

# Cisco Agent Desktop for Cisco Unified Contact Center Enterprise 9.0

Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, enabling easy collaboration every time from any workspace.

## Product Overview

Cisco Agent Desktop is the tightly integrated computer telephony interface (CTI)-enabled productivity and management software suite for the Cisco Unified Contact Center Enterprise. The packaged components offer customer contact teams powerful tools to increase productivity, reduce operational costs, and improve customer satisfaction.

The suite, which is deployed as a co-resident component of a Cisco Unified Contact Center Enterprise Peripheral Gateway, includes a comprehensive collection of applications that deliver a rich set of services and call-event data to contact center agents and supervisors operating in a Microsoft Windows, web, or IP phone service environment.

For contact center agents:

- Cisco Agent Desktop: Windows-based agent desktop application that includes Cisco Collaboration and Cisco Unified Presence integration, and work flow and enterprise application integration
- Cisco Agent Desktop-Browser Edition: Java-based agent desktop application supported in a Windows and Red Hat Linux environment
- Cisco IP Phone Agent: IP phone-based agent desktop application

For contact center supervisors:

- Cisco Supervisor Desktop: Windows-based supervisor desktop application that provides team management, monitoring, and collaboration capabilities

For contact center administrators:

- Cisco Desktop Administrator: Browser-based administrator configuration module
- Cisco Work Flow Administrator: Windows-based administrator application that manages application work flow and enterprise application integration

The agent and supervisor desktop products can be displayed in English as well as Brazilian Portuguese, Canadian French, simplified and traditional Chinese, Danish, Dutch, Finnish, French, German, Italian, Japanese, Korean, Norwegian, Polish, Russian, Swedish, Spanish, and Turkish. (Note: Only a single language may be deployed within a peripheral gateway pair. All agent and supervisor desktops associated with that peripheral gateway or Cisco Agent Desktop suite instance will display the same language.)

The Cisco Agent Desktop suite has three bundles: Standard, Enhanced, and Premium. Application and feature availability within these bundles varies; your selection of a bundle should match your customer contact interaction management requirements.

This document applies only to Cisco Unified Contact Center Enterprise 9.0 and later.

## Features and Benefits

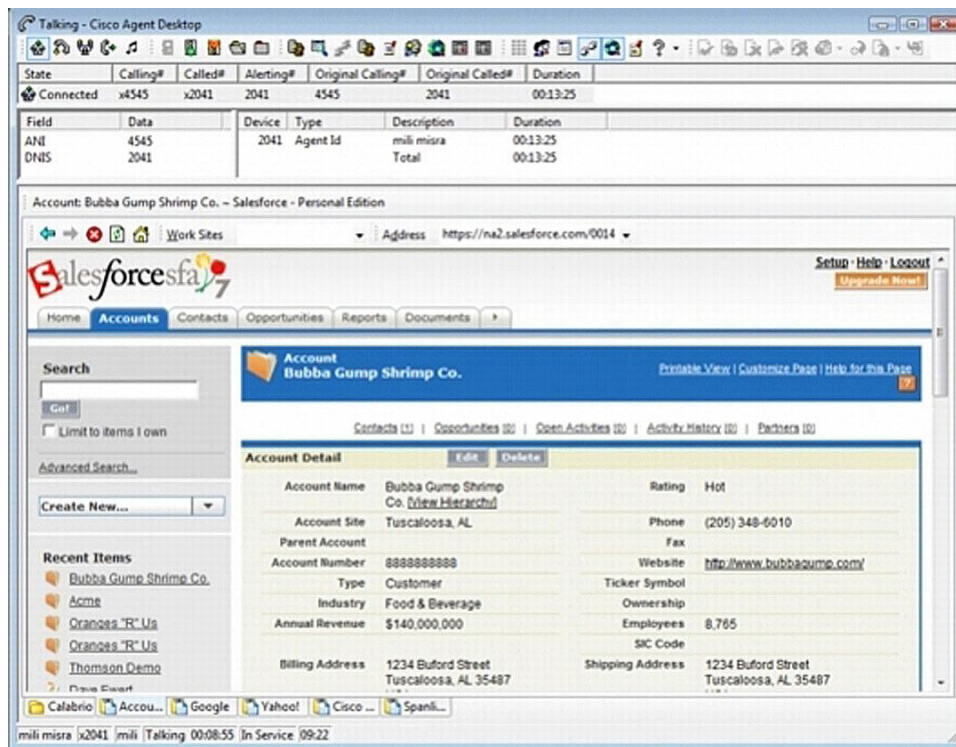
The Cisco Agent Desktop suite encompasses the following applications and features:

