Interaction Desktop framework

Printed help

PureConnect powered by Customer Interaction Center® (CIC)

2019 R3

Last updated August 30, 2019

Abstract

This document is a printable version of the Interaction Desktop framework online help. It explains the Interaction Desktop interface. Online help is available within Interaction Desktop by selecting Get Started or CIC Client from the Help menu.

Table of Contents

Interaction Desktop

Get started with Interaction Desktop

> **Important**: Customer Interaction Center (CIC) supports two interaction management client applications. This documentation uses the term "CIC client" to refer either Interaction Connect or Interaction Desktop. The full product name appears at the top of each help topic. The full product name may also be used in a help topic when necessary to distinguish between CIC clients.

Interaction Desktop provides a user interface for easy access to the features of application modules such as the CIC client. For help with a specific area within a Workspace, click anywhere in the Workspace and press **F1**. For help with CIC client, from the **Help** menu, select **Interaction Client**.

Related Topics

Interaction Desktop interface
Log on
Modules
Menus
Navigation pane
Toolbars
Views
Workspaces

CIC 2019 R1, August 30,2019

Feedback, support, and other information

Options on the Interaction Desktop Help menu enable you to learn more about Genseys products and promote or share ideas about Genesys software. You can also access technical support or submit feedback about bugs and enhancement requests.

> **Note**: You must have Internet access to visit the Genesys website or submit feedback.

Need Help?

Click **Help > Getting Started** to display help for the framework. This includes help for creating and configuring workspaces and views.

Click **Help** > **CIC client** to display help for CIC client features and views.

> **Note**: A printable version of the CIC client help is available on the Genesys website at https://help.genesys.com/cic/desktop/printable_documentation.htm

Using the Search Feature

You can search for specific terms in the help. There is a basic search and an advanced search available from the Search tab.

A basic search is simple: just type whatever single word or phrase you want to search, press **Enter** or click the **List Topics** button (HTML version only). A list of topics containing that word or phrase appears. When searching for a phrase, use quotation marks to enclose the phrase. For example, use “directory toolbar” to return only topics that contain that exact phrase.

Some basic facts

- All the words you enter in the search box are used in the query.
- The search is always case-insensitive. A search for [dtmf] is the same as a search for [DTMF].
- Generally, punctuation is ignored, including @#$%^&()=+[]\ and other special characters.

An advanced search involves wildcard (HTML version only) and Boolean expressions. Wildcard expressions allow you to search for one or more characters using an asterisk or question mark. Wildcard search examples:

Search Term(s)	Returns...
init*	initial, initiate, etc.
1?3	123, 133, 143, etc.

Boolean searches involve the use of “OR”, “AND”, and “NOT”. Boolean search examples:

Search Term(s)	Returns...
alert AND configuration	Topics containing both the words "alert" and "configuration"
conference OR chat	Topics containing the word “conference” or “chat” or both
speed NOT dial	Topics containing the word “speed” but not the word “dial”

Feedback and PureConnect Customer Care

Options on the Help menu enable you to learn more about Genesys products, promote and share ideas about PureConnect software, access technical support, and submit feedback about bugs and enhancement requests.

Note: You must have internet access to visit the Genesys website or submit feedback.

- To visit the Genesys **home page**, go to http://www.genesys.com.
- To access the PureConnect Customer Care website, go to https://www.genesys.com/inin/about/services/support-services.

  Note: You must log on to this site before you can access technical support.

- To visit the **PureConnect Community Forum**, go to http://community.inin.com.

  Note: The PureConnect Community Forum is a free and public service provided by Genesys to promote an online community devoted to the sharing of ideas and information regarding PureConnect software.

- Use our social media/crowdsourcing site to submit ideas for enhancing Genesys products. Vote on which ideas submitted by others best describe the enhancements you want. Go to http://ideas.inin.com.
- To submit **documentation feedback**, do one of the following:
    - If you have a comment or question about a specific help topic, click the **Send Feedback** link at the top right of that topic.
    - Send an email message to **PureConnectDoc@genesys.com**.

Log on, log off, or exit

Log on

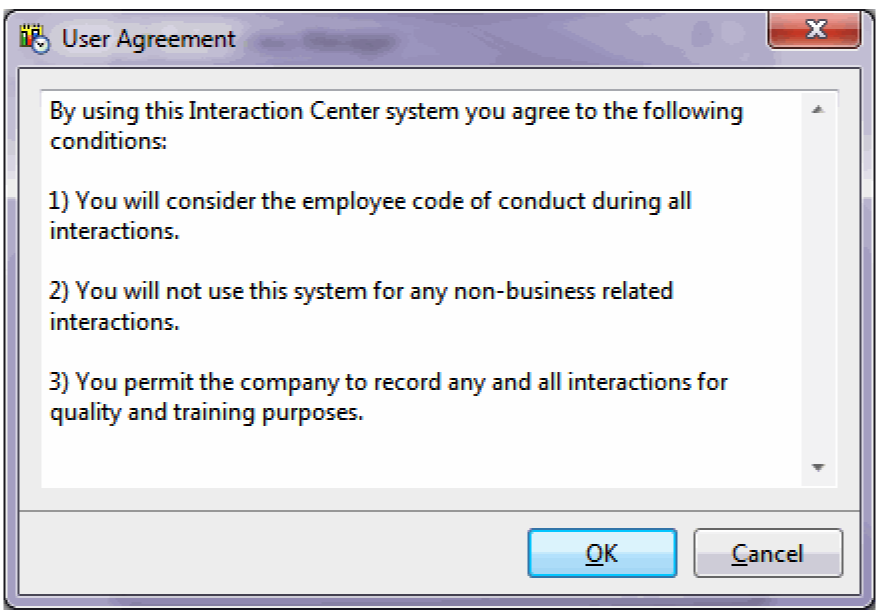
Log on to a secure system

1. Do one of the following:
    - From the Windows **Start** menu, select **PureConnect** > **Interaction Client**.
    - Double-click the **Interaction Desktop** icon on the Windows desktop or taskbar.

   Result: The Interaction Desktop log on dialog appears.

2. In the Interaction Desktop Logon dialog box, make any necessary adjustments to your logon settings.
3. Click **Log On**.

   Result: In a secure system, a User Agreement dialog box similar to this one appears.



Related Topics

Logon dialog box
Logon connection settings

Single sign-on

Log on automatically

An automatic logon uses the default profile (Default.ininprofile) or default settings. The default settings use Windows authentication, the default server, and the computer name as the workstation name.

Note: You cannot log on automatically on a secure system.

- Click the Interaction Desktop icon on the Windows desktop or taskbar.

  Result: This action logs you on automatically and displays Interaction Desktop.

Related Topics

Log on to a secure system
Logon connection settings

Select a profile and log on

1. From the **Start** menu, select **PureConnect** > **Interaction Client**.

   Result: The Interaction Desktop log on dialog appears.

   Tip: Point to the **Profile** icon (folder). The tooltip displays the name of the currently loaded profile.

2. Do one of the following:
   - To change your current logon settings or to create an alternate startup configuration, proceed to the next step.
   - To use or change an existing set of logon settings, click the drop-down arrow next to the **Profile** (folder) icon. Select **Load Profile**. Find the appropriate profile and click **Open**.
   - To use the settings, click **Log On**.
   - To change the settings, proceed to the next step.
3. In the **Connection** tab, adjust your logon settings.
4. Optionally, on the **Options** tab, select another language for the CIC client interface and help.
5. If you changed any settings, click the drop-down arrow next to the **Profile** (folder) icon. Select **Save Profile As**.

   Result: The **Save As** dialog box appears.

6. If you changed any settings, do one of the following:
   - If you selected an alternate profile in step 2, verify that the appropriate name appears in the **File name** drop-down list box and click **Save**.
   - To change your default settings, in the **File name** drop-down list box, select **Default.ininprofile** and click **Save**.

- To create a set of logon settings, in the **File name** drop-down list box, enter a new file name in this format: *filename.ininprofile* Click **Save**.

7. Click **Log On**.

Related Topics

Logon connection settings
Logon options
Logon dialog box
Logon profiles

Select a language

If your Customer Interaction Center (CIC) administrator has installed the appropriate language pack on the CIC server, you can select a language other than English for the Interaction Desktop interface and help.

> **Note:** This setting is independent of the Microsoft Windows **Regional and Language Options** setting. It is available only when a Language Pack has been installed on the CIC server.

To select a language:

1. In the Logon dialog box, do one of the following:
   - To change your current log on settings or to create an alternate startup configuration, proceed to the next step.

     > **Tip**: Point to the **Profile** icon (folder). The tooltip displays the name of the currently loaded profile.

   - To change an existing set of log on settings, click the drop-down arrow next to the **Profile** (folder) icon. Select **Load Profile**. Find the appropriate profile and click **Open**.
2. In the **Options** tab, from the **Language** drop-down list, select the appropriate language for the Interaction Desktop interface and help.

   > **Note**: This setting is independent of the Microsoft Windows Regional and Language Options setting. It is available only if your CIC administrator installed one or more Language Packs on the CIC server.

3. Click the drop-down arrow next to the **Profile** (folder) icon. Select **Save Profile As**.
4. In the **Save As** dialog box, do one of the following:
   - If you selected an alternate profile in step 1, verify that the appropriate name appears in the **File name** drop-down list box and click **Save**.
   - To change your default settings, in the **File name** drop-down list box, select **Default.ininprofile** and click **Save**.
   - To create a set of log on settings, in the **File name** drop-down list box, enter a new file name in this format: *filename.ininprofile* Click **Save**.
5. To test your configuration changes by logging on to Interaction Desktop, in the Logon dialog box, click **Log On**.

