



QUICK START GUIDE



Cisco Agent Desktop—Browser Edition **CAD 6.6 for Cisco Unified Contact Center Express 7.0** **Cisco Unified Communications Manager Express Edition**

- 1** Toolbar Buttons and Keyboard Shortcuts
- 2** Common Tasks

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1 Toolbar Buttons and Keyboard Shortcuts

Changing Your Agent State

Icon 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, indicating that you are available to receive ACD calls.
 Not Ready	Ctrl+O	Changes your state to Not Ready, indicating that you are not available to receive ACD calls.
 Work	Ctrl+Y	Changes your state to Work, indicating that you will be available to receive ACD calls after you finish wrap-up work.

Navigation and Other Functions

Icon Name	Shortcut	Description
 Task1-10	Alt+1, Alt+2, ..., Alt+0	(Enhanced/Premium only) One to ten task buttons can be set up to perform one or several functions by the administrator.
 Contact Mgmt	Ctrl+G	Shows or hides the Contact Management panes.
 Browser	Ctrl+B	(Enhanced/Premium only) Shows or hides the integrated browser pane.
 Help/About	Alt+Ctrl+H	Opens a menu listing the Help and About options.
— Contact	Ctrl+S	Selects a contact in the Contact Appearance pane.
— Caller Data	Ctrl+E	Selects a row in the Caller Data pane of Contact Management.

2 Common Tasks

Changing Your Agent State

To change your agent state, click the appropriate state button on your toolbar. Buttons for invalid states will be disabled. If you change your agent state while on a call (in the Talking state), your state will change after you hang up. The agent state buttons indicate the state you clicked, not your current state.

Using Reason Codes

When you change your state to Not Ready or log out, you might be prompted to select a reason code. Reason codes are configured by your administrator, and describe the reason you are changing your agent state.

When you are prompted to enter a reason code, select the appropriate code from the Reason Codes window and click OK.

Using Wrap-up Data Descriptions

When you change your state to Work, you might be prompted to select a wrap-up data description. Wrap-up data descriptions are configured by your administrator, and describe the outcome of the call.


When you are prompted to enter wrap-up data, select the appropriate description from the Select Call Wrap-up window and click OK.

Call Handling

You must use your hard IP phone to handle calls (answering, dialing, transferring, conferencing, holding, and so on).

Using the Integrated Browser (Enhanced/Premium only)

If enabled by your administrator, you can use the integrated browser to view intranet and internet web pages while working with Cisco Agent Desktop—Browser Edition. The web pages are displayed in a separate browser window that contains the standard web browser toolbar and menu bar. Your supervisor can push (send) a web page to your browser. This enables your supervisor to assist you during a call by providing information that will help you work with a customer.

If configured by your administrator, you can access another website by selecting it from the Work Sites list or by typing a URL in the Address field. To return to your home page, click Home .