### Cisco Agent Desktop

Cisco Agent Desktop is a Microsoft Windows-based client application that gives agents a full-featured user interface for managing their calls and work state directly from their desktops using supported Cisco Unified IP Phones or the Cisco IP Communicator softphone. Flexible in presentation, the Cisco Agent Desktop can be easily configured to meet the varied and specific needs of the customer contact center.

Essential customer information is presented to the agent through an enterprise data window and integrated screen pops. Screen pop to a third-party application can be achieved using the Cisco Agent Desktop powerful CTI work flow engine that initiates a variety of integration actions with call metadata to other Windows and web-based applications with minimal software development (Figure 1).

**Figure 1.** Cisco Agent Desktop with Integrated Multitabbed Browser (Premium edition)



Cisco Agent Desktop features include:

- Call control: Agents can perform third-party call control including answer, hold, conference, and transfer calls using dashboard toolbar buttons.
- Agent automatic-call-distributor (ACD) state control: Agents can log in, control their ready state, and provide reason codes for these state changes.
- Screen pop options: Screen pops display caller data and caller-entered information.

- Support for Cisco Unified Mobile Agent: This support allows agents to be part of the virtual contact center workgroup from any remote location, keeping operating and support costs to a minimum.
- Wrap-up codes: At the conclusion of a call, the Cisco Agent Desktop can present an agent with the wrap-up dialog to categorize the nature of the call.
- Agent chat: Agents can exchange instant messages with other agents, supervisors, or Cisco Unified Presence-enabled subject matter experts.
- Real-time reporting: Agents can see consolidated skill-group statistics directly on their desktop application.
- Contact appearance: The application displays data about an agent's current call.
- "Hot desking" and extension mobility support: This feature provides the flexibility for agents to sit at any available agent station while maintaining their unique settings.
- Microsoft Windows Installer (MSI)-based deployment model: MSI keeps implementation costs to a minimum; Cisco Agent Desktop installs and upgrades more quickly and easily than traditional CTI and desktop work flow technologies.

Cisco Agent Desktop for Cisco Unified Contact Center Enterprise Enhanced and Premium editions also include these additional features:

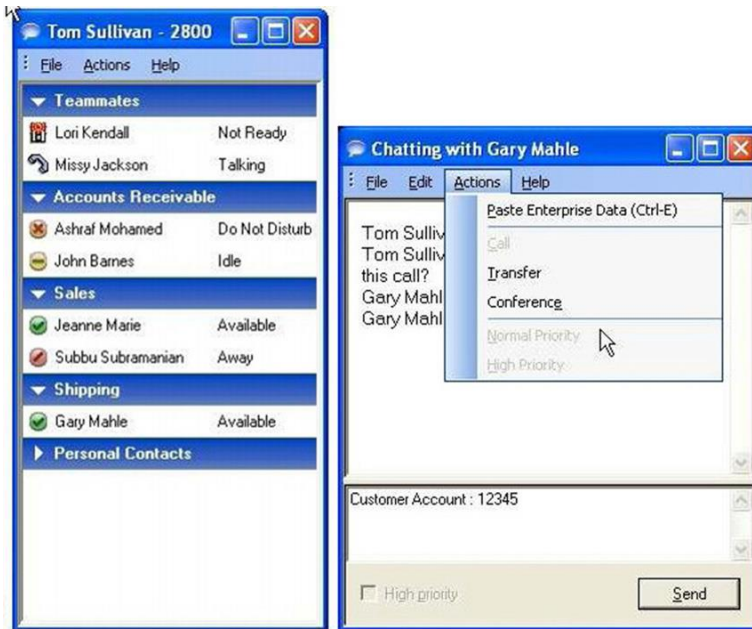
- Phone directory: The searchable phone directory displays the phone book to automate dialing of an outgoing call.
- On-demand recording: This feature enables agents to record any call on demand.\*
- Task automation: Using a single-click method, agents can execute frequently performed predefined actions, such as a blind or single steps transfer to a specific extension or launching another desktop application, etc.
- Event-triggered work flows: This feature enables a sequence of actions to automatically happen when a specific call event occurs, such as displaying a screen pop when a call is delivered to an agent, changing agent work states when a call is dropped, or starting call recording when a call is answered.
- Integrated browser (Premium edition): This simplified multitabled browser application within Cisco Agent Desktop improves productivity in processing a customer request. You can also use the integrated browser in event-triggered work flows to automate a screen pop.

