



Cisco Customer Response Applications Agent Desktop Plug-in Tasks

This reference guide describes how to install your Cisco Customer Response Applications (CRA) Agent Desktop. It also describes how to install an additional plug-in, Alternative Pronunciations, and how to access the Cisco CallManager web pages from your CRA User Options Welcome web page.

This reference guide includes the following topics:

- [Connecting to the CRA User Options Welcome Web Page, page 2](#)
- [Installing and Configuring the IP ICD Agent Desktop, page 3](#)
- [Adding Alternative Pronunciations, page 4](#)
- [Accessing and Working in the Cisco Call Manager User Options Web Pages, page 5](#)

Connecting to the CRA User Options Welcome Web Page

To connect to the CRA User Options Welcome web page, perform the following steps:

Procedure

- Step 1** From your web browser, enter the following URL, where *servername* is the Domain Name System (DNS) name or IP address of your Cisco CRA server:
- `http://servername/appuser`
- The CRA User Options Authentication web page appears.
- Step 2** Enter your username in the User Identification field, enter your password in the Password field, and then click **Log On**.
- The CRA User Options Welcome web page appears.
- From the Welcome web page, you can install and configure the Integrated Contact Distribution (ICD) Agent Desktop client, add an alternative pronunciation of your name, and access the Cisco CallManager user interface.
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Related Topics

- [Installing and Configuring the IP ICD Agent Desktop, page 3](#)
- [Adding Alternative Pronunciations, page 4](#)
- [Accessing and Working in the Cisco Call Manager User Options Web Pages, page 5](#)

Installing and Configuring the IP ICD Agent Desktop

To install and configure the IP ICD Agent Desktop, perform the following steps:

Procedure

- Step 1** In the CRA User Options Welcome web page, click the **ICD Downloads** hyperlink.
- The Download Cisco IP ICD Agent Desktop web page appears.
- Step 2** Use the Windows Copy function to copy the following command line from the Download Cisco IP ICD Agent Desktop web page. (*Servename* is the IP address of your CRA Server.)
- ```
\\Servename\DESKTOP_CFG\desktop\InstallManager
```
- Step 3** From the Windows Start menu, choose **Run**.
- The Run dialog box appears.
- Step 4** In the Open field in the Run dialog box, use the Windows Paste function to paste the command line that you copied in Step 2, and then click **OK**.
- The Enter Network Password dialog box appears.
- Step 5** Enter your username and password, and then click **OK**.
- The Welcome dialog box appears.
- Step 6** Follow the instructions in the Welcome dialog box to install the IP ICD Agent Desktop on your computer.
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## Related Topics

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- [Adding Alternative Pronunciations, page 4](#)
- [Accessing and Working in the Cisco Call Manager User Options Web Pages, page 5](#)

# Adding Alternative Pronunciations

Alternative Pronunciations is an independent feature located on the CRA User Options Welcome web page. This feature lets you add one or more alternate pronunciations for your first or last name and is useful if callers might refer to you by more than one name. For example, if your first name is Bob, you might add the alternate pronunciations “Bob” and “Bobby.” Similarly, if your last name is Xhu, you might add the alternate pronunciation “Xhu.”

To access the Alternative Pronunciations for Call by Name web page, perform the following steps:

## Procedure

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- Step 1** In the CRA User Options Welcome web page, click the **Alternative Pronunciations for Call by Name** hyperlink.
- The Alternate Pronunciations web page appears.
- Step 2** In the First Name field, you can enter an alternate pronunciation of your first name. For example, if your name is “Mary,” you might enter “Maria.”
- Step 3** Click **Add>>**.
- The name moves to a list of alternate first name pronunciations.
- Step 4** Repeat Steps 2 and 3 as needed to add other alternate pronunciations.
- To remove an alternate pronunciation for your first name, click the alternate pronunciation and then click **Remove**.
- Step 5** In the Last Name field, you can enter an alternate pronunciation of your last name. For example, if your last name is “Smith,” you might enter “Smitty.”
- Step 6** Click **Add>>**.
- The name moves to a list of alternate last name pronunciations.
- Step 7** Repeat Steps 5 and 6 as needed to add other alternate pronunciations.
- To remove an alternate pronunciation of your last name, click the alternate pronunciation and then click **Remove**.
- Step 8** Click **Update** to apply the changes.
- To return to the CRA User Options Welcome web page, click the **Back to CRA User home page** hyperlink.

### Related Topics

- [Connecting to the CRA User Options Welcome Web Page, page 2](#)
- [Installing and Configuring the IP ICD Agent Desktop, page 3](#)
- [Accessing and Working in the Cisco Call Manager User Options Web Pages, page 5](#)

## Accessing and Working in the Cisco Call Manager User Options Web Pages

To access the Cisco CallManager web pages from the CRA User Options web page, perform the following steps:

### Procedure

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- |               |                                                                                                                                                                   |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Step 1</b> | In the CRA User Options Welcome web page, click the <b>Cisco Call Manager User page</b> hyperlink.<br>The Cisco CallManager User Options Log On web page appears. |
| <b>Step 2</b> | Enter your username and password, and then click <b>Log On</b> .<br>The Cisco CallManager User Options web page appears.                                          |
| <b>Step 3</b> | In this web page, choose from the options displayed and follow the instructions in each web page.                                                                 |
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## Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

## World Wide Web

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

<http://www.cisco.com>

Translated documentation is available at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](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 is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

## Ordering Documentation

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/cgi-bin/order/order\\_root.pl](http://www.cisco.com/cgi-bin/order/order_root.pl)
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:  
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) 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. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

You can e-mail your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

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

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

We appreciate your comments.

## Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

### Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages

- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

<http://www.cisco.com>

## Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

## Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:

<http://www.cisco.com/tac>



All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://www.cisco.com/register/>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

## Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

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

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

