Cisco Agent Desktop
- Cisco Agent Desktop includes up to 6 tabbed browser windows
- Cisco Supervisor Desktop includes a supervisor workflow email alert action—email alerts that notify supervisors whenever skill group thresholds for Number of Calls Waiting and Oldest Call in Queue are not met
- Cisco Supervisor Desktop includes an integrated browser window
- Cisco Unified Mobile Agent is supported for use with Cisco Agent Desktop and CAD-BE
- Cisco Unified Intelligent Contact Management (ICM) reason codes are integrated into CAD
- Reason codes, wrap-up data, and phone books are assigned on both the global and work flow group levels
- Cisco Agent Desktop can receive messages from third party applications via the new remote access IPC Receive event

## Limitations and Workarounds

### Reason Codes

If a reason code is deleted from ICM and then data is synchronized between the ICM and Directory Services databases using the Synchronize Directory Services feature in Cisco Desktop Administrator, the reason code change does not go into effect for CAD-BE and IPPA agents.

To ensure that the reason code change takes effect for CAD-BE and IPPA agents, restart the Browser & IP Phone Agent (BIPPA) service.

## Open Caveats

The following issues are open in CAD 7.1(1).



#### Note

You can view more information and track individual CAD defects using the Cisco Bug Toolkit located at: <http://tools.cisco.com/Support/BugToolKit>.

**Table 1** Open caveats in release 7.1(1)

Identifier	Severity	Headline
<a href="#">CSCse30114</a>	3	Hold music after the call drops
<a href="#">CSCse35393</a>	3	Consult transfer sometimes gets third party control timeout.
<a href="#">CSCse64032</a>	3	ICM Admin Workstation Distributor node does not appear in Conf Setup.
<a href="#">CSCse64051</a>	3	CAD-BE does not display an error message when non-critical services down

**Table 1** Open caveats in release 7.1(1) (continued)

Identifier	Severity	Headline
<a href="#">CSCse64057</a>	3	The integrated browser is disabled by default in CAD w/premium.
<a href="#">CSCse64091</a>	3	“Your requested Operation has failed...” error when adding conf member.
<a href="#">CSCse64125</a>	3	Dialing an invalid phone number as a mobile agent results in music.
<a href="#">CSCse64143</a>	3	The Answer/Drop button is visible for Mobile Agents in Call-By-Call mode
<a href="#">CSCse64148</a>	3	Supervisor workflows are lost after restore.
<a href="#">CSCse64157</a>	3	Login dialog does not reflect the login type (id vs. name).
<a href="#">CSCse64168</a>	3	CAD agent logged out automatically without a msg when CCM failover.
<a href="#">CSCse64177</a>	3	Supervisor shows VPN agent as logged in when they are not.
<a href="#">CSCse64181</a>	3	Unable to dial local 10 digit numbers.
<a href="#">CSCse64186</a>	3	CDA always shows CAD-BE browser is disabled.
<a href="#">CSCse64193</a>	3	IPPA is on a call, but no call is shown in CSD.
<a href="#">CSCsj18349</a>	3	Task Button/Alt key issue

## Resolved Caveats

The following issues have been resolved in CAD 7.1(1).



### Note

You can view more information and track individual CAD defects using the Cisco Bug Toolkit located at: <http://tools.cisco.com/Support/BugToolKit>.

**Table 2** Caveats resolved in release 7.1(1)

Identifier	Severity	Headline
<a href="#">CSCee81343</a>	3	Incorrect agent login error when agent is not in any team.
<a href="#">CSCsc96350</a>	3	VoIP Monitor does not start with 4GB of logs.

## Documentation Updates

This section provides documentation changes that were unavailable when the Cisco Agent Desktop release 7.1 documentation suite was released.

The following table lists the documents that are affected, the page(s) of the document on which the change appears, and the revision date.

Document name	Page(s)	Change type	Revision date
<i>Cisco CAD Service Information Manual</i>	216, 208	update, omission	3 Dec 2007, 12 Nov 2007
<i>Cisco CAD Installation Guide</i>	18	correction	3 Dec 2007
<i>Cisco IP Phone Agent User Guide</i>	14, 16	omission	26 Sep 2007

## Cisco CAD Service Information Manual

This section contains troubleshooting information about upgrades that the *Cisco CAD Service Information Manual* does not provide.

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**Problem:** After simultaneously upgrading CAD and switching to a new ICM instance, agents cannot log in and the personnel nodes in Cisco Desktop Administrator are blank.

**Solution:** Wait for the Cisco Sync Service to synchronize the information from ICM.

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**Problem:** After upgrading from CAD 7.0(x) to CAD 7.1(1) on a replicated system, agents cannot log in.

**Solution:** If you are upgrading a replicated system, you must shut down replication before doing the upgrade. If you do not shut down replication first, the CAD license files will be lost when the LDAP database entries are reloaded.

If CAD license files are lost after an upgrade, you must manually relicense CAD.

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## Cisco CAD Installation Guide

This section contains corrected information about the features that are available in the Standard CAD package.

### CAD 7.1 Feature Levels

The table on page 18 of the *Cisco CAD Installation Guide* lists event-triggered workflows as a feature in Cisco Agent Desktop and Cisco Agent Desktop–Browser Edition in the Standard CAD package. This is incorrect. The event-triggered workflows feature is only available in the Enhanced and Premium CAD packages.

## Cisco IP Phone Agent User Guide

This section contains information about the Skill Stats screen and the Caller Data screen that the *Cisco IP Phone Agent User Guide* does not provide.



**Note**

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To perform any call control actions when the Skill Stats screen is displayed (for instance, make a call), you must first press Services to return to the normal phone display screen.

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**Note**

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To perform any call control actions when the Caller Data screen is displayed (for instance, make a call), you must first press Services to return to the normal phone display screen.

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# Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

## Documentation Feedback

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