

Alternate Between Calls

The Alternate function enables you to switch between two parties before transferring a call, or between a conference call and another party before adding that party to the conference.

Before finalizing a supervised transfer or supervised conference, click **Alternate** to switch between the two calls.

Send a Chat Message During a Conference Call

Step 1 While on a conference call, enter your message in the Call/Chat text pane.

Step 2 Check the message recipient: **Supervisor, Conference, or both.**

Step 3 Click **Send.**



Note Your message will be sent only to conference participants who are in your logical contact center. Other participants will not receive it.

Send a Chat Message to Your Supervisor

Step 1 In the Call/Chat window, enter your message in the text pane.

Step 2 Click **Send.**



Note Your supervisor must be monitoring your team to receive the message.

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Enhanced Version









Cisco Agent Desktop Quick Reference Guide

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1 Toolbar

Call Control Buttons

Button	Name	Shortcut	Description
	Answer/Drop	Ctrl-A	Answers or drops a call.
	Hold/Unhold	Ctrl-H	Puts a call on hold or takes it off hold.
	Make Call	Ctrl-M	Displays the dial pad so that you can dial a call.
	Conference	Ctrl-F	Puts a call on hold and adds other parties to it for a conference call.
	Transfer	Ctrl-T	Puts a call on hold and transfers it to a third party.
	Touch Tones	Ctrl-D	Sends touch tones during a call. Note: No audible tones are generated.

Agent State Buttons

Button	Name	Shortcut	Description
	Login	Ctrl-L	Logs you into the IP Call Center (IPCC) server. (Toggles with the Logout button.)
	Logout	Ctrl-L	Logs you out of the IPCC server. (Toggles with the Login button.)
	Ready	Ctrl-W	Puts you into the Ready state. (You are available to receive routed calls.)
	Not Ready	Ctrl-X	Puts you into the Not Ready state. (You are not available to receive routed calls.)
	Work Ready	Ctrl-Y	Puts you into the Work Ready state. (You are in wrapup work after ending a call and, when finished, will be ready to receive routed calls.)
	Work Not Ready	Ctrl-Z	Puts you into the Work Not Ready state. (You are in wrapup work after ending a call and, when finished, will not be ready to receive routed calls.)

Task Buttons

Task buttons perform functions set up by the system administrator. For example, a task button may be set up to launch an application or record a call. Task buttons are located on the toolbar, to the right of the Agent State buttons.

2 Menus

Menu	Options Available
File	<ul style="list-style-type: none">• Logout/Login. Logs you out of and into the IPCC server.• View. Accesses the Call Log, Agent State Log, and Automatic Call Distribution (ACD) Statistics.• Exit. Closes Agent Desktop.
Options (present only if enabled by administrator)	<ul style="list-style-type: none">• Window Behavior. Changes how the Agent Desktop window behaves on your desktop.• Local Admin. Sets your local extension and shows your assigned work flow group, team, and configuration file path.• Status Bar. Displays or hides the status bar.
Help	<ul style="list-style-type: none">• Contents. Accesses the online help.• About Cisco Agent Desktop. Displays version and copyright.

3 Common Tasks

Transfer a Call

- Step 1** With a call active, click **Transfer**.
- Step 2** In the Name:Number field, enter the phone number that will receive the transferred call.
- Step 3** Click **Dial**.
- Step 4** For a supervised transfer, wait for the third party to pick up, then click **Transfer**. For a blind transfer, click **Transfer** while the phone is ringing.

Set Up a Conference Call

- Step 1** With a call active, click **Conference**.
- Step 2** In the Name:Number field, enter the phone number of a person that you want to add to the conference call.
- Step 3** Click **Dial**.
- Step 4** Click **Add to Conf.** when the phone rings (for a blind conference) or after the person answers (for a supervised conference).
- Step 5** Repeat Steps 1 to 4 until all parties are added to the conference.