Related Topics

Logon dialog box
Logon options

Logon profiles

Interaction Desktop automatically creates a default profile the first time you log on. This profile contains the default settings for future logons. If you use your default profile when you log on, Interaction Desktop saves any changes you make to these settings.

You can create alternate profiles for different users who share a workstation or remote users who use different workstations to log on.

> **Note**: You can select a profile only when you start Interaction Desktop. You cannot use a profile if you log off but do not exit Interaction Desktop and then use the **File** menu to log on again.
>
> **Tip**: You can create a profile and add the profile (or a shortcut to it) to the Windows Startup folder so Interaction Desktop starts automatically when you start your computer.

Related Topics

Select a profile and log on

Logon connection settings

To enter authentication details and server connection information, use the Logon dialog box. If you need more information about these settings, contact your Customer Interaction Center (CIC) administrator.

> **Note**: If you have forgotten your CIC password, contact your CIC administrator. Your CIC administrator can reset your password in Interaction Administrator. Contact your system administrator if you use a Windows user ID and password or an alternate identity provider.
>
> **Tip**: You can save and use multiple sets of logon settings in **profiles**.

Use Windows Authentication	To log on to Interaction Desktop using your Windows user ID and password, select this check box. **Note**: The CIC administrator must first enable this option by allowing Windows authentication and by linking Windows user names and CIC user names.
Credentials	This drop-down list appears only if your CIC administrator has enabled the **Single Sign On** feature. The Single Sign On feature automatically uses your secure system user ID and password to log you on automatically to Interaction Desktop. Select the appropriate set of credentials from this drop-down list. **Logged-On User** To log on using the Windows user name and password you used to log on to your workstation, select this option.

	Customer Interaction Center Log on using your CIC user ID and password. **Alternate Windows** Log on using a Windows user name and password that is different from the one used to log on to your workstation. For example, a supervisor could log on to Interaction Desktop on your workstation in order to assist you. **(other)** Other Identity Providers could appear in this drop-down list. Contact your CIC administrator for more information about using these credentials and providing a User ID and password.
User	Enter the name of your user account: • If you selected **Use Windows Authentication** or are using **Logged-On user credentials,** you do not need to enter your user name. This field is unavailable. • If you are using **Customer Interaction Center** credentials, **User** is the name of your account as configured in Interaction Administrator. To verify your user account name, contact your CIC administrator. • If you are using **Alternate Windows** credentials in a Single Sign On system, type a user name that is different from the one used to log on to the workstation. This user name can include a domain name in the format *domain\username* or *user@domain*. Include a domain name if these alternate credentials belong to a different domain than the one for the credentials used to log on to the workstation.
Password	Some secure systems require you to enter your password every time you log on. If prompted, enter the appropriate password: • If you are using **Customer Interaction Center** credentials, enter your CIC user account password. **Note**: If you have forgotten your password, contact your CIC administrator. • If you selected **Use Windows Authentication,** enter your Windows password. • If you are using **Logged-on user** credentials in a Single Sign On system, you do not need to enter your password.

	• If you are using **Alternate Windows** credentials in a Single Sign On system, type the password associated with this alternate Windows account.
Save Password or **Save Credentials**	Select this check box if you do not want to enter your password each time that you log on to Interaction Desktop. **Note**: The CIC administrator must first enable this option by allowing the use of cached credentials. The saved password is only valid for this computer and this log on. For example, you cannot use the encrypted password in this profile on a different computer.
Server	Enter the name of the appropriate server. This server is the machine running Session Manager. For most installations, this server is the CIC server.
Station Type	This station is the one you use to run Interaction Desktop. **<this computer>** Select this option if you move around the office and log on from different **local** workstations. This option ensures that CIC routes your calls to the station associated with this computer, not the last workstation to which you logged on. **Note**: When you use this option, the name of the current station appears in **Workstation**. **Workstation** Use a computer and telephone connected by a telecom outlet (SIP or analog phone) to CIC. **Remote Station** Work from a "known" single remote location, a configured Remote Station, using a single phone number for all calls to the agent's extension. **Remote Number** Work from an ad-hoc remote location, a dynamic remote client connection, using a single phone number for all calls to the agent's extension. **SIP Soft Phone** Use the computer as the telephone. (Also called a *soft phone*.) **Note**: Your CIC administrator must appropriately configure your station in Interaction Administrator. This configuration

	requires the SIP Soft Phone application and a supported USB audio device.
Workstation	If you select Workstation, Remote Workstation, or SIP Soft Phone as your station type, enter the name of the workstation here. If you select Remote Number, then this field is unavailable.
Remote Number	For remote access only, enter the telephone number CIC uses to call the agent. **Note**: If you enter a Remote Number, it appears in the **status bar** in place of your Station name.
Persistent	**Requirements**: Some secure systems do not allow persistent connections. You need the **Persistent Connections** Security Right to select a persistent connection when you are using a dynamic remote client connection. If you are using a configured remote station, the **Station Connections are Persistent** setting in Interaction Administrator Station Configuration controls whether you have a persistent connection. • If you select this option, the connection to the CIC remains connected from the first time you require a voice connection until you log off the system. • If you do not select this option, CIC ends calls to your remote phone when either side disconnects for any reason. **Example**: The first time a remote agent receives a call or requires a voice connection, CIC calls the agent at the phone number in the Logon dialog box. From that point on, the agent can keep the telephone handset off-hook and use the CIC client to pick up, disconnect, and listen to calls or to record prompts. If the agent hangs up between calls, CIC must redial the agent's telephone and wait for the agent to answer before completing the operation. **Explanation**: When you select Persistent, the call to your remote phone stays connected (an open line to the CIC server). If you leave the remote phone off-hook, and disconnect using the CIC client, CIC does not have to create a new call and dial your remote phone again. It just connects the audio path to the new caller. **Note**: Usually this preferred setting prevents excessive long-distance charges and keeps lines free.

Folder icon	This icon and its associated drop-down list enable you to load a different profile or save settings as a new profile. The first time you start Interaction Desktop, it creates a default profile called Default.ininprofile. Instead of using the default profile, you can use the **Save Profile As** option to save the file to your desktop or another convenient place. When you double-click that file, you bypass the Logon dialog box and connect to Interaction Desktop. **Save Profile As** In the Save As dialog box, type a profile name in the **File name** box. Use the format f*ilename.ininprofile* for the file name. You can save the profile to your desktop, and double-clicking it automatically logs you in. This method bypasses the Logon dialog box. **Tip**: You can create a profile and add the profile (or a shortcut to it) to the Windows Startup folder so Interaction Desktop starts automatically when you start your computer. **Load Profile** If you want to open a profile other than the default profile (default.ininprofile), select **Load Profile** and select another profile. You can also right-click an *ininprofile* file and select **Edit** to open up the Logon dialog box to change settings.

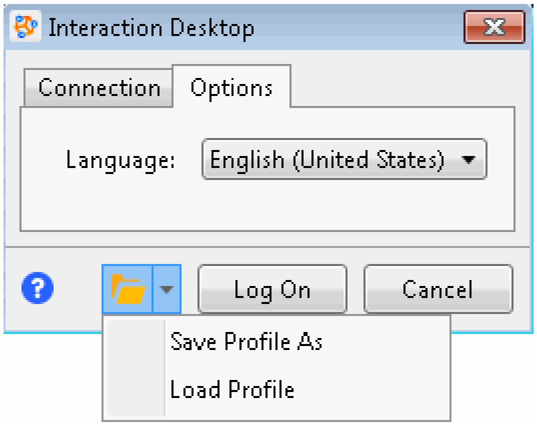
Related Topics

Log on
Logon dialog box
Remote logon
Remote station types
Select a profile and log on

Logon options

Use the Options tab of the Logon dialog box to select a language. You can also save or use multiple log on configuration settings (profiles).

Note: In order to select a language, your CIC administrator must first install the appropriate language pack on the CIC server.

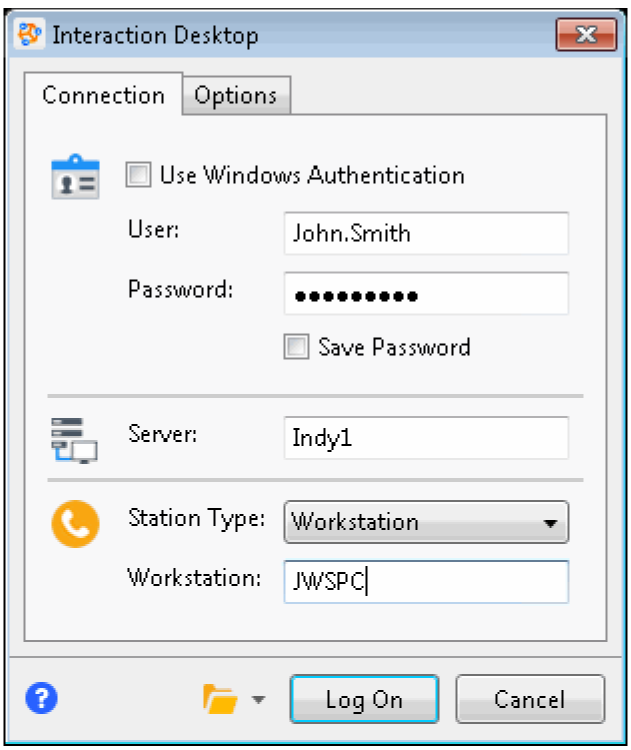


Related Topics

[Logon connection settings]
[Select a language]
[Select a profile and log on]

Logon dialog box

The Logon dialog box enables you to edit and save your preferred authentication details, server connection information, and other startup settings.



> **Note**: If your Customer Interaction Center administrator has enabled the **single sign-on** feature, the appearance of your Logon dialog box may be different. Contact your CIC administrator for logon instructions.

