

Unified Contact Center Express: Configure an Agent to be Automatically Recorded in Cisco Agent Desktop

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Introduction

This document explains the procedure to configure an agent to be automatically recorded in Cisco Agent Desktop.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Main Task

Task

In this section, you are presented with the information to configure an agent to be automatically recorded in Cisco Agent Desktop.

Step-by-Step Instructions

Complete these steps in order to configure an agent to be automatically recorded in Cisco Agent Desktop:

1. From the UCCX server, choose **Start > Programs > Cisco > Desktop > Admin**, and launch Cisco Desktop Administrator.
2. Select your call center, and expand the **Work Flow Configuration**.
3. Select **Work Flow Groups**, choose **File** from the top of the screen, and click **New**.
4. Enter the Work Flow Group Name, such as **Auto Record**.
5. Once the **Auto Record Work Flow Group** is created, expand the **Auto Record Work Flow Group**, and expand **CAD Agent**.
6. Select **Voice Contact Work Flows**.

A window displays to the right.

7. Click **Add**.

You are prompted for the name.

8. Enter the name of your choice, such as **Auto Record**, and click **OK**.

The **Edit Voice Contact Classification** screen appears with the default **inbound calls** in the drop-down menu.

9. Select the **Edit** radio button for the Data Field Conditions, select **Is Not Empty**, and click **OK**.
10. Accept the **Any Condition is True** default option for the Execute Actions When section, and click **OK**.

The Voice Contact Work Flow – Auto Record window appears.

11. For Events, select **Answered**, and select **New** under Rules (of current Event).

You are prompted for the name of the rule.

12. Enter a name of your choice, such as **Start recording on Answer**, and click **OK**.
13. Click **Add** under the Actions (of current Rule) section.

A box displays.

14. Click the **Utility Action** tab, and click **New**.

You are prompted for the Action Name.

15. Enter a name of your choice, such as **Start recording on Answer**.
16. Choose **Record** from the Action Type drop-down menu, choose **Start** from the Action drop-down window, and click **OK**.
17. Click the **Add Action** button.

You can now see your **Answered** Event, the **Start Recording on Answer** Rules and the **Start Recording on Answer** Actions.

18. Select the top **Edit** radio button under the Current Rule Conditions, select **Is Not Empty**, and click **OK**.

The **Enable Rule** check box is automatically checked.

19. Click **Apply**, and the rule and event are saved.

You are returned to the screen for step 7.

20. Select the **Voice Contact Work Flow** that you created in step 7, and click **Edit** to add the stop recording event and corresponding rules.
21. Repeat steps 8–20 in order to add the stop recording rule. Keep in mind that for step 12, you perform the **Dropped** event configuration instead of Answered event.

22. Finally, add the agent you want to monitor to the work flow group through Cisco Desktop Admin.

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

Related Information

- **Configure Automatic Recording for CAD agents**
 - **UCCX 7.0(1) – Agents Initiate Call Recordings directly from CAD**
 - **Voice Technology Support**
 - **Voice and Unified Communications Product Support**
 - **Troubleshooting Cisco IP Telephony** [↗](#)
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