



Preface

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About This Guide

This guide provides an introduction to the CTI Toolkit Agent Desktop. The guide covers basic tasks that most users encounter.

Audience

This guide is primarily for agents who use the CTI Toolkit Agent Desktop to answer and process calls. This guide assumes that an administrator has already installed and configured all necessary software.

Organization of This Guide

Section	Content
Basic Use of CTI Toolkit Agent Desktop	Discusses startup, login, and logout procedures.
Agent States	Describes how to change to various agent states. This chapter also details what occurs when agent state changes occur.

Section	Content
Call Control	Describes how agents can use CTI Toolkit Agent Desktop to make, answer, and process calls. This chapter also discusses the keyboard equivalents for actions by the agent.
Wrap-up Data	Lists the circumstances when agents either must enter wrap-up data, can optionally enter wrap-up data, or cannot enter wrap-up data upon completion of a call. This chapter also discusses the WrapUp dialog box.
Communication with Other Call Center Personnel	Discusses how agents communicate with other call center personnel.
Call and Statistical Information	Discusses the CTI Toolkit Agent Desktop call information and statistical displays.

Related Documents

Document or Resource	Link
<i>Mobile Agent Guide for Cisco Unified Contact Center Enterprise & Hosted</i>	http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html
<i>CTI OS System Manager's Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted</i>	http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html

Documentation and Support

To download documentation, submit a service request, and find additional information, see What's New in Cisco Product Documentation at: <http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>.

You can also subscribe to the What's New in Cisco Product Documentation RSS feed to deliver updates directly to an RSS reader on your desktop. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

Field Alerts and Field Notices

Note that Cisco products may be modified or key processes may be determined important. These are announced through use of the Cisco Field Alert and Cisco Field Notice mechanisms. You can register to receive Field

Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest.

Log into www.cisco.com; then access the tool at: <http://www.cisco.com/cisco/support/notifications.html>

Documentation Feedback

To provide comments about this document, send an email message to the following address:
contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

Conventions

This document uses the following conventions:

Convention	Description
boldface font	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</p> <ul style="list-style-type: none"> • Choose Edit > Find. • Click Finish.
<i>italic font</i>	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> • To introduce a new term. Example: <i>A skill group</i> is a collection of agents who share similar skills. • For emphasis. Example: <i>Do not</i> use the numerical naming convention. • A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>) • A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>.
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> • Text as it appears in code or that the window displays. Example: <pre><html><title>Cisco Systems, Inc. </title></html></pre>
< >	<p>Angle brackets are used to indicate the following:</p> <ul style="list-style-type: none"> • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.

