

## What Should I Do If I Am in the *Not Available* State?

If the system has placed you in the *Not Available* state while your IM client continues to place you in the *Available* state, you need to change your IM client state to continue receiving contacts: first change to any *Away* state in your IM client and then change to the *Available* state.



**Note** If you stop using your workstation, your IM client automatically places you in an *Idle* state. This *Idle* state does not prevent you from receiving call offers if you are selected by the system. To ensure that the system does not send you any call offers while you are away from your workstation, you must change your Presence Status to *Away* or *Not Available*.

## What Happens to Unanswered Contacts?

If the system encounters unanswered contacts, it responds with one of the following expected behaviors:

- If you refuse/ignore the incoming contact, then the contact is routed to other experts until one of the experts accept the contact.
- If all experts refuse/ignore incoming contact, then the contact is routed back to the system based on the requery option configuration.
- If no expert responds within the allowed timeout, then the contact may be dropped depending on how your administrator has configured your system.

Unanswered calls remain in queue, and depending on the configuration, may have music or video on hold playback.

## How Should I Respond to a Broadcast Notice?

A broadcast notice is a request sent to one or more experts (based on the configuration in the assignment queue). When a broadcast notice is sent, the system sends the call to the first expert who accepts the request. The system then sends a **Task Cancelled** message to all other broadcast experts. No action is required by the expert(s) receiving a task cancellation message.

## Where Can I Get More Information?

For more information on Cisco Unified Expert Advisor or related applications, follow this website: <http://www.cisco.com/go/ea>

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## Cisco Unified Expert Advisor Quick Reference



Welcome to Cisco Unified Expert Advisor! This quick reference provides experts with information about the Cisco Unified Expert Advisor, and instructions for its use.

## What Is an “Expert Advisor”?

Cisco Unified Expert Advisor is a product option within Cisco Unified Contact Center Solutions. It extends the contact center by allowing an “expert” to handle certain incoming contacts. For example, there might be a situation where the contact center customer requires a discussion or advice from a specialist (or expert). This expert is not a member of the formal contact center but agrees to be “on call” to provide consultation services.

Experts establish their presence and availability to take a contact by the state (*Available* or *Away*) of their Instant Messaging (IM) client. The IM client effectively serves as the “desktop” for experts, who establish their willingness to take a contact by responding to an IM contact request from the Cisco Unified Expert Advisor system (referred to as “system” in this document). An example of a system request is: **Will you take a contact from a gold customer?**

Once an expert's availability and acceptance of the contact request are confirmed by the system, the customer contact is *routed directly* to the expert advisor by a self service application or *transferred* to the expert by the contact center agent who initially handled the contact. The contact center agent can also *conference* the expert advisor into a customer contact.

## How Do I Get Started?

Before you can use the system, your administrator must first add and configure you as an expert in the system. Once added, you only need to log on to your IM client and you will start receiving requests from the system.

## I've Received a Request to Handle a Contact. How Do I Proceed?

Provide one of the following system-defined responses to the request on your IM client:

- To handle the contact at your desired phone number, respond with any of the following: `yes`, `y`, or `1`, followed by a preconfigured delimiter (at “@”, comma “,”, or space “ ”), and then type in the desired phone number. For example, `yes@3001` or `y 2001`.
- To handle the contact at a preconfigured phone number, respond with any of the following: `yes`, `y`, or `1`. Based, on the preconfigured priority, the phone number is automatically selected by the system. The preconfigured phone number, can be a new phone number that your administrator configured in the system, or your preferred phone number as configured in Cisco Unified Personal Communicator, or your primary phone number as configured in Cisco Unified Communications Manager.
- To handle the contact at the last number where you accepted a contact, respond with any of the following: `last`, `1`, or `2`.
- To ask for help, respond with any of the following: `help`, `h`, or `4`.



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**Note** If your administrator has defined a different set of message responses for each expert, then provide those responses as the input for each request.

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## Can I Decline a Contact?

You can decline a contact *if* your administrator has configured your expert advisor settings to decline contacts. You can verify your settings from the text that notifies you of a contact request. If the text reads **Are you able to handle this contact?**, you can decline contacts; if the text reads **Please standby for an incoming contact**, you cannot decline contacts. If you are able to decline a contact, you can do so by responding to the contact request with one of the following: `no`, `n`, or `0`.



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**Tip** Once you decline a contact, you can close the IM window. Do not expect any further messages from the system with reference to a declined call.

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## I Didn't Respond to a Request. Will Other Tasks be Offered?

If you do not respond to an IM request, you do not need to explicitly change your IM client state. The request that you did not respond to will not be offered to you again—but other new tasks will continue to be offered based on your availability.

## I've Received an Error Message. What Does It Mean?

If the system encounters difficulty in forwarding contacts or understanding responses, you may receive one of the following messages (where `<InvalidNumber>` is the last phone number entered by the expert and `<TimeLeft>` is the time remaining for the expert to respond to the IM):

Sorry, the number `<InvalidNumber>` appears to be invalid. Please provide another phone number to reach you. You have `<TimeLeft>` seconds left to answer.

The phone number that you supplied had an invalid format. The system accepts the digits 0 through 9, dash “-”, period “.”, and parenthesis “()” as phone number characters. These characters can occur 0 to multiple times.

Your phone `<InvalidNumber>` appears to be busy. Please provide another phone number to reach you. You have `<TimeLeft>` seconds left to answer.

The phone number at which the system attempted to forward you a contact is busy. Respond with another phone number.

Sorry, the system is unable to make the connection to `<InvalidNumber>`. Please provide another phone number to reach you. You have `<TimeLeft>` seconds left to answer.

The phone number at which the system attempted to forward you a contact is not reachable for reasons other than being busy (such as a bad connection). Respond with another phone number.

Sorry, the system did not understand your response. Please enter only the phone number where you would like to receive the contact.

You sent the system an unsolicited message or response, when only the phone number was expected.

Sorry, the system did not understand your response. Please use help if needed.

The system issues this message if you provide a response other than one of those listed in the “system-defined responses” bullets on the previous page.

## How Much Time Do I Have to Respond to an IM Request?

The time out for an expert’s assignment queue defaults to 30 seconds (can be configured for each assignment queue) to accept/decline/ignore an IM request from the system. The task times out after the specified time. You do not have to do anything to continue receiving tasks. The same task will not be offered to you again, but others tasks will be offered depending on your availability.

## How Much Time Do I Have to Answer a Call?

You will receive 10 seconds to answer a call, once you have accepted it via your IM client. If you do not answer within this time, you may be reprompted to provide a new phone number or moved to a *Not Available* state.