## Cisco Agent Desktop and Cisco Unified Presence Integration

Agents and supervisors can effectively collaborate within the Cisco Unified Contact Center by using the chat services built into their desktop applications. In addition, Cisco Agent Desktop can be integrated with Cisco Unified Presence, enabling agents and supervisors to extend their reach into the broader enterprise and collaborate with relevant colleagues and subject matter experts outside the contact center. The feature helps agents connect with experts on the first try by knowing beforehand whether they are available and how they prefer to be reached.

Both parties use familiar applications; contact center personnel use the Cisco Agent Desktop and Cisco Supervisor Desktop (Figure 2), while subject matter experts outside of the contact center use the Cisco Unified Personal Communicator or Cisco IP Phone Messenger.

**Figure 2.** Desktop Contact Selection and Chat Windows



Cisco Collaboration and Cisco Unified Presence integration features include:

- Shared contact lists provide visibility to only those enterprise colleagues appropriate for agents to access.
- Agents can quickly and easily share caller data subject matter experts.
- Agents can also use this same dialog to conference an expert into the call, or even transfer a caller to the contact.
- Cisco Unified Presence clients such as Cisco Unified Communicator are supported, as well as external users who exist in a foreign domain, such as a Microsoft Office Communicator client that exists in an intercluster peer or federated domain.

### Cisco Agent Desktop-Browser Edition

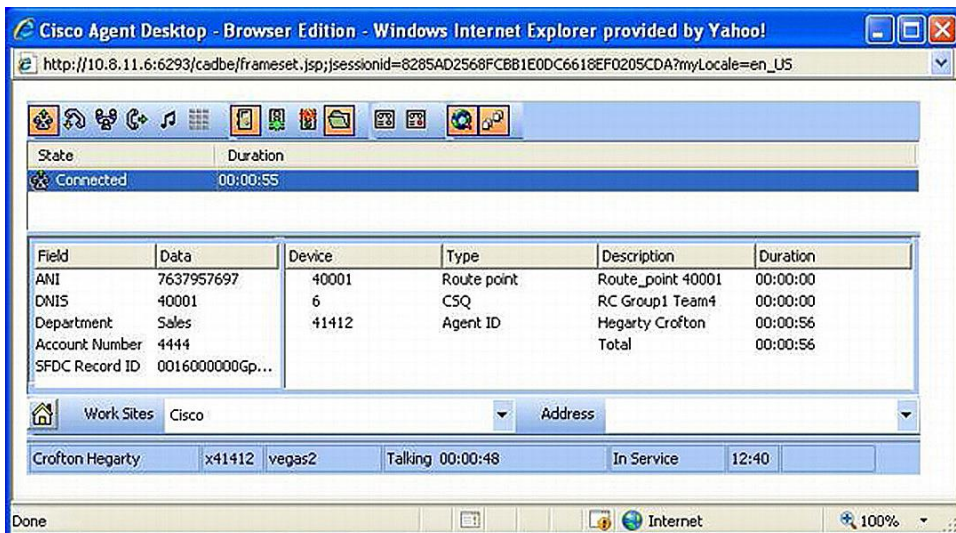
The Cisco Agent Desktop-Browser Edition (Figure 3) executes as a thin client from within the Internet Explorer or Firefox web browsers, making it easy to deploy and maintain. Although not as comprehensive as the full Windows client, the capabilities of Cisco Agent Desktop-Browser Edition include core features, making it an ideal solution in some contact center environments.

