

1. In most cases, you just need to modify one of the existing call variables. You can also create Expanded Call Context variables. Here I changed Call Variable 1 display name.

**Cisco Desktop Administrator**  
For Cisco Unified Communications Solutions

Settings: Services Configuration > Enterprise Data > Fields > Call Variable 1

**Field Information**

Field Name	Call Variable 1
Display Name	Customer Name
Expanded Call Context (ECC)	No
Field Index	231

Buttons: Save, Copy, Return to Field List, Help

2. After it was saved, you will see the field name and display name in the list.

**Cisco Desktop Administrator**  
For Cisco Unified Communications Solutions

Navigation: Cisco Desktop Administrator | crsadmin | About | Logout

Settings: Services Configuration > Enterprise Data > Fields

Search For: Field Name | Begins With | Find | Clear Filter

Selected	Field Name	Display Name	Expanded Call Context (ECC)	Field Index
<input type="checkbox"/>	<a href="#">ANI</a>	ANI	No	255
<input type="checkbox"/>	<a href="#">BAAccountNumber</a>	BAAccountNumber	Scalar	200
<input type="checkbox"/>	<a href="#">BABuddyName</a>	BABuddyName	Scalar	201
<input type="checkbox"/>	<a href="#">BACampaign</a>	BACampaign	Scalar	202
<input type="checkbox"/>	<a href="#">BACustomerNumber</a>	BACustomerNumber	Scalar	207
<input type="checkbox"/>	<a href="#">BADialedListID</a>	BADialedListID	Scalar	203
<input type="checkbox"/>	<a href="#">BAResponse</a>	BAResponse	Scalar	204
<input type="checkbox"/>	<a href="#">BAStatus</a>	BAStatus	Scalar	205
<input type="checkbox"/>	<a href="#">BATimeZone</a>	BATimeZone	Scalar	206
<input type="checkbox"/>	<a href="#">Call Variable 1</a>	Customer Name	No	231

Buttons: Add New, Select All, Clear All, Delete Selected | Goto 1 of 3 | Results Per Page 10

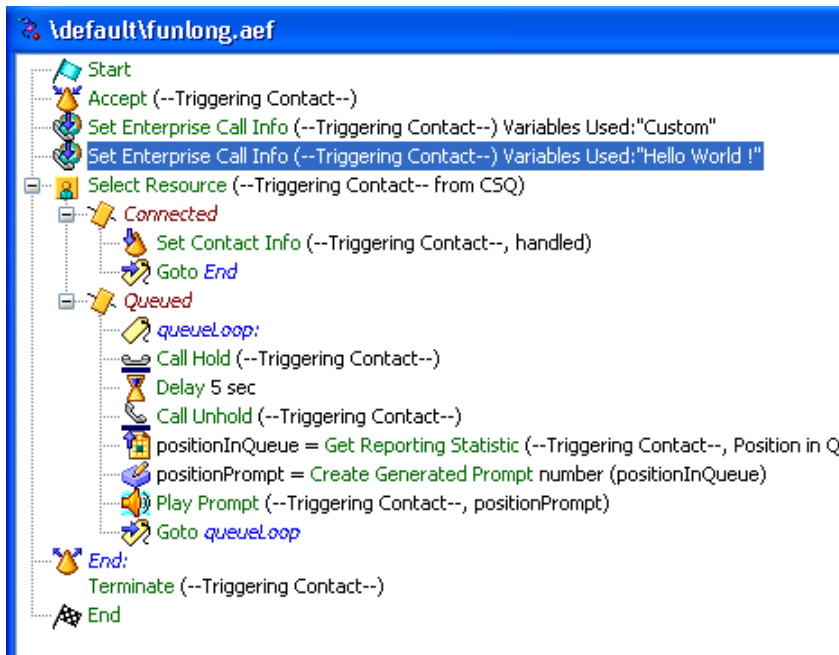
3. Create a new layout called "Custom" and add the fields you intend to display in CAD.

The screenshot shows the Cisco Desktop Administrator interface. The breadcrumb path is "Settings: Services Configuration > Enterprise Data > Layout List > Add New". The "General Information" section has a "Layout Name" field containing "Custom". The "Fields In Layout" section has two columns: "Available" and "Selected".

