



Preface

Overview

This document provides information about understanding, installing, and operating the Dispatch Console, and provides information about related activities. The Dispatch Console is a component of Cisco Instant Connect. It enables management of Cisco Instant Connect resources and control of Cisco Instant Connect incidents through an on-screen interface that runs on a client PC.

Organization

This manual is organized as follows:

Chapter 1, “Overview”	Introduces the Dispatch Console, its operation, and components, explains how to start and exit the Dispatch Console, describes upgrades, and provides guidelines for use
Chapter 2, “Dispatch Console Installation, Configuration, and Maintenance”	Provides instructions that explain how to install and uninstall the Dispatch Console, and provides information about optimizing its operation
Chapter 3, “Dispatch Console Reference”	Provides detailed information about the Dispatch Console windows, menus, features, and options

Obtaining Documentation and Support

For information about obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What’s New in Cisco Product Documentation*. This document also lists all new and revised Cisco technical documentation. It is available at:

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

