

Outbound buttons do not show up on CAD

Problem Summary	Outbound buttons do not show up on the CAD.
Error Message	None.
Possible Cause	The Direct Preview checkbox on the CDA is not checked.
Recommended Action	Ensure that the Direct Preview checkbox is checked on the CDA. To display the additional buttons for the Outbound feature on CAD, the Direct Preview option must be enabled on CDA. See the <i>Cisco Desktop Administrator's User Guide</i> and the <i>Cisco Agent User Guide</i> , Release 6.4 for Cisco Unified CCX, Release 7.0(1).
Release	Release 7.0(1)
Associated CDETS #	None.