

## Alternate Between Calls

The Alternate function enables you to switch between two parties before transferring a call, or between a conference call and another party before adding that party to the conference.

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Before finalizing a supervised transfer or supervised conference, click **Alternate** to switch between the two calls.

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## Send a Chat Message During a Conference Call

- Step 1** While on a conference call, enter your message in the Call/Chat text pane.
- Step 2** Check the message recipient: **Supervisor**, **Conference**, or both.
- Step 3** Click **Send**.



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**Note** Your message will be sent only to conference participants who are in your logical contact center. Other participants will not receive it.

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## Send a Chat Message to Your Supervisor

- Step 1** In the Call/Chat window, enter your message in the text pane.
- Step 2** Click **Send**.



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**Note** Your supervisor must be monitoring your team to receive the message.

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Standard Version









## Cisco Agent Desktop Quick Reference Guide

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- 3 Common Tasks







# 1 Toolbar

## Call Control Buttons

| 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.<br><b>Note:</b> No audible tones are generated. |

## Agent State Buttons

| Button   | Name      | Shortcut | Description   |
|--|-----------|----------|---|
|    | Login     | Ctrl-L   | Logs you into the IP Call Center (IPCC) server. (Toggles with the Logout button.)   |
|  | Logout    | Ctrl-L   | Logs you out of the IPCC server. (Toggles with the Login button.)                   |
|  | Ready     | Ctrl-W   | Puts you into the Ready state. (You are available to receive routed calls.)         |
|  | Not Ready | Ctrl-X   | Puts you into the Not Ready state. (You are not available to receive routed calls.) |

# 2 Menus

| Menu  | Options Available   |
|---|---|
| File  | <ul style="list-style-type: none"><li>• <b>Logout/Login.</b> Logs you out of and into the IPCC server.</li><li>• <b>View.</b> Accesses the Call Log, Agent State Log, and Automatic Call Distribution (ACD) Statistics.</li><li>• <b>Exit.</b> Closes Agent Desktop.</li></ul>  |
| Options<br>(present only if enabled by administrator) | <ul style="list-style-type: none"><li>• <b>Window Behavior.</b> Changes how the Agent Desktop window behaves on your desktop.</li><li>• <b>Local Admin.</b> Sets your local extension and shows your assigned work flow group, team, and configuration path.</li><li>• <b>Status Bar.</b> Displays or hides the status bar.</li></ul> |
| Help  | <ul style="list-style-type: none"><li>• <b>Contents.</b> Accesses the online help.</li><li>• <b>About Cisco Agent Desktop.</b> Displays version and copyright.</li></ul>  |

# 3 Common Tasks

## Transfer 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.
- Step 3** Click **Dial**.
- Step 4** 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.

## Set Up a Conference 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.
- Step 3** Click **Dial**.
- Step 4** Click **Add to Conf.** when the phone rings (for a blind conference) or after the person answers (for a supervised conference).
- Step 5** Repeat Steps 1 to 4 until all parties are added to the conference.