

Configure Auto Logout for CAD Agents in UCCX

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Introduction

Cisco Agent Desktop is a powerful software solution for the customer contact center. Cisco Agent Desktop is easily deployed as a transparently integrated component of Cisco Unified Contact Center. This document describes the way to log agents out automatically from Cisco Agent Desktop (CAD) after a certain time, if they forget to logout.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Desktop Administrator
- Cisco Agent Desktop
- Cisco Customer Response Solutions (CRS)

Components Used

The information in this document is based on UCCX 7.0(1).

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.

Configure Auto-logout Feature

About Cisco Desktop Administrator

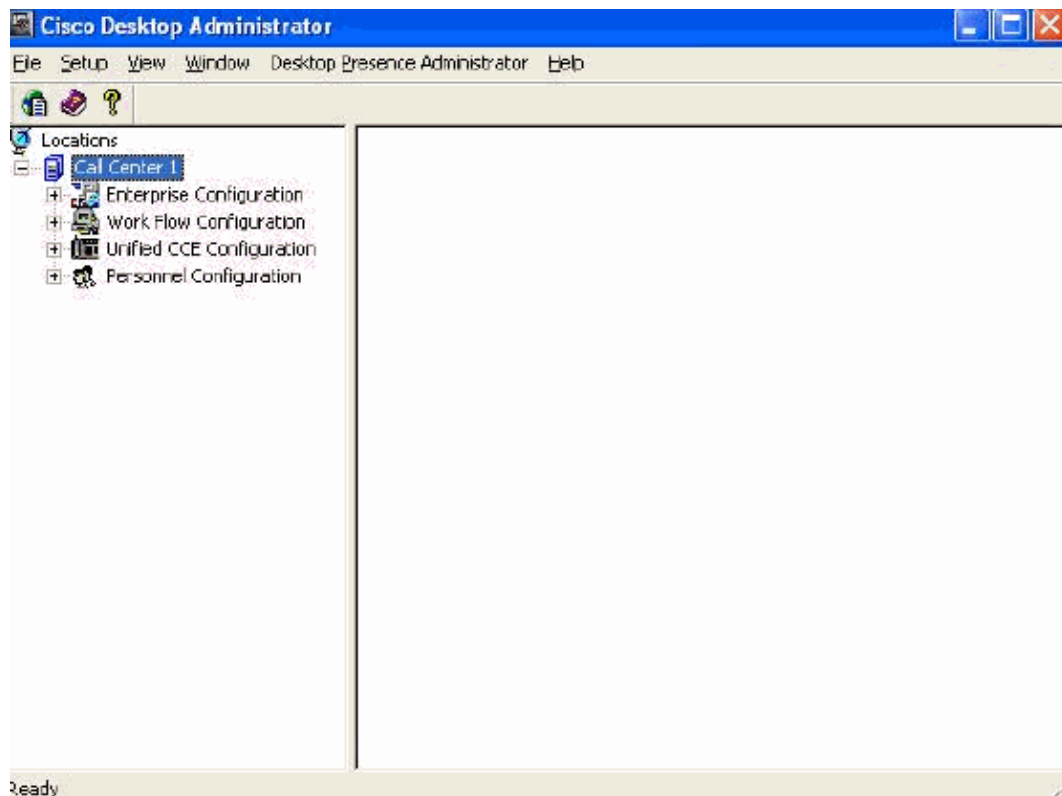
The Cisco Desktop Administrator (CDA) allows system administrators to define and configure agent desktops and work flow from a centralized location. Administrators can choose which agent states are visible on an agent's toolbar, define unique icons for agent and knowledge worker toolbar buttons, add reason codes for wrap-up and agent state changes, and customize the user interface of agent desktops.

The steps to configure the auto-logout feature for CAD agents through the CDA in UCCX 7.x are provided in this document. You need to create a work flow group based on Time of Day event and add this group to the agents who need auto-logout.

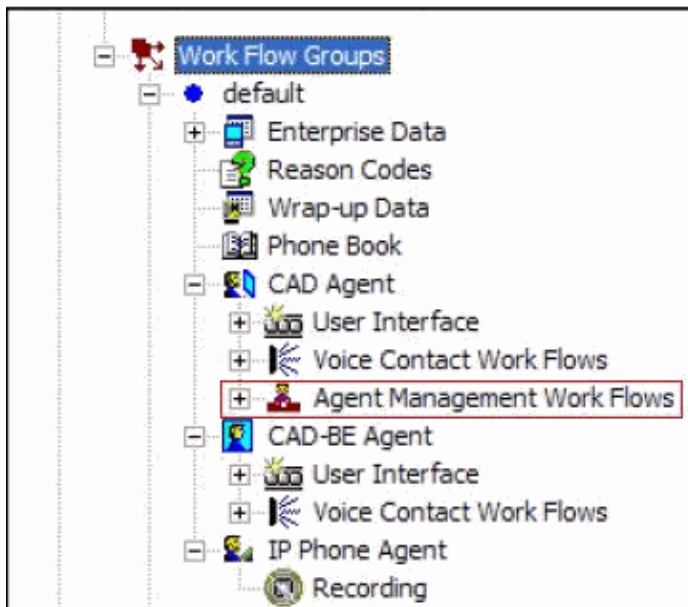
Create a New Work Flow Group

First, you must create the new work flow group. Complete these steps:

