



Standard & Enhanced



Cisco Agent Desktop Installation Quick Reference Guide

Installing Agent Desktop

Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100



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Installing Agent Desktop

Introduction

Install Cisco Agent Desktop from the Cisco Customer Response Applications (CRA) User website. You need a web browser to perform the installation.

Before You Install

Before you install Agent Desktop, you need to know:

- The IP address of the CRA server
- The username and password to access the CRA User Options web page (the same username and password you use to access Cisco Agent Desktop)
- The destination folder on the user's PC in which you will install the application
- The extension of the user's Integrated Contact Distribution (ICD) phone

Installation Procedure

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- Step 1** Open your web browser and access the Cisco CRA User Options web page at `http://servername/appuser`.
Obtain *servername* from your system administrator.
- Step 2** Log on to the site using the username and password provided by your system administrator.
The Welcome window appears.
- Step 3** Click **ICD Downloads**.
The Download Cisco IP ICD Agent Desktop window appears.
- Step 4** Use the Windows Copy function to copy the following command line from the Download Cisco IP ICD Agent Desktop window. (*Servername* is the IP address of your CRA server.)
`\\Servername\DESKTOP_CFG\desktop\InstallManager`
- Step 5** From the Windows taskbar, choose **Start > Run**.
The Run dialog box appears.
- Step 6** In the Open field in the Run dialog box, use the Windows Paste function to paste the command line that you copied in Step 4, and then click **OK**.
The Enter Network Password dialog box appears.
- Step 7** Enter your username and password, and then click **OK**.
The Welcome dialog box appears.
- Step 8** Click **Next**.
The Select Options dialog box appears.

- Step 9** Choose the version of Agent Desktop you wish to install, and then click **Next**.
The Choose Destination Location dialog box appears.
- Step 10** Accept the default destination folder, or click **Browse** to navigate to another destination folder, and then click **Next**.
The Telephone Extension dialog box appears.
- Step 11** Enter the extension of the ICD telephone used with this installation, and then click **Next**.
The Start Copying Files dialog box appears.
- Step 12** Click **Next** to start the installation.
Install Manager installs the application you chose. When the installation is complete, the Install Results dialog box appears.
- Step 13** Click **Finish** to complete the installation process.
Install Manager closes.
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