






## Viewing Agent Real Time Displays

- Step 1** Click the **Real Time Displays** button on the toolbar.
- Step 2** From the **Real Time Displays** field, select the display you wish to view:
  - Agent Call Log
  - Agent ACD State Log
  - Agent Detail
  - Skills Statistics
- Step 3** You can sort the display by any column in the report in ascending or descending order by clicking on the column header.

## Using the Integrated Browser (Premium only)

If enabled by your administrator, you can use the integrated browser to view intranet and internet web pages within Agent Desktop. The administrator can configure the integrated browser so that popup windows are displayed either as a new tab in the integrated browser, or as a regular Internet Explorer popup window. The integrated browser can have up to 10 tabs. The first tab is always reserved for web pages that your supervisor pushes to you. This enables your supervisor to assist you during a call by providing information that will help you work with a customer.

If configured by your administrator, you can access another website by selecting it from the **Work Sites** list or by typing a URL in the **Address** field.

Icon Name	Shortcut	Description
 Back	Alt+left arrow	Returns you to the last page you viewed.
 Forward	Alt+right arrow	Takes you to the page you viewed before clicking the Back button.
 Stop	Esc	Stops the browser from loading a web page.
 Refresh	F5	Refreshes the current web page.
 Home	Alt+Home	Returns you to your predefined home page.
— Next tab	Ctrl+Shift+T	Takes you to the next tab.
— Address	Alt+D	Moves the cursor to the Address field (if configured).
— Browser	Ctrl+Shift+B	Moves the cursor to the browser pane.
— Work Sites	Alt+W	Moves the cursor to the Work Sites field.

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## QUICK START GUIDE









## Cisco Agent Desktop

### Cisco Unified Contact Center Enterprise Release 9.0







- 1 Toolbar Buttons and Keyboard Shortcuts
- 2 Common Tasks

# 1 Toolbar Buttons and Keyboard Shortcuts








## Call Handling

Icon Name	Shortcut	Description
	Ctrl+A	Answers or drops the selected call.
	Ctrl+H	Places the selected call on hold or takes it off hold.
	Ctrl+M	Opens a window from which you can dial a call.
	Ctrl+F	Places the selected on hold and opens the Conference a Call window.
	Ctrl+T	Places the selected on hold and opens the Transfer a Call window.
	Ctrl+D	Opens the Enter Touch Tones window.

## Changing Your Agent State

Icon Name	Shortcut	Description
	Ctrl+L	Logs you into the ACD (alternates with Logout).
	Ctrl+L	Logs you out of the ACD (alternates with Login).
	Ctrl+W	Changes your state to Ready, indicating that you are available to receive ACD calls.
	Ctrl+O	Changes your state to Not Ready, indicating that you are not available to receive ACD calls.
	Ctrl+Y	Changes your state to Work Ready, indicating that you will be available to receive ACD calls after you finish wrap-up work.
	Ctrl+Z	Changes your state to Work Not Ready, indicating that you will not be available to receive ACD calls after you finish wrap-up work.

## Navigation and Other Functions

Icon Name	Shortcut	Description
	Alt+1, Alt+2, ..., Alt+0	(Enhanced/Premium only) One to ten task buttons can be set up to perform one or several functions by the administrator.
	Ctrl+J	Opens a window from which you can initiate a chat session.
	Ctrl+Q	Opens a window that displays your call logs and statistics.
	Ctrl+G	Shows or hides the Contact Management panes.
	Alt+B	(Premium only) Shows or hides the integrated browser pane.
	Alt+P	Opens a window for configuring Desktop Preferences.
	Alt+Ctrl+H	Opens a menu listing the Help and About options.
—	Ctrl+S	Selects a contact in the Contact Appearance pane.
—	Ctrl+E	Selects a row in the Caller Data pane of Contact Management.
—	Ctrl+Shift+E	Selects a row in the Call Activity pane of Contact Management.
—	Ctrl+Shift+S	Opens the Cisco Unified Presence Server login window.
—	Ctrl+Shift+M	Selects the team message.

# 2 Common Tasks

## Changing Your Agent State

To change your agent state, click the appropriate state button on your toolbar. Buttons for invalid states will be disabled. If you change your agent state while on a call (in the Talking state), your state will change after you hang up. The agent state buttons indicate the state you clicked, not your current state.

## Transferring a Call

- Step 1** With a call active, click **Transfer**. The Transfer a Call window opens.
- Step 2** Enter a phone number in the Name: Number field, then click **Dial**.
- Step 3** Complete one of the following actions.
  - For a blind transfer, click **Transfer** when the phone starts ringing.
  - For a supervised transfer, wait for the phone to be answered. If you want to place the new call on hold and pick up the original call, click **Alternate**. Then click **Transfer**.

## Conferencing a Call

- Step 1** With a call active, click **Conference**. The Conference a Call window opens.
- Step 2** Enter a phone number in the Name: Number field, then click **Dial**.
- Step 3** Complete one of the following actions.
  - For a blind conference, click **Add to Conf** when the phone starts ringing.
  - For a supervised conference, wait for the phone to be answered. If you want to place the new call on hold and pick up the original call, click **Alternate**. Then click **Add to Conf**.

- Step 4** Repeat Steps 2–3 until you have added all parties to the conference.

## Sending a Chat Message

- Step 1** On the toolbar, click **Chat**. The Chat Selection window opens.
- Step 2** Double-click the name of the person with whom you want to chat. A Chat Session window opens.
- Step 3** Type your message in the text entry field. If you want your message to pop on the recipient's screen, select the **High priority** check box.
- Step 4** Click **Send** or press **Enter**.