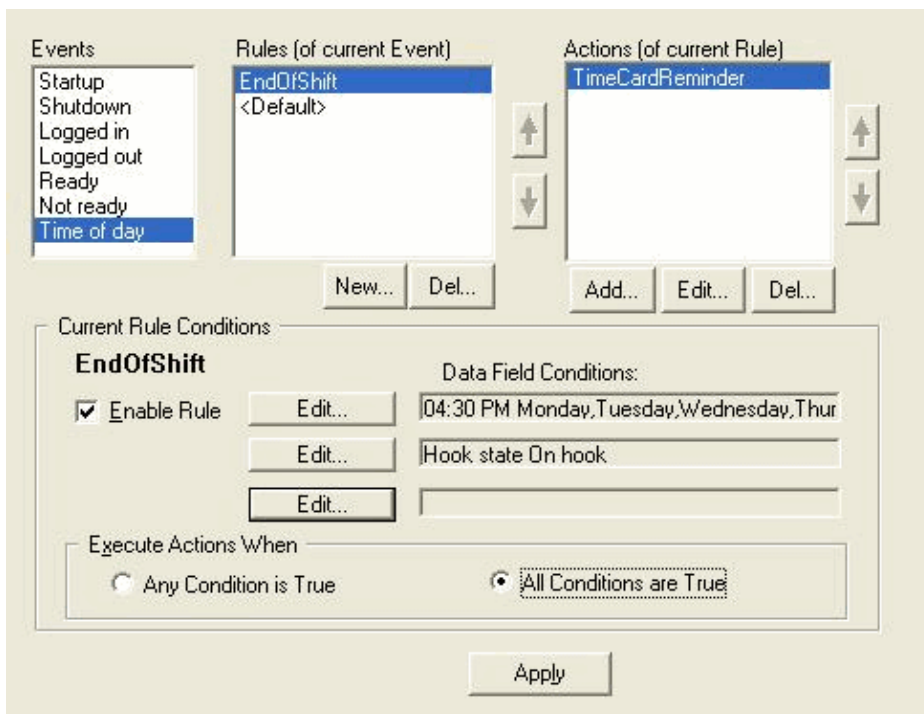
1. Click **Start > Programs > Cisco > Desktop > Admin** in order to launch Cisco Desktop Administrator (CDA).



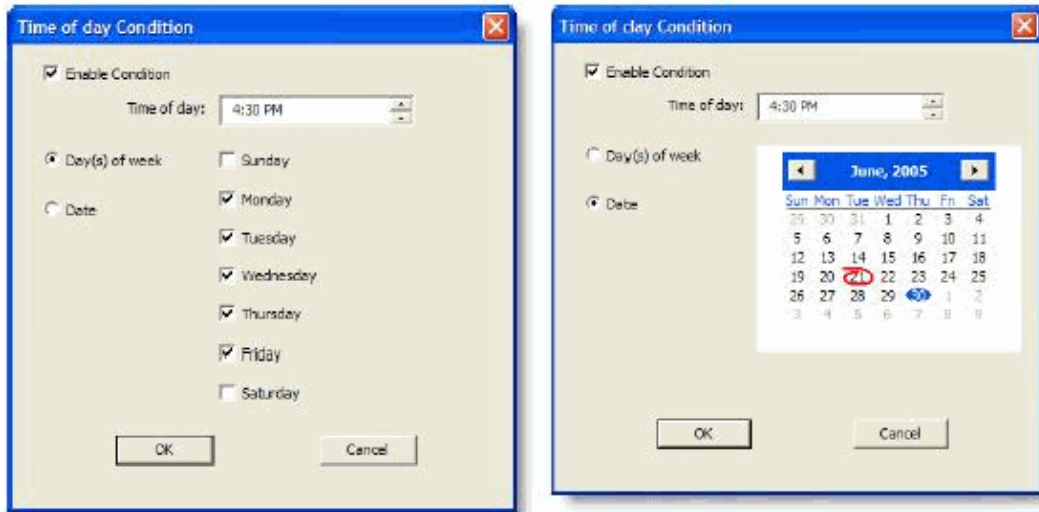
2. Navigate to **Locations > Call Centre 1 > Work Flow groups > CAD Agent > Agent Management Work Flows**.



