






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), type a web address in the optional **Address** field to access other websites, and click to dial a hyperlinked phone number from a website.

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 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
- 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 6.4 for Cisco Unified Contact Center Express 5.0
Cisco Unified Communications Manager Express Edition

- 1 Toolbar
- 2 Common Tasks



1 Toolbar

Button	Name	Shortcut	Description
	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

Handling Phone Calls

- **Answering calls.** You can receive ACD and non-ACD calls while using Agent Desktop. You must be logged in and in the Ready state to receive an ACD call. If you receive a non-ACD call, you are automatically put in the Not Ready state and returned to your previous state when the call ends.
- **Making calls.** You can make a call from any agent state except Logoff.
- **Transfers.** You can make blind transfers (you transfer a call without speaking to the third party before you transfer the call) or supervised transfers (you speak to the third party first before transferring the call).
- **Conference calls.** You can make blind conference calls (you conference in the third party without speaking to the person first) or supervised conference calls (you speak to the third party first before conferencing them in on the call).

Changing Agent State

Agent Desktop lets you change your agent state using buttons on the toolbar. Only agent states that are valid choices from you current agent state will be available.

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- Step 1** On the toolbar, click the button for the agent state you want to be in. If you are on a call (in the Talking state), you will change to the new state when you hang up the call.
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Sending a Chat Message

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- 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**.
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Entering Reason Codes

You might be required by your administrator to enter a reason code whenever you change to the Not Ready or Logout state. The reason code describes why you changed to that state.

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- Step 1** When you change to the Not Ready or Logout state, the Select Reason dialog box appears.
- Step 2** Choose the appropriate reason code from the list and click **OK**.
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Entering Wrapup Data

You might be required by your administrator to enter a wrapup data description whenever you transition to the Work state. Wrapup data describes the work you perform while in the Work state.

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- Step 1** Whenever you change to the Work state while on a call, as soon as you hang up the call the Select Call Wrapup dialog box appears.
- Step 2** Choose the appropriate wrapup data description from the list and click **OK**.
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