



Accessing Call Intelligence in ADP Drive Desktops

Quick Reference Guide

The ADP Drive system (DMS) allows you to access Call Intelligence through a “smart tab” added to the default desktop view (Executive Desktop, and so forth). This provides easy access to the Call Intelligence application without having to keep a separate web browser window open.

Setting up Access to Call Intelligence in ADP Drive

Administrators must perform the following integration for department managers with a Call Intelligence login.

To add a SmartTab to the default desktop view:

1. Log in to Drive. If you are logged in as an Administrator, select the user you want to set up the Call Integration for.
2. Click the *Desktops* dropdown menu and select *Open a Desktop View*.
3. Select the active desktop and click **Add** in the Tabs area for this desktop area. The Desktops and Smart tabs dialog expands.
4. Enter the following information:
 - Name: **Call Intelligence**
 - Description: **Call Intelligence**
 - User as default when launching this desktop option.
5. Select the *User as default when launching this desktop* option.
6. In the Tabs area, click **Add**. The Tabs area expands, allowing you to enter the URL of the tab you are creating.
7. Enter Call Intelligence in the *Name* and *Description* fields.
8. Enter <http://www.mynetworkphone.com/ci> in the URL field.
9. Click **Save**.

The next time the user logs into Drive, they will see their default desktop with the new Call Intelligence tab displayed (after providing their Call Intelligence login).