Tip: Click the **Help** icon on the Connection or Options tabs if you have questions about any of the required entries.

Related Topics

Logon connection settings

Single sign-on

Single sign-on enables you to log on to Interaction Desktop using credentials certified by any identity provider designated by your Customer Interaction Center (CIC) administrator. Typically, you log on to your workstation, a network domain, or some other secure system before you log on to Interaction Desktop. This initial logon procedure prompts you for a user ID and password. Interaction Desktop uses these same credentials to log you on automatically — without prompting you to enter the credentials again.

If your CIC administrator enables the single sign-on feature, the appearance of the Logon dialog box is slightly different, although most of the settings are the same.

Related Topics

Logon connection settings
Logon dialog box

Command-line parameters

Interaction Desktop supports optional command-line parameters (switches) that you can use when starting Interaction Desktop. A shortcut typically contains these parameters. Command-line parameters are not case-sensitive.

Parameter	**Abbreviation**	**Description**	**Example**
-fullscreen	None	Opens the application in full screen mode.	-fullscreen
-user	-u	Allows you to specify the user logon name.	-user john.doe ***or*** -u john.doe
-pass	-p	Allows you to enter the Customer Interaction Center (CIC) password specified in Interaction Administrator.	-pass 1234 ***or*** -p 1234
-windowAuthentication	-winauth	Uses the Windows Authentication for logon.	-windowAuthentication ***or*** -winauth

-server ***or*** -notifier	-n	Specifies the CIC server to which you connect Interaction Desktop. You can specify the CIC server name or IP address.	-notifier DevIC1 ***or*** -n 204.180.46.8 ***or*** -server ICSvr1
-silent ***or*** -lastlogin	None	Logs on to Interaction Desktop using the credentials entered in the most recent logon, without prompting for logon information.	-silent ***or*** -lastlogin
-login	None	Opens the Logon dialog box even if you specify user, password, and server parameters.	-login
-ForceCorrectTabOrder	None	Disables the "menu mode" on toolbars which allows for correct tab order though all views, menus, and toolbars at the expense of some toolbar functionality. For example, with "-ForceCorrectTabOrder" enabled, the user can Tab or Hot Key to the"Disconnect" toolbar button, and then Tab or Hot Key back to the "Enter a name or number to dial" field. But the Cut/Copy/Paste/Delete toolbar buttons will no longer work correctly.	-ForceCorrectTabOrder
-accessibilitycompliant	None	Adds these features to accessibility compliance: • Enabled toolbar button names in views such as My Interactions appear in high contrast,	-accessibilitycompliant=True

		making them easier to see and read. • The screen reader fully describes a selected interaction (name, number, state, etc.). Without this, the screen readers describes a selected interaction only by number; for example 1 of 3. • A dialog appears when no records are found in a search in the Company Directory or Call History views. The screen reader announces no records were found if a search fails to find matching records. **Note**: This can be overridden by the command line argument InteractionDesktop.exe -accessibilitycompliant=true (or false).	

Example shortcut

For example, if the name of your CIC server is ICSvr1, your Customer Interaction Center User ID is John.Doe, and your password is PW1234, the command line would read:

```
"C:\Program Files\InteractiveIntelligence\InteractionDesktop.exe" -u John.Doe -p PW1234 -n ICSvr1
```

A space separates command-line arguments. If you prefer to use the verbose form of the command-line switches, the same command line would be:

```
"C:\Program Files\InteractiveIntelligence\InteractionDesktop.exe" -user John.Doe -pass PW1234 -notifier ICSvr1
```

or

```
"C:\Program Files\InteractiveIntelligence\InteractionDesktop.exe" -user John.Doe -pass PW1234 -server ICSvr1
```

Related Topics

Log on

Remote logon

You can run Interaction Desktop from a remote location. If you work at home or travel for work, you can receive regular and ACD-routed incoming interactions. You can also use all the other CIC client features.

Logging on remotely is similar to logging on from an office workstation. Pay particular attention to **Station Type**, **Remote Number**, and **Persistent** settings in the Logon dialog box.

For more information, see the *Interaction Desktop* help in the CIC Client part of the PureConnect Documentation Library.

Related Topics

Answer the first call to a remote location
Call from a remote location
Interaction Desktop and remote locations
Log on
Logon connection settings
Logon dialog box
Remote station types

Answer the first call to a remote location

Once the CIC client starts and the remote agent's status is available, incoming calls alert only on the workstation. The agent's telephone does not ring at the same time the call alerts the CIC client. The first time CIC sends a call to an available remote agent can be different from subsequent calls, depending on how the agent ends the first call.

Remote agents who take campaign calls from Interaction Dialer must not hang up the handset between calls to avoid delays talking to the next called party. Remote ACD agents must also keep the handset off-hook after the first call from CIC. The handset must remain off-hook if the configuration specifies that calls connect automatically to the first available agent without the agent clicking the **Pickup** button.

Campaign calls are outbound calls placed by Interaction Dialer. A campaign is a collection of properties that tell Interaction Dialer how to process the database table that contains telephone numbers and other information. For more information, see Interaction Dialer.

To answer the first call from CIC after logging on:

1. Do one of the following:
    - With the alerting call selected, click the **Pickup** button in a CIC client queue view.
    - Double-click the alerting call in a CIC client queue view.
2. When the telephone rings, pick up the handset to speak; CIC immediately connects the call.
3. When the call is over, do one of the following:
    - Click the **Disconnect** button and keep the handset off-hook. CIC automatically keeps a persistent connection to remote agents. As soon as you click the **Pickup** button on subsequent calls, the call connects immediately without waiting for the phone to ring.

- When the call is over, hang up the handset. In this case, CIC must redial the remote number to complete subsequent calls.

Related Topics

[Call from a remote location]
[Interaction Desktop and remote locations]
[Remote logon]
[Remote station types]

Call from a remote location

Once the CIC client starts, remote agents can call any authorized phone number. Customer Interaction Center (CIC) dials the agent's number and then dials the destination number. As soon as the dialed number starts alerting, CIC calls the agent's telephone.

To call:

1. Enter or select a phone number in the CIC client and click the **Make Call** button.

   Result: CIC dials the agent then the number, and if it completes the call, it immediately connects it to the remote agent's telephone number.

2. Do one of the following:

   - If the handset is on-hook, when the telephone rings, pick up the handset to speak; CIC immediately connects the call.
   - If the handset is off-hook, listen for the called party to answer.

3. When the call is over, do one of the following:

   - Click the **Disconnect** button and keep the handset off-hook. CIC automatically keeps a persistent connection (based on this logon setting) to remote agents. The agent can make multiple calls without hanging up the handset. Calls connect immediately without waiting for the phone to ring.
   - When the call is over, hang up the handset. In this case, CIC must redial the remote number to complete subsequent calls.

Related Topics

[Answer the first call to a remote location]
[Interaction Desktop and remote locations]
[Remote logon]
[Remote station types]

Remote station types

Customer Interaction Center (CIC) supports two types of remote stations: dynamic and configured (static). Each type of remote station connection serves a slightly different purpose, depending on the needs of the call center and of the remote agent. Both provide the same CIC client functionality.

Dynamic remote client connections (remote number)

Requirements: In order to use a dynamic station, you need the appropriate rights. The **Persistent Connections** Security Right enables you to select a persistent connection when you are using a dynamic remote client connection. The **User-defined Telephone Number on Remote Logon** Security right enables you to enter a new Remote Number when logging on.

> **Note**: When using a dynamic remote client connection, select **Remote Number** as the **Station Type** when logging on to Interaction Desktop.

Dynamic remote stations enable traveling agents to connect to CIC and place or receive calls from any remote location. These stations provide maximum flexibility for agents who work from ad-hoc locations and phone numbers. When these remote agents start Interaction Desktop and log in to CIC, they enter a desktop phone or cell phone to which CIC routes their calls.

Dynamic remote stations **do not have predefined station names** in Interaction Administrator. The telephone number given when the agent starts Interaction Desktop and logs in to CIC is the remote station. CIC routes calls for that user's extension to the remote phone number.

Configured remote stations (remote workstation)

Requirements: You need the **User-defined Telephone Number on Remote Logon** Security Right to use a configured remote station and specify a different remote phone number when logging on to Interaction Desktop.

This option is usually selected by default for all users. If an agent does not have this right, the administrator specifies the configured remote station user's remote phone number is in the Remote Station Configuration dialog in Interaction Administrator.

> **Note**: If you use a configured remote station, select **Remote Workstation** as the Station Type when logging on to Interaction Desktop.

The administrator configures a remote station as a "remote station" type of workstation with a single remote phone number for all calls to the remote agent's extension. Configured remote stations ensure that the remote agent always connects to CIC using the same remote phone number. Unless the CIC administrator changes it, or unless that user has the right to change the number dynamically. Some call centers prefer this approach, to ensure that remote agents are working from the prescribed location. The CIC administrator retains the option of granting flexibility to the agents who need it.

The remote station name can be the same as the remote agent's computer name, or it can be another name. The CIC administrator is responsible for creating these remote station workstations and educating the remote agent on how to use the Logon dialog box to enter a remote station name.

SIP stations are not remote

CIC does not classify remote agents who use a SIP-enabled device or IP phone to receive calls as dynamic or configured "remote stations." SIP devices or phones connect directly to CIC with an IP-based network connection. Distance or location with a SIP device or phone has nothing to do with its classification as a remote station.