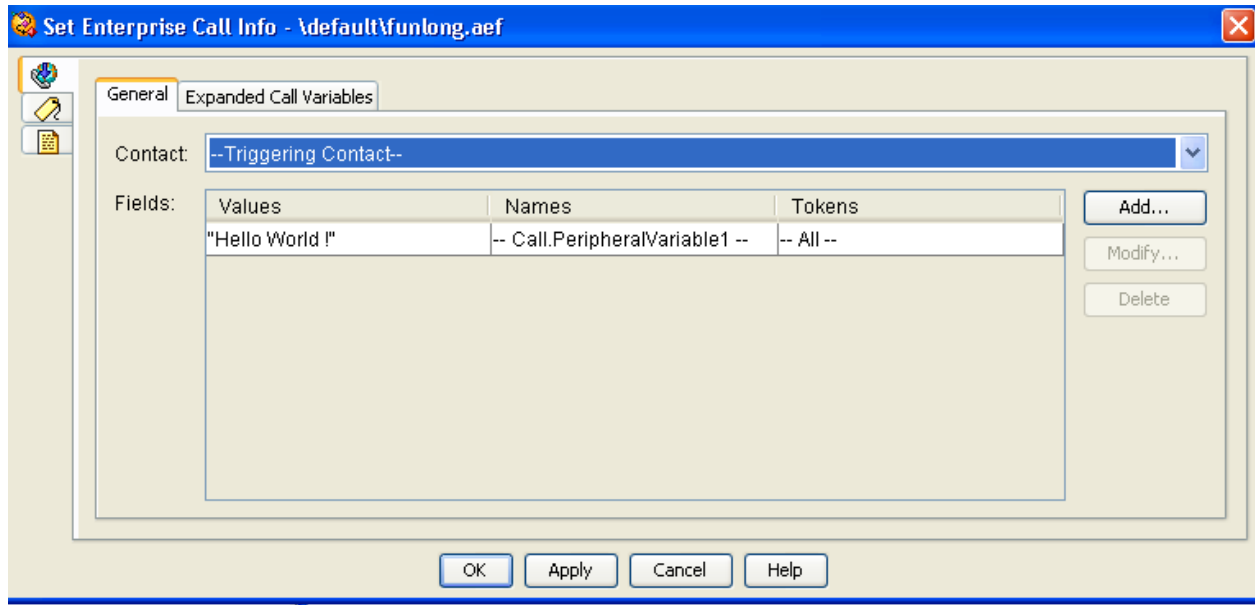
Available	Selected
204 BAKesponse	255 ANI
205 BASTatus	254 DNIS
206 BAZone	252 Layout
207 BACustomerNumber	231 Customer Name
210 cisco.cem.Category	
211 cisco.cem.MessageKey	
212 cisco.cem.Priority	
221 Customer Account Numt	
222 Caller Entered Digits	
232 Call Variable 2	
233 Call Variable 2	

Buttons at the bottom: Save, Return to Layout List, Help.

4. In the script, use Set Enterprise Call Info step to assign the agent the new layout by setting the ECC variable user.layout to the layout name "Custom". And assign the Call.PeripheralVariable1 (equivalent to Call Variable 1 in CDA) a value



ECC Variables:	Values	Names	Array Indexes	Tokens
	"Custom"	-- user.layout --	-- Scalar --	-- All --



5. Here we go !

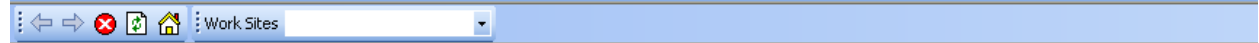
Reserved - Cisco Agent Desktop



State	Calling#	Called#	Alerting#	Original Calling#	Original Called#	Duration
Of...	x4510	x4550	4550	4510	4550	00:00:05

Field	Data	Device	Type	Description	Duration
ANI	4510	8505	Rout...	Route Point 8505	00:00:00
DNIS	8505	1	CSQ	AgentCSQ	00:00:01
Layout	Custom	4550	Agen...	admin crs	00:00:05
Customer Name	Hello World !			Total	00:00:06

Integrated Browser



The home page is not configured in Desktop Administrator