- Call control: Agents can perform third-party call control including answer, hold, conference, and transfer calls using dashboard toolbar buttons.
- Agent ACD state control: Agents can log in, control their ready state, and provide reason codes for these state changes.
- Wrap-up codes: At the conclusion of a call, the Cisco Agent Desktop can present the agent with the wrap-up dialog to categorize the nature of the call.
- Contact appearance: The application displays data about the agent's current call.

Enhanced and Premium editions also include the following additional features:

- On-demand recording: This feature enables agents to record any call on demand.
- Associated browser: Event-triggered work flows can automate a screen pop to web pages that are displayed in a separate browser window that, unlike Cisco Agent Desktop-Browser Edition itself, contains the web browser toolbar and menu bar.

**Figure 3.** Cisco Agent Desktop-Browser Edition



## Cisco IP Phone Agent

The Cisco IP Phone Agent (Figure 4) provides essential ACD functions as a phone service on supported Cisco IP Phones; it is available as an alternative to installing Cisco Agent Desktop on the agent's PC.

In addition, it is sometimes used as an alternative approach to provide agent services if the agent's computer or network fails.

**Figure 4.** Cisco Unified IP Phone Agent



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The Cisco IP Phone Agent does not support all features of the full Cisco Agent Desktop client, but may be appropriate in nontraditional contact center environments with relatively simple requirements, or contact centers unable to meet the supported infrastructure requirements. IP Phone agent capabilities include:

- Agent ACD state control: Agents can log in, control their ready state, and provide reason codes for these state changes.
- Contact appearance: The application displays data about agents' current calls.
- Real-time reporting: Agents can see consolidated skill-group statistics directly on their desktop application.
- Wrap up: At the conclusion of a call, the Cisco Agent Desktop can present the agent with the wrap-up dialog to categorize the nature of the call.

Enhanced and Premium editions also include:

- Agent-initiated recording: Agents can start and stop recordings of any call on demand.\*

## Cisco Supervisor Desktop

Cisco Supervisor Desktop for Cisco Unified Contact Center Enterprise (Figure 5) provides contact center managers with an extensive collection of tools to interactively collaborate with their agent teams to efficiently manage and improve performance metrics. Through the Cisco Supervisor Desktop, the supervisor can view a display of agent states (login, logout, and ready), change agent states, view call information, and silently monitor agent-client interaction, status, enterprise data, and call history. When intervention or assistance is necessary, the Cisco Supervisor Desktop also provides the means to silently communicate with agents through text chat and with the entire team through team messaging. An additional feature available to Enhanced and Premium users allow the supervisor to record agent-customer conversations.

Cisco Supervisor Desktop for Cisco Unified Contact Center Enterprise Standard includes the following features:

