






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 CAD 6.2(1) for Cisco Unified Contact Center Express 4.5

- 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. Note: 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**.