Changing Agent State

Change your agent state by clicking the appropriate Agent State button on your toolbar. Only the agent states that are valid choices from your current agent state will be available.

You can change your agent state while on a call (in the Talking state). Your state will change to the state you clicked after you hang up the call. Your agent state buttons indicate the state you clicked, not your current state.

Entering a Reason Code

Whenever you change to the Not Ready state or log out, you might be prompted to enter a reason code. These codes are set up by your administrator, and describe why you are changing your agent state.

To enter a reason code, choose the appropriate reason code from the popup window and click **OK**.

Entering Wrap-up Data

Whenever you change to the Work Ready or Work Not Ready state, you might be prompted to enter wrap-up data. The wrap-up data descriptions are set up by your administrator, and are used to sum up the call outcome.

To enter wrap-up data, select the appropriate description from the popup window and click **OK**.

Using the Integrated Browser (Premium only)

The integrated browser allows you to view intranet and internet web pages while working with CAD-BE. The web pages are displayed in a separate browser window that contains the standard web browser toolbar and menu bar.

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 return to your Home page by clicking the **Home** button.

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.

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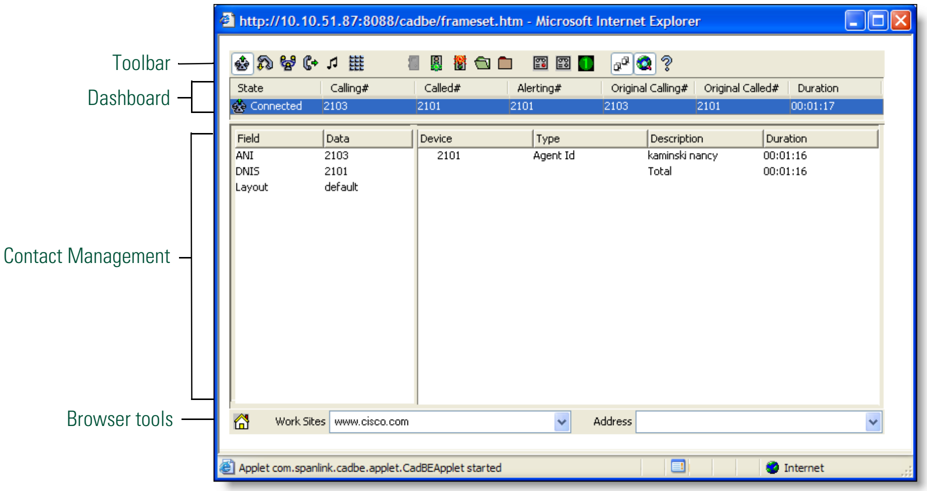
QUICK START GUIDE

Cisco Agent Desktop—Browser Edition

Cisco Unified Contact Center Enterprise Release 7.2

1 CAD-BE Window



2 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.
	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 Ready	Ctrl-Y	Changes your state to Work Ready—you are in wrap-up work after a call and will be available to receive ACD calls after you're finished.
	Work Not Ready	Ctrl-Z	Changes your state to Work Not Ready—you are in wrap-up work after a call and will not 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.
	Show/Hide Contact Mgmt	Ctrl-G	Shows or hides the Contact Management pane.
	Show/Hide Browser	Ctrl-B	(Premium only) Shows or hides the Integrated Browser pane.
	Help/About	Alt-Ctrl-H	Accesses the Help and the About window.

3 Common Tasks

Transferring a Call

Step 1 With a call active, click **Transfer**.

Step 2 In the Transfer window, enter the phone number to which you are transferring the 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 Conference window, enter the phone number of the person 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 1–3 until all parties are added to the conference.

Alternating 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.

To switch between two calls, before finalizing a supervised transfer or supervised conference, click **Alternate**.