Record a Call (Enhanced and Premium Only)

If enabled by your administrator, you can record any call you receive on your IP phone. You cannot listen to any recording you make, only a supervisor can.

To start recording a call, press the **Option** soft key while on an active call. Select **Start Recording** from the Options menu. “Rec” now appears on the status line of your screen.

To stop recording a call, press the **Option** soft key, and then select **Stop Recording** from the Options menu.

Monitoring/Recording Notification

You might or might not be notified when your supervisor monitors or records your calls, depending on how the system is set up.

If notification is turned on and your supervisor monitors and/or records your call, you will see one of the following displayed on the status line:

- Rec (recording)
- Mon (monitoring)
- Rec/Mon (recording and monitoring)

4 Logging Out

You can log out only from the Not Ready agent state.

To log out, make sure you are in the Not Ready state, then press the **State** soft key and select **Logout** from the menu.

You are now logged out of the ACD.

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10.0

QUICK START GUIDE

Cisco IP Phone Agent

Cisco Unified Contact Center Enterprise Release 10.0

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1 Logging In

Logging in is the only task in IP Phone Agent that requires you to enter data.

Step 1 Press the **Services** button on your IP phone to display the Services menu.

Step 2 Choose the **IP Phone Agent** service from the menu (the service name depends on how it is set up by your system administrator). The Agent Login screen appears.

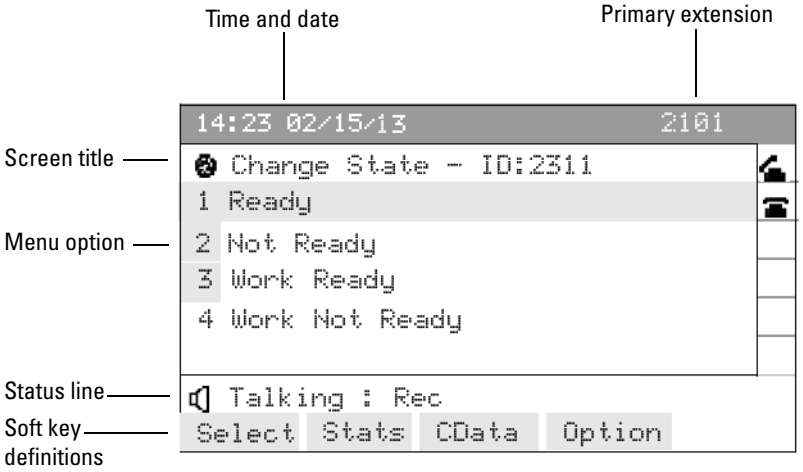
Step 3 Enter your agent ID (or your agent name, if Name is shown instead of ID), password, and phone extension in the appropriate fields.

Use the scroll key to move from field to field. If you make a mistake, use the << soft key to delete your entries one character at a time.

Note The IP Phone Agent Login Screen may be configured to accept both letters and numbers. When you press a number key, a menu appears that shows that number and its corresponding letters. (For example, if you press the 4 key, you see a menu that includes g, h, i, 4, G, H, and I.) Press the number key until you highlight the correct character. When you stop pressing the key, your choice appears in the field.

Step 4 Press the **Submit** soft key to log in to the ACD. You are automatically set in the Not Ready agent state.

2 IP Phone Agent Screen



3 Common Tasks

Change Agent State

Change agent state by pressing the **State** soft key and selecting the appropriate state from the Change State screen. The menu you see displays only the states available from your current state. Your current agent state is always noted on the bottom line of the screen.

To change agent state during a call, first press the **Stats** soft key, and from the Skill Stats screen, press the **State** soft key.

Note When you change agent state while on a call, the agent state shown on the screen does not change. Your screen continues to show Talking as your state. As soon as you complete the call your new state will be displayed.

Enter a Reason Code

Whenever you change to the Not Ready state or log out, you might be prompted to enter a reason code. These codes are set up by your administrator.

To enter a reason code, choose the appropriate reason code from the menu. You can select the Not Ready state again when you are already in the Not Ready state to enter another reason code.

Enter Wrap-Up Data

Whenever you change to the Work Ready or Work Not Ready state, you might be prompted to enter wrap-up data. The wrap-up data descriptions are set up by your administrator.

To enter wrap-up data, choose the appropriate wrap-up data description from the menu.

View Skills Statistics

Skills statistics are available for viewing whenever you are logged into IP Phone Agent. The skills statistics displayed are set up by your administrator.

To display skills statistics, press the **Stats** soft key.

View Caller Data

Caller data is displayed when a call rings on your phone and during the call. The type of data displayed on the Caller Data screen is determined by your administrator.

To display caller data, press the **CData** soft key.

To perform any call control actions when the Caller Data screen is displayed (for instance, make a call), you must first press Services to return to the normal phone display screen.