

View Enterprise Data

Your system administrator can configure IP Phone Agent to display selected enterprise data, such as the call's ANI and DNIS, in the Caller Data window. This data can be displayed at various times:

- When the phone rings
- When you answer the phone
- Both when the phone rings and when you answer the phone
- Never displayed



Note Once you move past the Caller Data window, it cannot be redisplayed for the current call.

3 Logging Out

You can log out from any agent state.

- Step 1** Choose Logout from the menu on your IP phone.
If your system is configured to require reason codes, the reason code menu appears on your IP phone.
- Step 2** Choose the appropriate reason code.
IP Phone Agent returns to the Login screen.
You are now logged out of the IPCC server.

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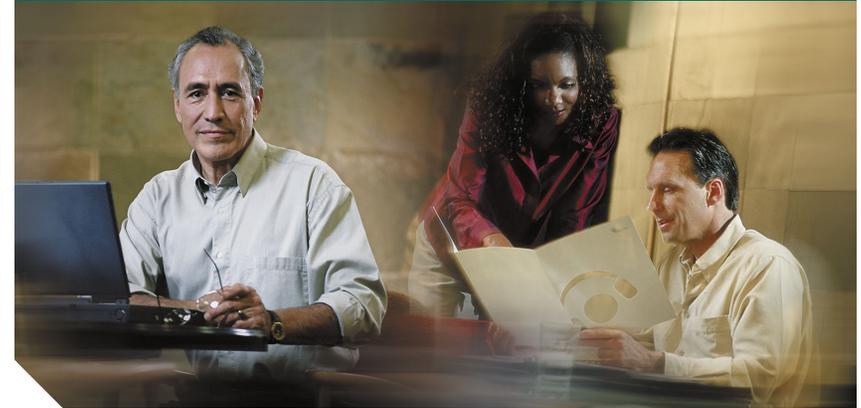
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78-XXXX-XX
DOC-78XXXXX=



Quick Reference



Cisco IP Phone Agent Quick Reference

IP Contact Center Enterprise Edition 6.0(2)

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1 Logging In

Logging in is the only task in IP Phone Agent that requires you to enter data.

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- Step 1** Press the Services button on your IP phone.
The screen of your IP phone displays the Services menu.
- Step 2** Choose IP Phone Agent from the menu.
The IP Agent Login screen appears, as shown below.



Note Your display may differ from this display, depending on how your IP phone was set up by your system administrator.

```
14:23 07/10/04
IP Agent Login
Agent ID:
Password:
Agent Ext:
Enter agent information.
Submit << Cancel
```

- Step 3** Using the number pad on your IP phone, enter your agent ID, password, and phone extension in the appropriate fields.
Use the scroll key to move from field to field. If you make a mistake, use the << soft key to delete your entries one character at a time.



Note The IP Phone Agent Login Screen is configured to accept both letters and numbers. When you press a number key, a menu appears that shows that number and its corresponding letters. (For example, if you press the 4 key, you see a menu that includes g, h, i, 4, G, H, and I.) Press the number key until you highlight the correct character. When you stop pressing the key, your choice appears in the field.

- Step 4** Press the Submit soft key to log in.
You are now logged into the IP Contact Center (IPCC) server. You are automatically set in the Not Ready agent state.
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2 Common Tasks

Change Agent State

You change agent state by selecting the appropriate state from the IP Phone Agent menu. The menu you see displays only the states available from your current state. Your current agent state is always noted on the bottom line of the IP Phone Agent screen.

Changing Agent State While on a Call

When you answer a call, the IP Phone Agent screen displays call information. This screen displays the number from which the incoming call is made, and shows a timer that measures the duration of the call.

To change your agent state while on a call, redisplay the IP Phone Agent screen, and then change the agent state:

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- Step 1** Press the Services button on your IP phone.
The Services menu appears.
- Step 2** Choose IP Phone Agent from the menu.
The agent state menu appears.
- Step 3** Select the appropriate agent state.



Note When you change agent state while on a call, the agent state shown on your screen does not change. Your screen continues to show Talking as your state, even after you terminate the call. To display the correct agent state after terminating a call, press the Services button, then select IP Phone Agent to redisplay the IP Phone Agent screen.

Select a Reason Code

IP Phone Agent can be configured by your system administrator so that you are required to enter descriptive reason codes when you change to the Not Ready state or log out. These codes are set up by your system administrator and are customized for your contact center.

Whenever you change to the Not Ready state or log out, you are prompted to enter a reason code.

To enter a reason code, choose the appropriate reason code from the menu.

View Skills Statistics

Skills statistics are available for viewing whenever you are logged into IP Phone Agent. The display is configured by your system administrator and can show two statistics.

To display skills statistics, press the Stats soft key.