3. When you select the **Agent Management Work Flow** node, the Work Flow window appears.



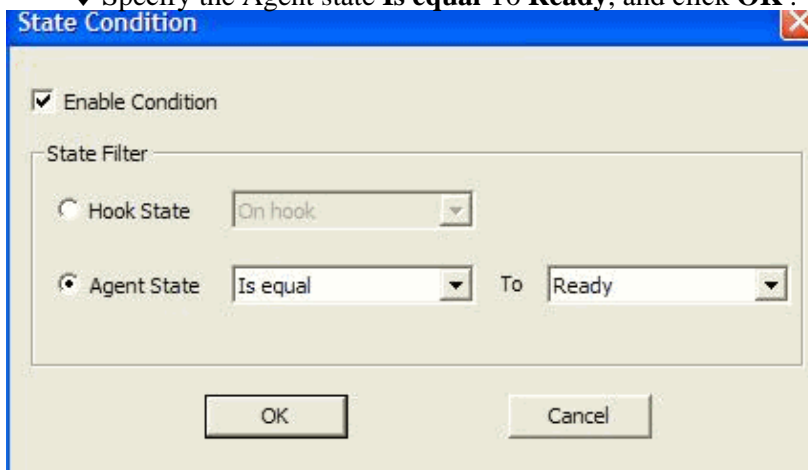
4. Select the **Time of day** event from the **Events** pane.
5. Under the Rules pane, click **New** in order to set up a new rule. The New Rule Name dialog box appears.
6. Enter the name of the new rule, and then click **OK**.
7. The fields in the Current Rule Conditions section of the window are enabled, and the Time of Day Condition dialog box appears.



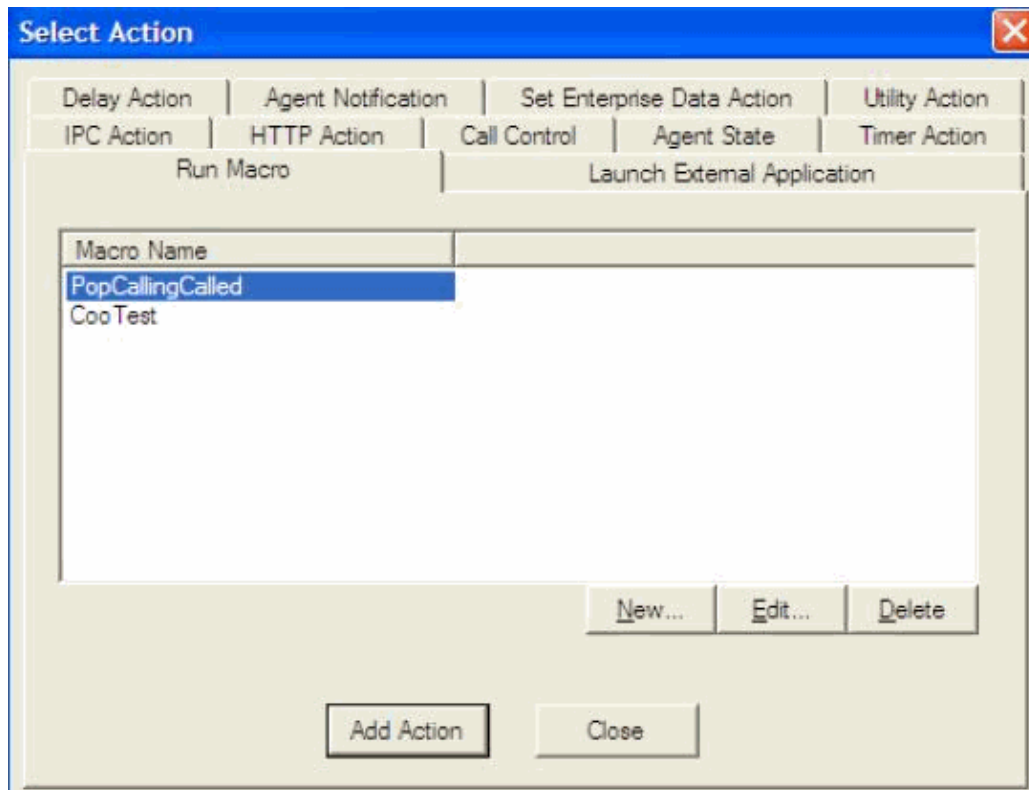
8. Set up the day or date conditions for the rule, and then click **OK**. The condition you set up is automatically entered in the first line for **Data Field Conditions** under the **Current Rule Conditions** section of the **Work Flow** window, and the **Enable Rule** check box is automatically selected.

