

## 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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Standard 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. <b>Note:</b> 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.)

# 2 Menus

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

# 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.