






Viewing Agent Real Time Displays

- Step 1** Click the **Real Time Displays** button on the toolbar.
- Step 2** From the **Real Time Displays** field, select the display you wish to view:
- Agent Call Log
 - Agent ACD State Log
 - Agent Detail
 - Skills Statistics
- Step 3** You can sort the display by any column in the report in ascending or descending order by clicking on the column header.

Using the Integrated Browser (Premium only)

If enabled by your administrator, you can use the integrated browser to view intranet and internet web pages within Agent Desktop. The integrated browser can have up to 6 tabs, each displaying a different web page. The first tab is always reserved for web pages that your supervisor pushes to you. 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.


Icon 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 clicking the Back button.
 Stop	Esc	Stops the browser from loading a web page.
 Refresh	F5	Refreshes the current web page.
 Home	Alt+Home	Returns you to your predefined home page.
— Next tab	Ctrl+Shift+T	Takes you to the next tab.
— Address	Alt+D	Moves the cursor to the Address field (if configured).
— Browser	Ctrl+Shift+B	Moves the cursor to the browser pane.
— Work Sites	Alt+W	Moves the cursor to the Work Sites field.

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QUICK START GUIDE








Cisco Agent Desktop

CAD 7.6 for Cisco Unified Contact Center Enterprise Release 7.5







- 1 Toolbar Buttons and Keyboard Shortcuts
- 2 Common Tasks

1 Toolbar Buttons and Keyboard Shortcuts









Call Handling

Icon Name	Shortcut	Description
 Answer/Drop	Ctrl+A	Answers or drops the selected call.
 Hold/Unhold	Ctrl+H	Places the selected call on hold or takes it off hold.
 Conference	Ctrl+F	Places the selected on hold and opens the Conference a Call window.
 Transfer	Ctrl+T	Places the selected on hold and opens the Transfer a Call window.
 Touch Tones	Ctrl+D	Opens the Enter Touch Tones window.

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 Ready	Ctrl+Y	Changes your state to Work Ready, indicating that you will be available to receive ACD calls after you finish wrap-up work.
 Work Not Ready	Ctrl+Z	Changes your state to Work Not Ready, indicating that you will not 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.
 Make Call	Ctrl+M	Opens a window from which you can dial a call.
 Chat	Ctrl+J	Opens a window from which you can initiate a chat session.
 Real Time	Ctrl+Q	Opens a window that displays your call logs and statistics.
 Contact Mgmt	Ctrl+G	Shows or hides the Contact Management panes.
 Browser	Ctrl+B	(Premium only) Shows or hides the integrated browser pane.
 Preferences	Ctrl+P	Opens a window for configuring Desktop Preferences.
 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.
— Call Activity	Ctrl+Shift+E	Selects a row in the Call Activity pane of Contact Management.
— Presence Server	Ctrl+Shift+S	Opens the Cisco Unified Presence Server login window.
— Marquee	Ctrl+Shift+M	Selects the team message.

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.

Transferring a Call

- Step 1** With a call active, click **Transfer**. The Transfer a Call window opens.
- Step 2** Enter a phone number in the Name: Number field, then click **Dial**.
- Step 3** Complete one of the following actions.
 - For a blind transfer, click **Transfer** when the phone starts ringing.
 - For a supervised transfer, wait for the phone to be answered. If you want to place the new call on hold and pick up the original call, click **Alternate**. Then click **Transfer**.

Conferencing a Call

- Step 1** With a call active, click **Conference**. The Conference a Call window opens.
- Step 2** Enter a phone number in the Name: Number field, then click **Dial**.
- Step 3** Complete one of the following actions.
 - For a blind conference, click **Add to Conf** when the phone starts ringing.
 - For a supervised conference, wait for the phone to be answered. If you want to place the new call on hold and pick up the original call, click **Alternate**. Then click **Add to Conf**.
- Step 4** Repeat Steps 2–3 until you have added all parties to the conference.

Sending a Chat Message

- Step 1** On the toolbar, click **Chat**. The Chat Selection window opens.
- 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, select the **High priority** check box.
- Step 4** Click **Send** or press **Enter**.