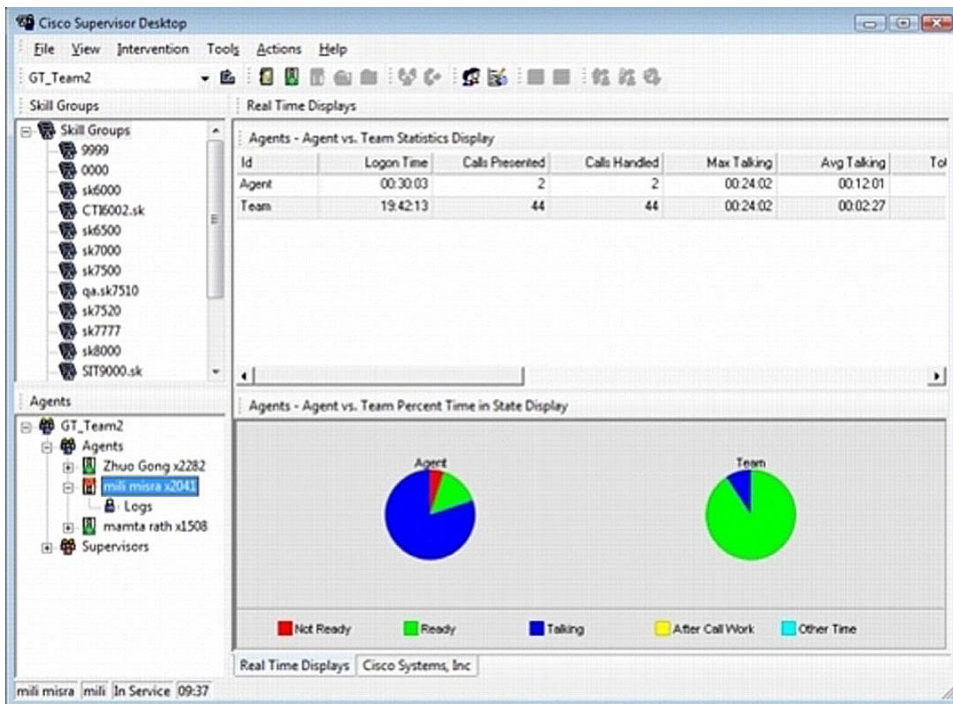
- Collaboration with agents in real time: Improve performance and customer satisfaction through the use of advanced agent observing features.
- Silent monitoring: Supervisors can silently monitor agent and caller voice interaction.
- Barge in: Supervisors can join any call in progress.
- Call intercept: Supervisors can move any call from any agent to themselves.
- Real-time display: Supervisors can view agent and skill-group statistics.
- Changing the agent state: Supervisors can view and control an active agent's ACD state.
- Hot desking and extension mobility support: This feature gives organizations flexibility by allowing supervisors to sit at any available workplace on the network while maintaining their unique settings.
- Collaboration with Cisco Unified Presence clients: In environments where Cisco Unified Presence is installed, collaboration can be extended beyond the contact center, and supervisors can interact with subject matter experts throughout the enterprise.
- Integrated multitabbed browser: This browser provides quick access to web pages that can facilitate agent re-skilling; with this browser supervisors can view other web-based material within the supervisor desktop application.



In addition, Cisco Supervisor Desktop for Cisco Unified Contact Center Enterprise Enhanced and Premium editions also includes these features:

- Recording: Supervisors can perform on-demand recording and playback of agent calls.
- Scrolling marquee team messages: Supervisors can broadcast important news to the agents on their team who use Cisco Agent Desktop.
- Skill-group alerts: Skill groups that exceed supervisor-managed thresholds are highlighted in the display. The Premium edition offers advanced alerts such as audio or email notification.
- Web push (Premium edition): Supervisors can push a web page to a dedicated tab on the agent's browser as an alternative means of communication with team members.

**Figure 5.** Cisco Supervisor Desktop (Premium edition)



### Cisco Desktop Administrator and Cisco Desktop Work Flow Administrator (All editions)

The Cisco Desktop Administrator and Cisco Desktop Work Flow Administrator allow system administrators to define and configure the behavior of agents' desktops and work flow from a centralized location. The functions exposed within these administrative modules reflect the feature sets available within the deployed edition (Standard, Enhanced, or Premium).

From the Cisco Desktop Administrator interface, the web-based Cisco Desktop Administrator is integrated with the general Cisco Unified Contact Center Enterprise application administration. From this application, administrators perform initial setup and configuration for essential features such as the display of enterprise data, monitoring and recording settings, and integration with Cisco Unified Presence and configuration of contact lists. In addition, the Cisco Desktop Administrator is used to manage the assignment of agents to work flow groups.