The CIC administrator configures each SIP device or phone as a "local" workstation type of station in Interaction Administrator. This connection type is "SIP," instead of a connection type of "Line" used for analog phone workstations. The configuration specifies the SIP address of the computer, which must be on the same domain or trusted domain as the CIC server. Some "remote" agents with SIP devices or phones use a VPN connection over the Internet to connect to the domain, log on to CIC, and run Interaction Desktop. In any case, CIC classifies these stations as local workstations.

Remote station licenses

Even though the CIC administrator does not configure dynamic remote stations in Interaction Administrator, each dynamic station connection counts toward the total number of station licenses "in use." CIC adds the current dynamic station connections to the number of configured stations (remote stations, workstations, stand-alone phones) that are "Active." This total is the number of active stations. If a remote agent attempts to start the CIC client and log on to CIC when the total number of station licenses are in use, that agent cannot connect. The agent sees an error message indicating that no stations are available. An error message also appears in the Event Log on the CIC server.

Related Topics

- Answer the first call to a remote location
- Call from a remote location
- Interaction Desktop and remote locations
- Remote logon

Interaction Desktop and remote locations

If the Customer Interaction Center (CIC) administrator configured the remote workstation always to ring the telephone, the CIC automatically alerts the station and rings the remote telephone. To answer a call, the remote agent picks up the handset to connect to the call. Once the phone is off hook and connected to CIC with a persistent connection, the remote agent can dial directly from the phone keypad or from the CIC client.

Keep a persistent connection to the CIC server

CIC detects when it must call a remote agent's telephone or when it already has a (persistent) voice connection to a remote agent. If you selected **Persistent** in your Logon connection settings or if the remote station configuration requires it, CIC keeps the connection open once you establish it.

For example, the first time a remote agent receives a call or requires a voice connection to the CIC server, CIC calls the agent. CIC uses the phone number used on the agent's Logon dialog box. From that point on, the agent can keep the telephone's handset off-hook and use the CIC client interface to pick up, disconnect, and listen to calls or to record prompts. With the voice connection already established, these operations are instantaneous. If the agent hangs up between calls, CIC must redial the agent's telephone and wait for the agent to answer before completing the operation.

> **Note**: If the CIC server restarts or switches to a backup server, the remote agent's current call could disconnect.

Related Topics

- Interaction Desktop and remote locations
- Logon connection settings
- Remote logon
- Remote station types

Log on

There a several ways you can log on to Interaction Desktop. To log on automatically or use profiles to log on, your Customer Interaction Center (CIC) administrator must allow the use of cached credentials. Some CIC administrators prevent automatic logon for security reasons.

One Station at a Time

Requirements: You need the **Station Logon** Access Control right to a specific station to be able to log on to it.

You can log on to only one station at a time, for security reasons.

- If you try to log on to two different stations, CIC drops the original station connection. For example, if you try to run Interaction Desktop at the same time you are running Interaction Connect on a different station, the original connection drops.
- If two different users try to log on to the same station from two different computers, the first user connects, the second doesn't.

Related Topics

Command-line parameters
Log on automatically
Log on to a secure system
Logon connection settings
Logon dialog box
Logon options
Select a language
Select a profile and log on
Single sign-on

Log off

To log off Interaction Desktop and keep the application open, click **File** > **Log off.**

> **Note**: If the station associated with the telephone is your default workstation in Interaction Administrator, your non-ACD calls ring on your telephone when you log off Interaction Desktop. Otherwise, the system announces to callers that you are not available.

Related Topics

Exit
Log on

Exit

To exit Interaction Desktop:

- Click **File** > **Exit**.

> **Note**: In Windows 7, clicking the **X** in the upper-right corner of Interaction Desktop **minimizes** the application or **hides** it, depending on the configuration setting in the CIC client General Options.

Related Topics

Change your password

Log on
Log off

Change station

You can change your station to route your calls to another phone. You do not need to log off and then log back on to change your station.

> **Note**: Interaction Desktop saves the logon settings associated with each station type you use. These settings appear as defaults when you change station.

1. Do one of the following:
    - Click your **Station** in the status bar.
    - Click **File** > **Change station**.
2. In the Change Station dialog box, complete the required fields. These settings are the same as the Logon connection settings.
3. Click **Change Station**.

Related Topics

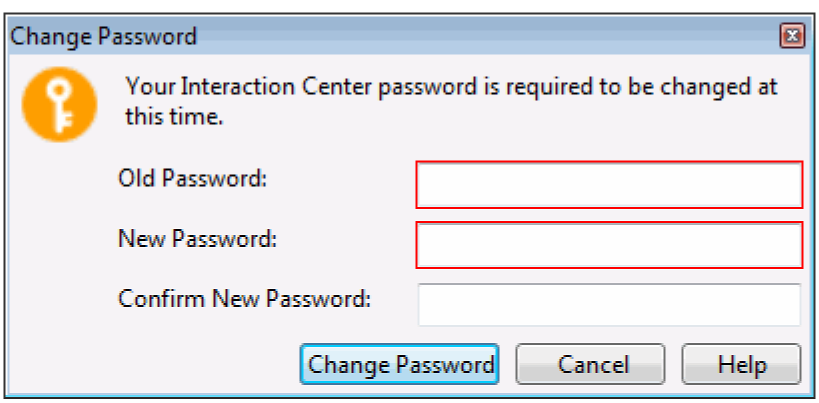
Logon connection settings
Remote station types
Status bar

Change password

You do not need to wait until Interaction Desktop prompts you to change your password. You can change your password at any time.

> **Note**: The Change Password dialog box enables you to change your CIC password. It does not apply to your Windows password, even if you use your Windows User ID and password to log on to the CIC client. If you have forgotten your CIC password, contact your CIC administrator. Your CIC administrator can reset your password in Interaction Administrator.

1. Click **File** > **Change Password**.



2. Type your old and new passwords.

3. Click the **Change Password** button.

Related Topics

Log on
Password policies

Password Policies

Your Customer Interaction Center (CIC) administrator creates and assigns Password Policies to users. Password policies determine:

- How often you must change your CIC password.
- Minimum password length, number of required unique characters, and whether you can use sequential digits.
- How often you can reuse a password and other password restrictions.

> **Note**: You need a valid CIC user ID and password to use Interaction Desktop, even if you use your Windows ID and password or other acceptable credentials to log on.

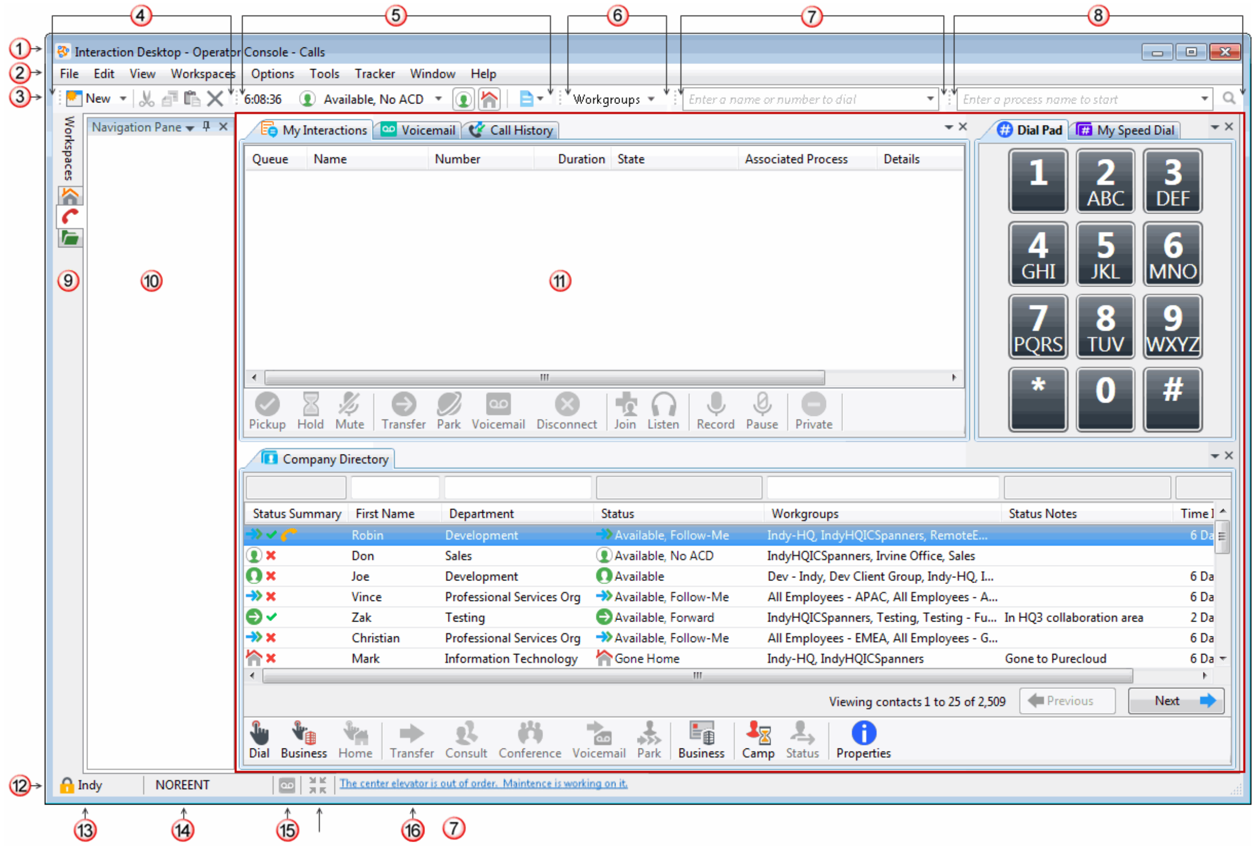
Related Topics

Change your password
Single sign-on
Windows authentication

Interface basics

Interaction Desktop interface

Interaction Desktop provides a user interface for easy access to the features of application modules. The interface includes navigation panes, menus, toolbars, Workspace tabs, and a workspace.



