Installing Greasemonkey 1.15 to Firefox browser

1. Click on Add-ons

2. Click Get Add-ons and search for Greasemonkey 1.15

3. Click Install. Then click Restart now.
4. Check Extensions to ensure it has been installed.

5. Next add the Greasemonkey Script to your browser.

6. Go to this link https://msti.cisco.com/NoHold/
7. Click on the “This” link in the top left corner or the Initiate Collaboration Request button. Then click Install

- This Greasemonkey script adds the Virtual Agent (VA) client into the collaboration opening workflow and is hold to the Initiate Collaboration Request workflow, triggered from the MAZ's case view.
- The collaboration workflow is typically triggered within MAZ's case console view by the case owner.

![Greasemonkey Installation](image)

**Current version is 1.6.3**

**History**

- 1.6.3 Initial version
- 1.6.1 P tossing hold after TIPIC selection
- 1.6.2ktdiśkuping: 0
- 1.6.3 Onity (t) Just in case TIPIC IS/VA enabled

**Prerequisites:**

- 'GreaseMonkey' users needs to have an account on Skelebone interface launched through [http://www.skelebone.com](http://www.skelebone.com)
- Users need to have access to [http://creditcard.com](http://creditcard.com)
- Users need to have any GreaseMonkey/Taxonomy enabled in browser. Script has been tested with Firefox 4, Chrome 11.0.2272.101

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8. You will know the Script has been installed properly if you see the blue Virtual Agent icon at the end of a Collaboration Request.