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Using the Cisco Desktop Work Flow Administrator, administrators can choose which controls are visible on the agent's toolbar, define unique icons for agent toolbar buttons, configure reason codes and the phone directory, and customize the user interface of agent desktops. Cisco Desktop Work Flow Administrator is a Microsoft Windows-based client that provides simplified administration for high-end functions such as screen pops, task automation, reminder and utility actions, web integration, and launch of external applications.

### Cisco Desktop Work Flow Administrator and Enterprise Application Integration (Enhanced and Premium editions)

Cisco Agent Desktop for Cisco Unified Contact Center Enterprise Enhanced and Premium editions integrate easily with third-party applications with minimal or no custom software development. Integration is achieved using a powerful real-time programmable CTI work flow engine that monitors call and agent state events and data, evaluates associated rules, and initiates actions when those rules are met. For example, consider the following example work flow:

- Step 1. Cisco Unified Contact Center Enterprise receives a call.
- Step 2. Cisco Unified Contact Center Enterprise collects call data and delivers it to Cisco Agent Desktop.
- Step 3. Cisco Agent Desktop uses call data to execute one or more work flow actions to a third-party customer-relationship-management (CRM) system.
- Step 4. The CRM system retrieves the customer-specific records or data and performs a screen pop to display information to the agent before the agent answers the call.

Integration actions that can be performed in step 3 include the following:

- Web integration action (Premium edition): Integration with applications accessible from the integrated browser
- Launch external application action: Integration that starts custom or standard Windows applications on agent's PC and passes data to them
- Interprocess communication action (Premium edition): Integration that allows applications to communicate and coordinate their execution by passing information embedded in User Datagram Protocol (UDP) messages
- Keystroke macro action: Integration with applications on the agent's PC that automates the steps for repeatable, recurring actions between Cisco Agent Desktop and Windows rich-client applications

For more information about these specific actions and integration methods, please refer to the tech note: "Cisco Agent Desktop: Methods for Integrating Third-Party Enterprise Applications" at: [http://www.cisco.com/en/US/prod/collateral/voicesw/custcosw/ps5693/ps427/prod\\_white\\_paper0900aecd804c6cdd.html](http://www.cisco.com/en/US/prod/collateral/voicesw/custcosw/ps5693/ps427/prod_white_paper0900aecd804c6cdd.html).

Together, Cisco Desktop Administrator and Cisco Desktop Work Flow Administrator allow for the flexible configuration of Cisco Agent Desktop to meet various operational needs and maintain overall work flow automation efficiently and cost-effectively.



Cisco Agent Desktop client hardware and operating system software requirements are specified in the Cisco Unified Contact Center Enterprise Software Compatibility Guide, which details supported product combinations for the active Cisco Unified Contact Center Enterprise product sets sorted by the Cisco Unified Contact Center Enterprise version. This document is periodically updated to reflect compatibility changes due to new service releases: [http://docwiki.cisco.com/wiki/Compatibility\\_Matrix\\_for\\_Unified\\_CCE](http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCE).

## Licensing

Features of the Cisco Agent Desktop software packages differ in the three versions of Cisco Unified Contact Center Enterprise to meet the price and performance needs of today's call centers (Table 1).

Each seat license provides for concurrent operation of:

- Cisco Agent Desktop or Cisco IP Phone Agent or Cisco Agent Desktop - Browser Edition
- Cisco Supervisor Desktop
- Cisco Desktop Administrator\*
- Cisco Desktop Work Flow Administrator\*

\* Only one administrator can view or edit data in it at any one time.

**Table 1.** Feature Content for Cisco Agent Desktop Software Packages

Feature Summary	Standard	Enhanced	Premium
<b>Cisco Agent Desktop</b>			
Agent-initiated chat	X	X	X
Cisco Unified Presence integration	X	X	X
Cisco IP Communicator support	X	X	X
Searchable phone directory		X	X
Cisco Unified Mobile Agent support	X	X	X
Real-time agent report displays	X	X	X
Wrap-up data and reason codes	X	X	X
Task buttons		X	X
Event-triggered work flows		X	X
Enterprise data thresholds		X	X
Automated recording (as part of work flow)*		X	X
Agent-initiated call recording (Switched Port Analyzer [SPAN] or endpoint)		X	X
Cisco Unified Outbound Dialer		X	X
Integrated multitabbed browser			X
Application integration actions: Integrated browser integration action			X
Application integration actions: External application action		X	X
Application integration actions: Interprocess communication interaction action			X
Application integration actions: Keystroke macro action		X	X
<b>Cisco IP Phone Agent</b>			
Agent-initiated chat			
Cisco Unified Presence integration			
Team messages			
Caller data display	X	X	X
Skill-group statistics display	X	X	X