1	**Title bar**	The title bar appears on the main Interaction Desktop window.
2	**Menu bar**	Menus organize the Interaction Desktop commands and actions you can use when working with program modules.
3	**Toolbar area**	The Interaction Desktop toolbar area contains several smaller toolbars that you can show or hide. **Note**: Individual views can contain their own toolbars.
4	**Standard toolbar**	Add new views or workspaces to Interaction Desktop. Use the standard editing tools for cut, copy, paste, and delete in text boxes.
5	**Status toolbar**	View or change your Customer Interaction Center (CIC) status. This toolbar also displays how long you have spent in your status. You can add status notes to provide more information about your status.
6	**Workgroup Activation toolbar**	Select or clear activation status check boxes for the workgroups to which you belong.

7	**Make Call toolbar**	Call by typing a phone number. Lookup and dial a number from your Company Directory by typing part of the contact's name. Or, click the drop-down arrow to choose from a list of names and numbers you have recently called.
8	**Processes toolbar**	Search for and start an Interaction Process.
9	**Workspaces**	The selected tab identifies the currently displayed workspace. To switch between workspaces, click a tab.
10	**Navigation Pane**	The Navigation Pane provides easy access to the module components in the default workspace or built-in workspaces. Module components appear as views in a workspace. **Note**: This feature is reserved for future use. For the CIC client which uses custom workspaces, the Navigation Pane is empty.
11	**Workspace**	The currently displayed workspace.
12	**Status bar**	The status bar displays your current connection state, server name, station name, voice mail indicator, and notifications.
13	**Connection state**	If disconnected, click this section to reconnect. If connected, point to this section to display your User ID, CIC server name, and Session Manager server name. A lock icon indicates that the connection is encrypted.
14	**Station or Remote number**	Displays the name of your currently active workstation or your remote number. **Note**: If you are using a dynamic remote client connection, the display version of your remote telephone number appears here. If you are using a configured remote station, the phone number entered by the CIC administrator appears here. The display version of a phone number is the result of conforming your phone number entry to the requirements of the dial plan for your organization or region. **Tip**: To change stations, click this section.
15	**Voice mail indicator**	If you have one or more unheard voice mail messages, this icon is in color. If the icon appears dimmed, you do not have any voice mail messages.

16	**Show in Mini Mode**	To display the CIC client in Mini Mode, click this control.
17	**Notification area**	CIC administrators can use client memos to communicate with selected users, workgroups, or roles. The administrator creates these client memos in Interaction Supervisor. These memos appear in the notification area or as desktop pop-ups (toast) in the lower right side of your Windows desktop. **Tip**: To display a tooltip that lists all your client memos, point to the notification area.

Related Topics

- Change station
- Menus
- Navigation pane
- Remote logon
- Remote station types
- Status bar
- Toolbars
- Using Mini Mode
- Views
- Workspaces

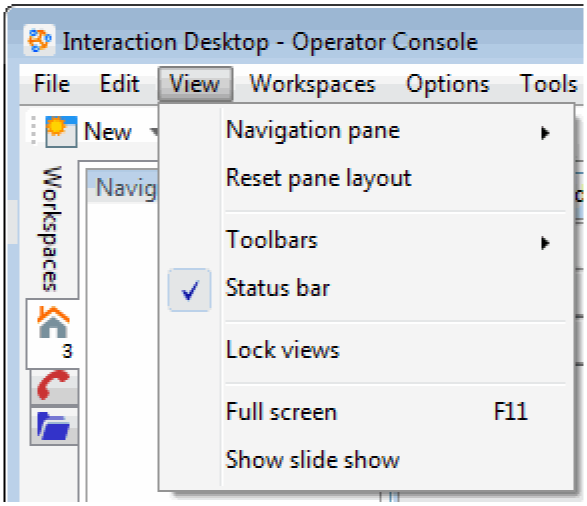
Menus

Menus organize the commands and actions you can use when working with program modules. Available commands and actions vary according to the active module.

From the menu bar, click a menu title to display a list of choices. Unavailable commands appear dimmed.

To choose one of the commands listed on a menu, click it.

> **Tip**: If available, a keyboard shortcut appears next to the command. For example, press **F11** to maximize the screen to full view or to restore down from full-screen mode.



Related Topics

[Interaction Desktop interface]

Quick Keys

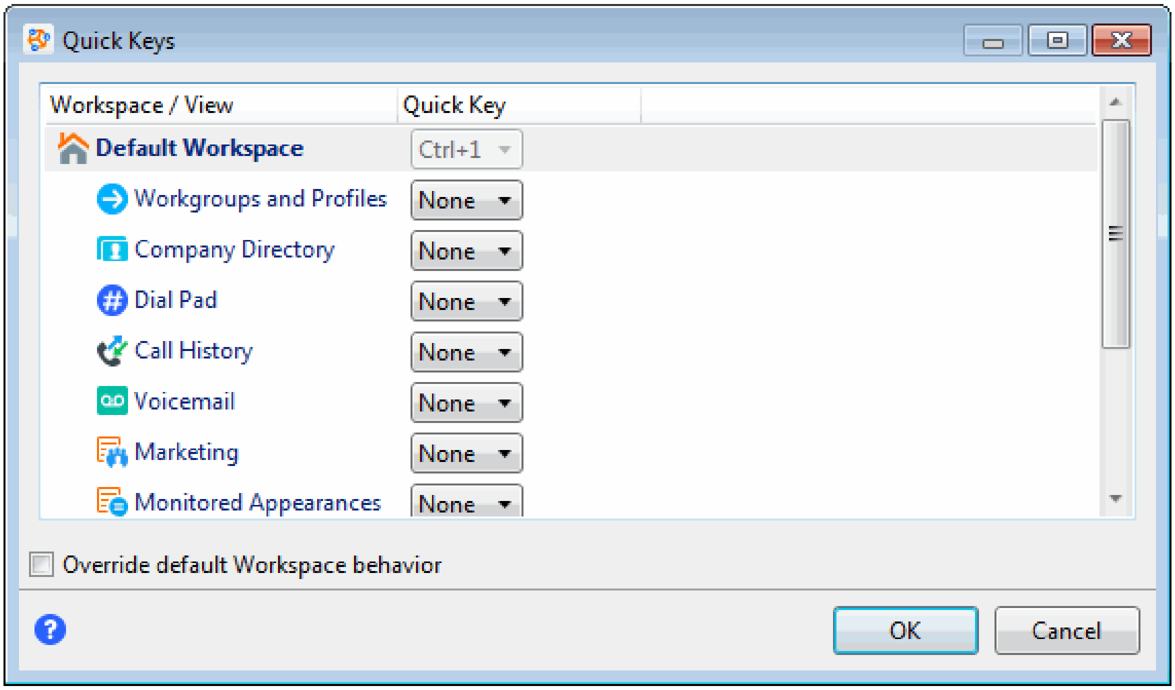
You can configure personal keyboard shortcuts and use them to navigate from one workspace or view to another:

- Assign a shortcut to a workspace or view
- Use shortcuts
- Display shortcuts

To assign a shortcut:

1. Select **Window** > **Quick Keys**.

   The Quick Keys dialog box appears. It lists all the views and workspaces in your Interaction Desktop. If you have more than one workspace, by default, Interaction Desktop assigns a shortcut to each workspace. You can change these shortcuts.



2. To change the default key assignment for a **workspace**, select the **Override default Workspace behavior checkbox**.
3. Select a workspace or view and from the **Quick Key** drop-down list, select a set of shortcut keys.

Tip: Each shortcut must be unique.

4. Click **OK**.

To use a shortcut:

Just type the quick key combination whenever Interaction Desktop "has focus;" that is when it is the application you are currently using.

To display shortcuts:

- Point to a workspace or view tab to display a tooltip containing the Quick Key shortcut.
- Shortcuts are also listed on the **Workspaces** menu and the **Window** menu (for views).

Modules

Module licensing

The Module Management dialog lists currently installed application modules, provides licensing details, and shows you whether a module is available or not. Your company must have appropriate licenses to work with specific application modules. Your Customer Interaction Center (CIC) administrator assigns licenses in Interaction Administrator.

If Interaction Desktop detects a licensing issue, a warning icon appears in the lower right corner of the Interaction Desktop window. For example, a warning could appear if all the licenses for a particular module are in use or if you are using the license on a different workstation. This warning icon can also indicate that an error occurred while Interaction Desktop tried to acquire the license.

To open the Module Management dialog, click the warning icon. An application with a licensing issue appears in the modules list accompanied by a warning icon and a description of the issue.

