






## Using the Integrated Browser (Premium only)

The integrated browser allows you to view intranet and internet web pages from within Agent Desktop.

You can access frequently-used websites from the **Work Sites** list (if set up by your administrator), and type a web address in the optional **Address** field to access other websites.

Button	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 you clicked the Back button.
	Stop	Esc	Stops the browser from displaying a web page (for example, if the download is taking too long).
	Refresh	F5	Refreshes the web page displayed to ensure you see the latest content.
	Home	Alt-Home	Returns you to your predefined home page.

## Viewing Agent Reports

**Step 1** Click the **Reports** button on the toolbar to display the Agent Reports window.

**Step 2** From the Reports field, select the report you wish to view:

- Agent ACD State Log
- Agent Call Log
- Agent Statistics Report
- Skills Statistics Report

**Step 3** You can sort the report by any column in the report in ascending or descending order by clicking on the column header.

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## Quick Reference



## Cisco Agent Desktop Quick Reference IP Contact Center Express Edition Release 4.0

- 1 Toolbar
- 2 Common Tasks



# 1 Toolbar

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.
	Login	Ctrl-L	Logs you into the ACD (alternates with Logout).
	Logout	Ctrl-L	Logs you out of the ACD (alternates with Login).
	Ready	Ctrl-W	Changes your state to Ready—you are available to receive ACD calls.
	Not Ready	Ctrl-O	Changes your state to Not Ready—you are not available to receive ACD calls.
	Work	Ctrl-Y	Changes your state to Work—you are in wrap-up work after a call and will be available to receive ACD calls after you're finished.
	Task Buttons	Alt-[number]	(Enhanced and Premium only) Task buttons are configured to perform various functions by the administrator. There can be up to ten task buttons, and each button can have more than one function assigned to it.
	Chat	Ctrl-J	Initiates a chat session with another member of your team, your supervisor, or a member of a conference call.
	Reports	Ctrl-Q	Displays the Agent Reports window, where you can view your own call logs and statistics.
	Show/Hide Contact Mgmt	Ctrl-G	Shows or hides the Contact Management pane.
	Show/Hide Browser	Ctrl-B	Shows or hides the Integrated Browser pane (Premium only).
	Preferences	Ctrl-P	Displays the Preferences dialog box, where you can set the Agent Desktop window and team message behavior.
	Help/About	F1	Accesses the Help and the About window.

# 2 Common Tasks

## Transferring 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, and then click **Dial**.
- Step 3** 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.

## Conferencing a 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, and then click **Dial**.
- Step 3** Click **Add to Conf.** when the phone rings (for a blind conference) or after the person answers (for a supervised conference).
- Step 4** Repeat Steps 2 to 4 until all parties are added to the conference.

## Entering Touch Tones During a Call

- Step 1** With a call active, click **Touch Tones**. The Touch Tones number pad appears.
- Step 2** Enter the required numbers and/or symbols. When finished, click **Done**.

## Sending a Chat Message

- Step 1** On the toolbar, click **Chat**. The Chat Selection window opens, listing all the people that are available to chat.
- 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, check the **High priority** check box.
- Step 4** Click **Send** or press **Enter**.