


Conferencing a Call

- Step 1** With a call active, click Conference. The Conference window opens.
- Step 2** Enter a phone number in the 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 resume the original call, click Alternate. Then click Add to Conf to complete the supervised conference.
- Step 4** Repeat Steps 2–3 until you have added all parties to the conference. The original party is placed on hold when you initiate the conference call.
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Using the Integrated Browser

If enabled by your administrator, you can use the integrated browser to view web pages while working with Cisco Agent Desktop—Browser Edition. The integrated browser is actually 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 .

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QUICK START GUIDE









Cisco Agent Desktop—Browser Edition CAD 8.5 for Cisco Unified Contact Center Express 8.5 Cisco Unified Communications Manager Edition






- 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.
 Make Call	Ctrl+M	Opens a window from which you can dial a call.
 Conference	Ctrl+F	Opens the Conference window. When the call is placed, the original party is put on hold.
 Transfer	Ctrl+T	Opens the Transfer window. When the call is placed, the original party is put on hold.
 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	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+0	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	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. Your current state is listed in the status bar.

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.

Making a Call

Step 1 Click Make Call. The Make Call window opens.

Step 2 Enter a phone number in the Number field, then click Dial. The Make Call window closes.

Transferring a Call

Step 1 With a call active, click Transfer. The Transfer window opens.

Step 2 Enter a phone number in the 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 resume the original call, click Alternate. Then click Transfer to complete the supervised transfer. The original party is put on hold when you initiate the transfer call.
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