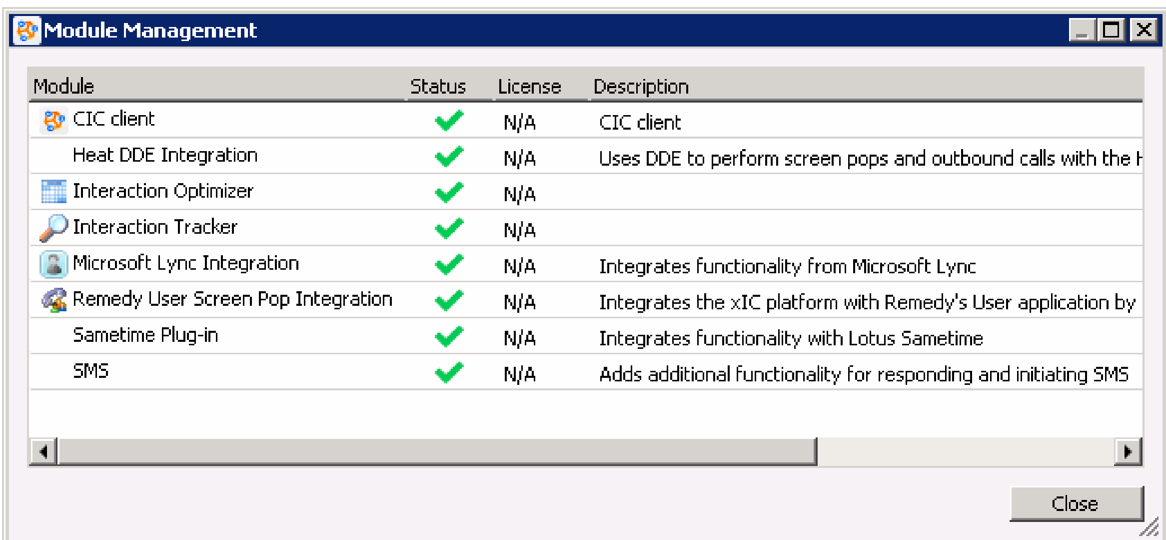
Related Topics

Modules
View modules and licensing

View modules and licensing

The Module Management dialog lists currently installed application modules, provides licensing details, and shows you whether an application module is available or not.

- To view a list of modules and licensing details, click **Tools** > **Module Management**.



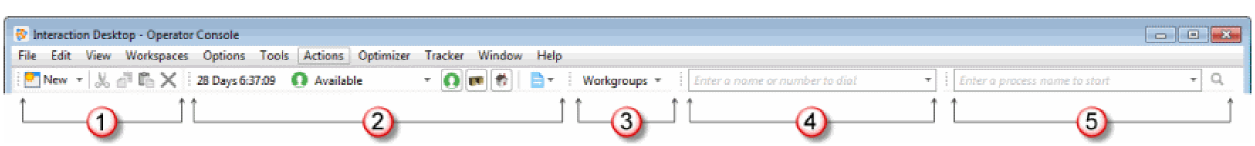
Related Topics

Modules
Module licensing

Toolbars

Show or hide a toolbar

The toolbar area in the Interaction Desktop interface contains several smaller toolbars that you can display or hide.



1	**Standard toolbar**	Add new views or workspaces to Interaction Desktop. Use the standard editing tools for cut, copy, paste, and delete in text boxes.
2	**Status toolbar**	View or change your Customer Interaction Center (CIC) status. This toolbar also displays how long you have spent in your status. You can add status notes to provide more information about your status.
3	**Workgroup Activation toolbar**	Select or clear activation status check boxes for the workgroups to which you belong.
4	**Make Call toolbar**	Call by typing a phone number. Lookup and dial a number from your Company Directory by typing part of the contact's name. Or, click the drop-down arrow to choose from a list of names and numbers you have recently called.
5	**Processes toolbar**	Search for and start an Interaction Process.

To display a toolbar, right-click in the Interaction Desktop toolbar and click the name of the toolbar you want to display.

> **Tip**: A check mark appears for a displayed toolbar.

- To hide a toolbar, right-click the toolbar and then click to remove the check mark before the name of the toolbar.

> **Tip**: You can also click **View** > **Toolbars** to display or hide selected toolbars.

Related Topics

Interaction Desktop interface
Toolbars

Navigation pane

Dock the Navigation pane

To dock the Navigation pane and return it to the original state, click **View** > **Navigation pane** > **Normal**.

Related Topics

Automatically hide the Navigation pane
Hide the Navigation pane
Minimize the Navigation pane
Navigation pane

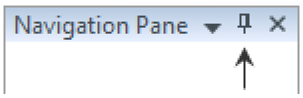
Minimize the Navigation pane

When you minimize the Navigation pane, you pin its slim profile along the left side of the Interaction Desktop window, providing quick access to the Navigation pane.

Tip: To display the Navigation pane temporarily, pause the mouse pointer over the minimized Navigation pane tab. The Navigation pane expands. You automatically minimize it when you move your mouse pointer away from the pane.

To minimize the Navigation pane, do one of the following:

- Click **View** > **Navigation pane** > **Minimized.**
- Click the Navigation Pane drop-down menu and select **Auto Hide**.
- In the **Navigation Pane** title bar, click the **Auto Hide** pin.



Note: To restore the Navigation pane to its original state on the left side of the window, pause over the minimized Navigation pane tab. When it expands, click the **Auto Hide** pin.

Related Topics

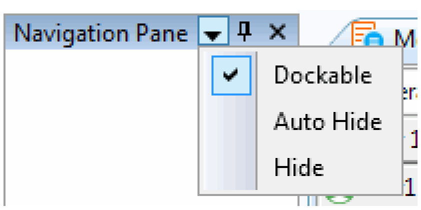
Automatically hide the Navigation pane
Dock the Navigation pane
Hide the Navigation pane
Navigation pane

Hide the Navigation pane

To increase the area of the workspace in the window, you can hide the Navigation pane. There are several ways to minimize and expand the Navigation pane. Choose the one that best fits your working style. You can also move the Navigation pane to a new location in the workspace.

To turn off and hide the Navigation pane, do one of the following:

- Click **View** > **Navigation pane > Off**.
- Click the Navigation pane drop-down menu and select **Hide**.



- In the Navigation pane title bar, click the **X** in the upper right corner.

Note: To display the Navigation pane again, click **View > Reset pane layout**.

Related Topics

Automatically hide the Navigation pane
Dock the Navigation pane

Minimize the Navigation pane
Navigation pane

Automatically hide the Navigation pane

To hide the Navigation Pane automatically, click **View** > **Navigation pane** > **Auto**.

Note: This option hides the Navigation pane if it is empty, or keeps it open if it contains navigational information for the workspace.

Related Topics

Dock the Navigation pane
Hide the Navigation pane
Minimize the Navigation pane
Navigation pane

Workspaces

Create a custom workspace

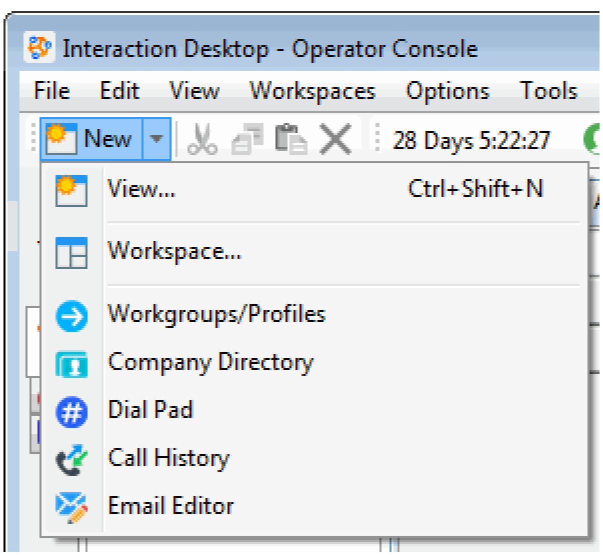
You can create a custom workspace to contain different views, which you can sort by task. If you no longer need or use a custom workspace, you can delete it.

Note: You cannot delete a built-in workspace.

To create a custom workspace:

1. Do one of the following.

    - Click the down arrow to the right of the **New** button and select **Workspace** from the menu.

    - Click **Workspaces** > **Create Workspace**.

2. In the **Create New Workspace** dialog, in the **Name** text box, type the title of the workspace.

3. In **Description**, type a short, descriptive summary of the workspace.
4. From the **Icon** drop-down list, select an icon to associate with the workspace. This icon appears on the workspace tab.
5. Click **OK**.

   Result: The **Getting Started** view appears in a new custom workspace. To remove this view, right-click the **Getting Started** tab and select **Close View** from the menu that appears.

> **Note**: To prevent the Getting Started view from appearing in new custom workspaces, clear the **Show "Getting Started"** check box on the Getting Started view.

Related Topics

Add a view to a workspace
Create a custom workspace
Delete a custom workspace

Delete a custom workspace

You can delete a workspace that you create. You cannot delete a built-in workspace.

To delete a custom workspace:

1. Open the custom workspace you want to delete.
2. From the **Workspaces** menu, choose **Delete Workspace**.
3. In the "**Delete Workspace?**" dialog box, click **Yes**.

Related Topics

Create a custom workspace
Workspaces

Display a workspace in full screen mode

In full screen mode, a workspace fills the entire screen. Toolbars, menus, and other non-essential controls do not appear. This feature is helpful in environments that require overhead displays and general monitoring.

To display a workspace in full screen mode:

1. Do one of the following:
2. Click **View** > **Full Screen**.
3. Press the **F11** shortcut key.

   Result: The workspace expands to cover the entire screen.

4. To hide the Navigation pane, click **View** > **Navigation Pane** > **Off**.

Related Topics

End full screen mode
Start a workspace slide show

Workspaces

End full screen mode

To restore a workspace to its original size and end full screen mode:

1. Do one of the following:
    - Pause the mouse pointer at the top of the screen and display the menu bar. Click the **Full Screen** button.
    - Press the **F11** shortcut key.

   Result: The workspace returns to its original size.

2. To display the Navigation pane on the left, click **View** > **Navigation Pane** > **Normal**.

Related Topics

Display a Workspace in full screen mode
Start a workspace slide show
Workspaces

Start a workspace slide show

You can configure a workspace to continuously cycle through open tabbed views at 5-second intervals. Slide show mode makes it easy to monitor multiple views using an overhead monitor or kiosk. Before setting up a slide show, dock the views so they are in a tabbed arrangement.

To start a workspace slide show:

1. Open the workspace that contains the views you want to rotate.
2. Click **View** > **Show slide show**.

   Result: The **Show Slide Show** button appears on the menu bar.