- ◆ In order to specify that an action takes place every week on certain days or at a certain time, select Day(s) of the week and then check the desired days. You must specify a time of day as well.
 - ◆ In order to specify that an action takes place on a specific date, select Date, and then select the desired date from the calendar. Today's date is circled in red. You must specify a time of day as well.
9. Click **Edit** next to the two remaining Data Field Conditions in order to display the State Condition dialog box, and further define the rule, if desired.

- ◆ Specify the **Hook State** as **Off hook**.
- ◆ Specify the Agent state **Is equal To Ready**, and click **OK**.



10. Under the Actions pane, click **Add**. The **Select Action** dialog box appears.



11. Click **New**, name the action, choose the **logout** action from the list, and click **Add Action**.
12. Click **Apply** in order to save the new **Time of day** work flow.

Add Work Flow to Work Flow Groups Tree

The next step is to add this new work flow group under the Work Flow groups tree. Complete these steps:

1. Navigate to **Locations > Call Centre 1 > Work Flow groups**.
2. Choose **File > New**, or click **New** on the toolbar. The Work Flow Group Name Editor dialog box appears.
3. Enter the new work flow group name.
4. Select the check box which says **Copy the following work group**.

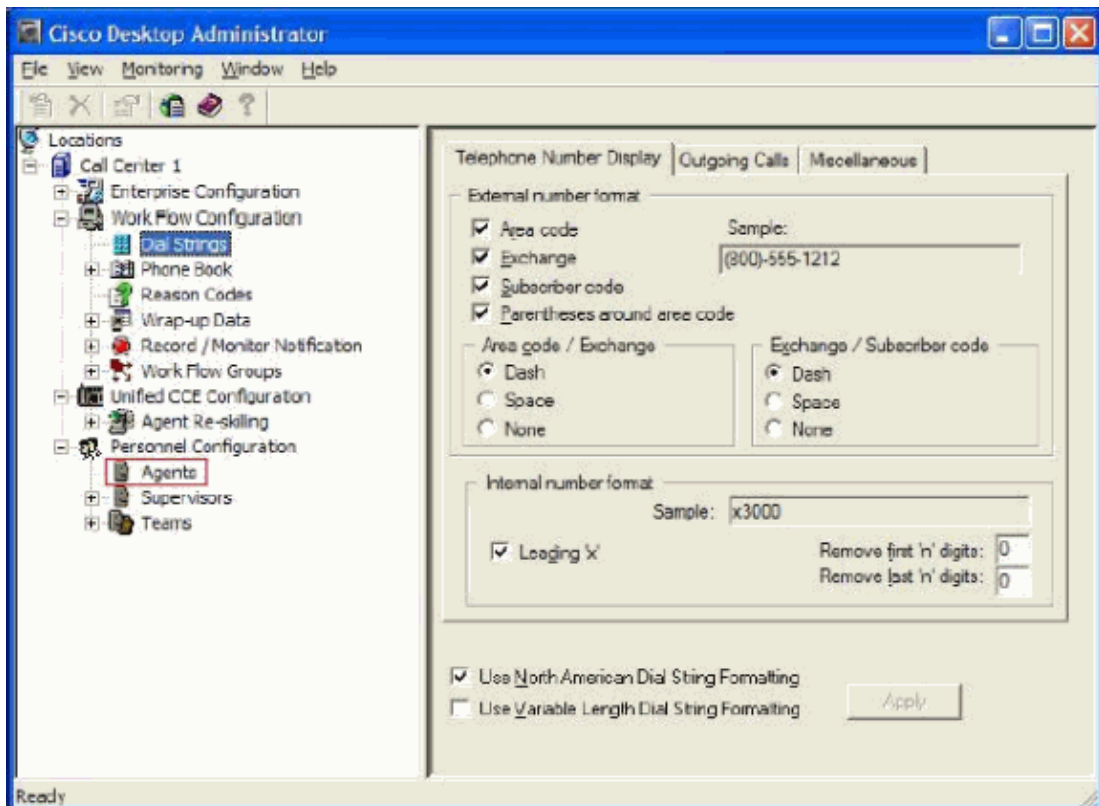


5. Click **OK**. The new work flow group appears in the Navigation pane under the Agents node.

Add Work Flow Groups to Agents

Finally, you must add this new work flow group to the agents. Complete these steps:

1. Start Desktop Administrator. The **Cisco Desktop Administrator** window appears



2. Navigate to **Locations > Call Centre 1 > Personnel Configuration > Agents**.
3. Select the agent to whom you want to enable the feature, and select the work flow in which you have configured the Time Of Day event.
4. Click the **Save** button.
5. Logout and login to the CAD agent.

Related Information

- **Cisco Agent Desktop for Cisco Unified Contact Center 7.X**
- **Desktop Administrator Default Work Flow Groups Fails**
- **Technical Support & Documentation – Cisco Systems**

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