CISCO SYSTEMS

Cisco Agent Desktop Installation Quick Reference Guide

Installing Agent Desktop

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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

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.