Tip: To end the slide show, click the **Show Slide Show** button again.

Related Topics

Arrange views in a workspace
Workspaces

Workspace tabs

Workspace tabs, located to the left of the Navigation pane, provide centralized navigation to module components, which display their views in workspaces. You can add or remove custom workspaces, and you can change the display order of the buttons.

Note: You cannot delete or rename built-in workspaces.

Related Topics

Add a custom workspace
Change tab order in the Workspaces pane
Delete a custom workspace

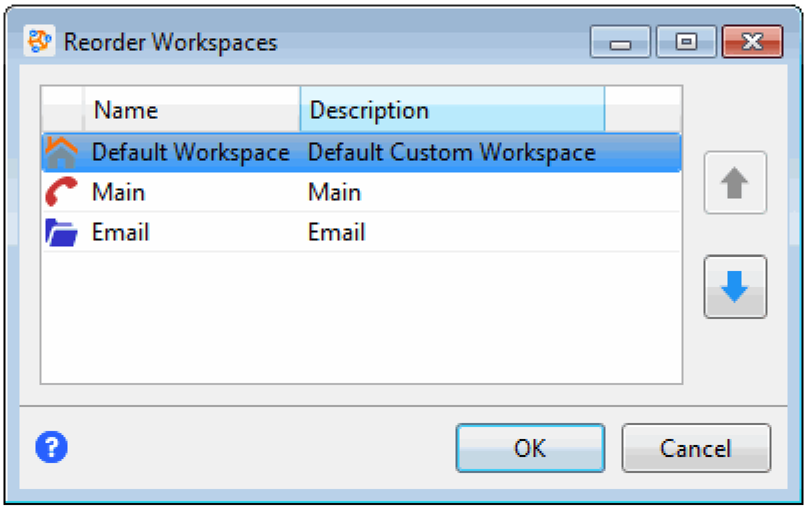
Workspaces

Change tab order in the Workspaces pane

You can change the order of the tabs in the Workspaces pane.

To change the workspace tab order:

1. Click **Workspaces** > **Reorder workspaces**.
2. In the Reorder Workspaces dialog box, select a workspace and click the up or down arrows to move the workspace to a new location in the list.



3. Click **OK**.

Related Topics

Interaction Desktop interface
Workspace tabs
Workspaces

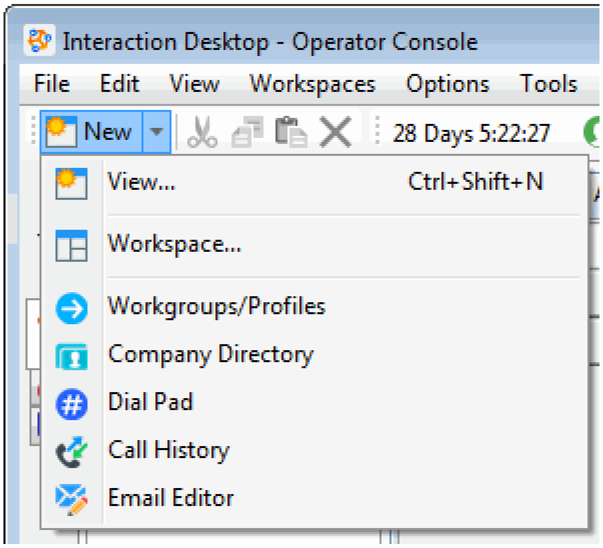
Views

Add a view to a workspace

You can add views to built-in or custom workspaces. The selections available for a particular module determine the available views for built-in workspaces. You can add views to custom workspaces, according to your needs. You can also add views from different modules to a custom workspace.

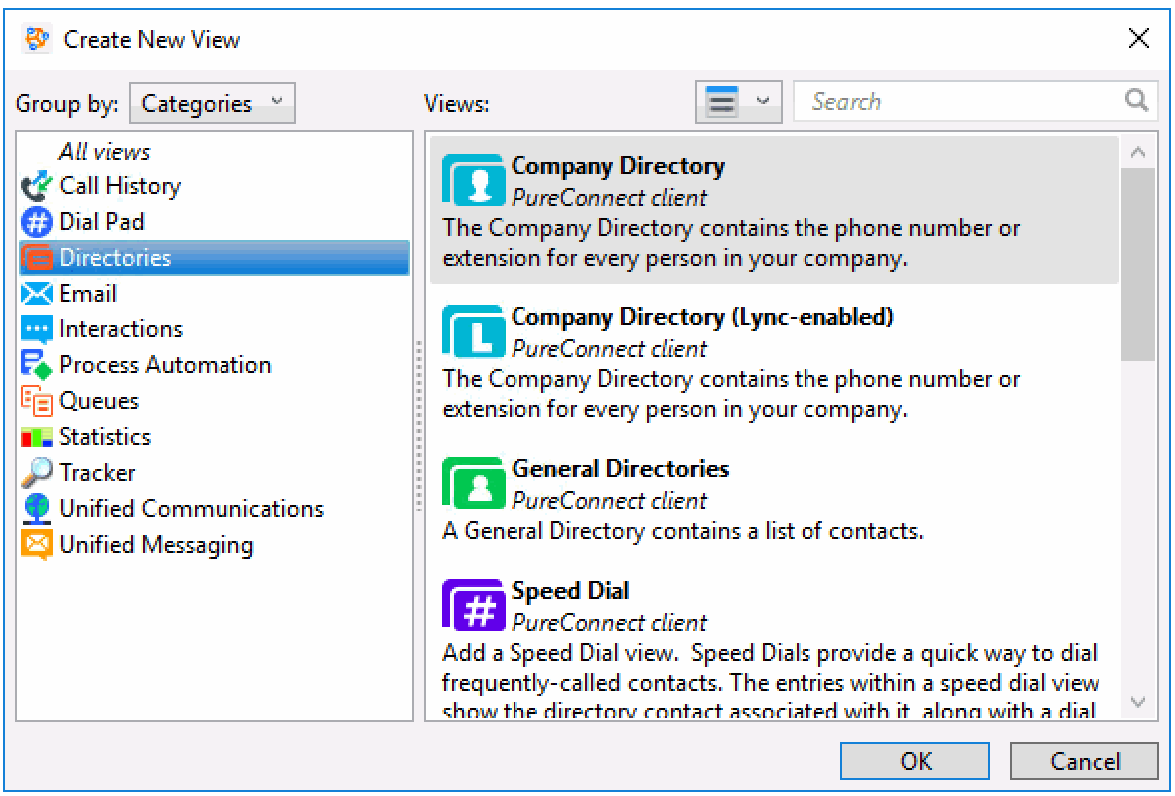
1. Open the workspace to which you want to add a new view and do one of the following:
    - Click **File** > **New** > **View**.
    - Click the down arrow to the right of the **New** button and select **View**.
    - Press the shortcut keys **Ctrl**+**Shift**+**N**.
    - Right-click a tab or next to a group of tabs in the area where you want to add a view and click **New view**.

- Click **Options** > **Configuration**. In the **Views** properties details pane of the Configuration dialog box, click **New View**.



- Press the shortcut keys **Ctrl**+**Shift**+**N**.

Result: The Create New View window opens.



2. To select the grouping of views in the **Create New View** dialog box, do one of the following:

   - To group the available views according to the active modules in Interaction Desktop, click the **Group by** drop-down list and select **Products**.

- To display available views by category (Agents and Workgroups, Directories, Queues, and others), click the **Group by** drop-down list and select **Categories**.

3. To select how the views are displayed in the Create New View dialog box, do one of the following:

    - To represent views by view name and icon, click the **Views** drop-down list and select **Icon View**.
    - To display more detail for each view, click the **Views** drop-down list and select **List View.**

    Result: The view name, the module to which it belongs, the view's icon, and a brief description of the view appear.

4. To add the selected view to the current workspace, do one of the following:

    - Double-click the view you want to add to the workspace.
    - Select the view you want to add to the workspace and click **OK**.

Note: Depending on the selected view, Interaction Desktop prompts you through configuration options before adding the new view to the workspace. For more information, see the help for the appropriate module.

Related Topics

Arrange views
Close a view
Rename a view
Views

Add or remove view columns

Requirements: In CIC client views, the **Customize Client** Security Right enables you to add or remove view columns. The **View Directory Status Columns** Access Control right determines which Status columns you can add to a directory view. The **View Queue Columns** Access Control right determines which columns you can add to a queue view.

Right-click a column label in a queue or directory to display a menu of the columns that can be added or removed.

To add or remove a column:

1. Right-click on the column headings for the view.

    Result: A drop-down list of available column names appears.

2. Do one of the following:

    - To add a column, click the name of a column.
    - To remove a column, click the name of a column with a check mark.

Close a view

You can close a single view, or you can close all views in a custom workspace. The ability to close a specific view varies depending on the module in the workspace. In the future, if Interaction Desktop has built-in workspaces, you can close any non-required view.

> **Note**: Closing a view does not delete it from Interaction Desktop. You can add the same view back to a workspace. However, Interaction Desktop discards any customizations you made to the view, such as adding or removing columns.

To close one view, do one of the following:

- Right-click the tab for the view you no longer want to display and select **Close view.**
- Select the tab for the view and click **Window** > **Close view**.

To close all the views in a workspace, do one of the following:

- Right-click any tab in the Workspace and select **Close all views**.
- Click **Window** > **Close all views**.

Related Topics

Add a view to a workspace
Views

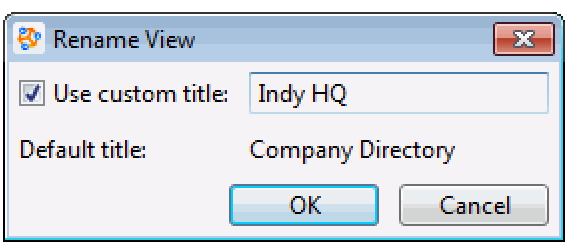
Rename a view

After you add a view to the workspace, you can change the name of the view to distinguish it from instances of the same view. For example, you can customize some views by adding or removing columns or toolbar buttons or making other changes. You could have several views of the Company Directory, each of which displays the same information in a slightly different way or displays only selected information.

To rename a view:

1. Do one of the following:
    - Right-click the tab that contains the view you want to rename and select **Rename.**
    - Select the tab for the view and click **Window** > **Rename**.

   Result: The Rename View dialog box appears.



2. Click the **Use custom title** check box, and in the accompanying text box, type a new name for this customized view.

> **Note**: To revert to the default title at any time, clear the **Use custom title** check box.

3. Click **OK**.

Related Topics

Add a view to a workspace
Arrange views
Views

Customize views

The CIC client help has additional tips and instructions for managing views.

Related Topics

Customizing the Interface

Arrange views

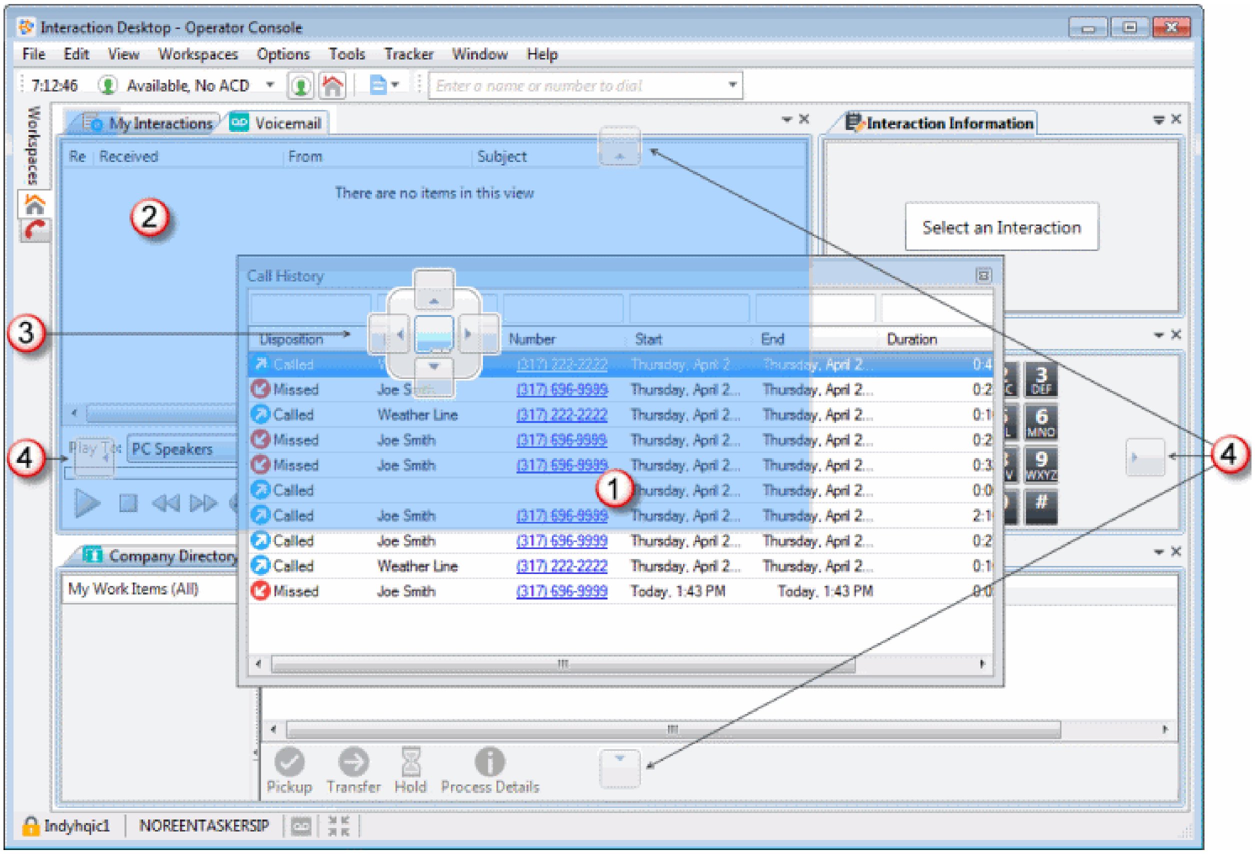
Docking architecture

Using a flexible docking architecture, you can arrange views within the Interaction Desktop interface, placing them in more convenient locations to suit your needs. This capability is helpful if you manage multiple views, such as workgroup overviews. within a workspace

Note: When you exit Interaction Desktop, it saves the arrangement of your docked views.

To move a view, click and hold the tab with your mouse and start dragging it. Docking icons appear on the Interaction Desktop window, showing you the available locations to which you can move the view.

When you drag the view on top of an arrow, Interaction Desktop indicates the area to which the view moves when you release your mouse and "drop" it. You can also drag a view within its current set of tabs to reorder it.



1	**Selected view**	To move a view, click and hold on its tab and start dragging it.
2	**Selected docking zone**	When you drag the view on top of an arrow, Interaction Desktop indicates the area to which the view moves when you release your mouse and "drop" it. **Tip**: You can also drag a view within its current group of tabs to reorder it.
3	**Center docking icons**	To relocate a view based on the view over which it appears, use the center cocking icons For example, if you want to move a selected view **above** another view, click and drag the selected view until the center docking icons appear. Then position the cursor over the **top** center docking icon and release the mouse button.
4	**Outer docking icons**	To move a selected view to an entire workspace zone, use the outer docking icons. For example, if you want to move a view so that it takes up the **left side** of the workspace, click and drag the view. Position the

		cursor over the **left** outer docking icon and release the mouse button.

Related Topics

Arrange views
Arrange views in a workspace
Create groups of views

Arrange views in a workspace

You can arrange views in a workspace, placing them in locations that better suit your needs.

> **Note**: When you exit Interaction Desktop, it saves the arrangement of your docked views.

To move a view to a new location:

1. Open the appropriate workspace.
2. Click and hold the tab of the view you want to move.

   Result: The docking icons appear.

3. Without letting go of the mouse button, move the cursor over the icon that represents where you want to move the View.

   > **Note**: Interaction Desktop indicates the selected area.

4. To drop the view into its new location, release the mouse button.

   Result: The view automatically moves to the chosen location.

Related Topics

Arrange views
Create groups of views
Display a view in a floating window
Docking architecture
Resize a view

Display a view in a floating window

You can position floating views anywhere on the screen, even outside the Interaction Desktop window. You can click and drag any tab off the Interaction Desktop window so that it becomes its own separate window and remains on top of the main window. If you exit or minimize Interaction Desktop, the floating window also closes or minimizes.

> **Note**: Floating windows are workspace-specific. If you switch to a different workspace, Interaction Desktop hides the current set of floating windows and displays floating windows for the new workspace.

If you exit an instance of Interaction Desktop that contains a floating window, when you log back on the floating window opens with the same size and position. If the floating window was partially off-screen when you exited Interaction Desktop, the system repositions it so that the entire view opens on the screen. Repositioning sometimes occurs when you use a second monitor or connect remotely to a workstation with two monitors.

To display a view in a floating window:

1. Click the tab of the view you want to float.
2. Drag the floating window anywhere you like.
3. Resize the window, as needed.

Related Topics

Arrange views
Arrange views in a workspace
Create groups of views
Docking architecture
Resize a view

Create groups of views

You can position docked views several different ways. You can place your views into a horizontal group, a vertical group, or a tabbed group. Choose the arrangement that best suits your needs.

Note: In addition to arranging views into groups, you can resize them to fit the workspace.

You can make groups of views in any of the following ways:

- Click a tab for a view you want to place into a horizontally tabbed view and from the **Window** menu select **New horizontal tab group** ().
- Right-click a tab for a view you want to place into a horizontally tabbed view and select **New horizontal tab group** from the menu that appears.
- Click a tab for a view you want to place into a vertically tabbed view and from the **Window** menu select **New vertical tab group**.
- Right-click a tab for a view you want to place into a vertically tabbed view and select **New vertical tab group** () from the menu that appears.
- Select the tab for the view you want to move to a tabbed group, and from the **Window** menu select **Move to previous tab** or **Move to next tab**.
- Right-click the tab for the view you want to move to a tabbed group and select **Move to previous tab** or **Move to next tab** from the menu that appears.

Related Topics

Add a view to a workspace
Arrange views
Docking architecture

Resize a view

To change the width, point to the left or right area between the views. When the pointer changes into a resize cursor (as indicated by ⟺), drag the border to the right or left.

To change the height, point to area between the center views. When the pointer changes into a resize cursor (as indicated by ) drag the border up or down.

Related Topics

Arrange views in a workspace
Create groups of views
Display a view in a floating window
Views

Change log

Date	Changes
27-January-2016	Documented context menu option for adding a new view in the client. Updated Add a view to a workspace,
07-September-2016	Documented ForceCorrectTabOrder in parameters table in Command Line Parameters topic.
11-October-2017	Rebranded documentation to reflect Genesys logo and product terminology and names.
26-October-2018	In Answer the first call to a remote location topic, added dropdown text defining “campaign calls.”
13-February-2019	Reinforced contacting the CIC administrator if user has forgotten password by adding Note to beginning of Logon Connection Settings topic.
15-March-2019	Created this change log.
21-March-2019	Added Note about contacting CIC administrator to Change password topic.
08-August-2019	Added accessibilitycompliant to Command line parameters topic.