Feature Summary	Standard	Enhanced	Premium
Reason codes	X	X	X
Work wrap-up agent state	X	X	X
Agent-initiated recording (SPAN only)		X	X
<b>Cisco Agent Desktop-Browser Edition</b>			
Agent-initiated chat			
Cisco Unified Presence integration			
Cisco IP Communicator support	X	X	X
Cisco Unified Mobile Agent support	X	X	X
Wrap-up data and reason codes	X	X	X
Task buttons		X	X
Event-triggered work flows		X	X
Enterprise data thresholds		X	X
Agent-initiated call recording (SPAN only)		X	X
Integrated (associated) browser		X	X
Application integration actions: Integrated (associated) browser integration action		X	X
Application integration actions: External application action			
Application integration actions: Interprocess communication interaction action			
Application integration actions: Keystroke macro action			
<b>Cisco Supervisor Desktop</b>			
Supervisor-agent chat	X	X	X
Cisco Unified Presence integration	X	X	X
Change agent state	X	X	X
Team messages	X	X	X
Real-time skill and agent statistics, logs, and report displays (text-based)	X	X	X
Real-time skill and agent report displays (graphical)			X
Skill-group threshold alerts (tree control node)		X	X
Skill-group threshold alerts (audible, email, message box, and report)			X
Silent monitor, barge in, and intercept	X	X	X
Call recording and playback (up to 32 simultaneous recordings and playbacks) <sup>*</sup>		X	X
Call recording and playback (up to 80 simultaneous recordings and playbacks)			X
Webpage push to agent			X
Integrated multitab browser	X	X	X

<sup>\*</sup> The actual maximum number of simultaneous recording or silent-monitoring sessions that can be deployed on a given hardware server depends on the performance and capacities of that server as well the number and type of other features also deployed on that server. Your Cisco or Cisco partner account team can assist you in determining the maximum number of simultaneous recording or silent-monitoring sessions available for your deployment.

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## Summary

The Cisco Agent Desktop software suite provides agents, supervisors, and administrators with powerful tools to increase productivity and reduce costs in the contact center. Cisco Supervisor Desktop provides the management framework for monitoring, coaching, collaborating, and training centralized or virtual teams in performance metrics. Cisco Agent Desktop provides accurate information to agents' desktops for more efficient, personalized contact handling. It can also reduce wait times and hold times and facilitate quicker call resolution, leading to enhanced customer experience and improved customer satisfaction. Transparent integration to Cisco Unified Contact Center Enterprise allows companies to quickly and easily deploy CTI and desktop work flow functions at new locations as customer contact operations expand-continuing the evolution toward a true customer interaction network.

To place an order, visit the Cisco Ordering Home Page <http://www.cisco.com/en/US/ordering/index.shtml>.

## Cisco Services

Adapt to market changes while increasing productivity, improving competitive advantage, and delivering a rich-media experience across any workspace.

The combined strengths of Cisco and our partners provide a portfolio of services that can help you prepare your infrastructure for future changes aligning to long-term business goals. Together we create innovative, network-centric architecture solutions resulting in a scalable and responsive foundation that can help you realize the full value of your IT and communication investment. For more information about Cisco Unified Contact Center Services, please visit <http://www.cisco.com/go/uccservices>.

## For More Information

For more information about Cisco Agent Desktop, visit [http://www.cisco.com/en/US/products/sw/custcosw/ps427/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/custcosw/ps427/tsd_products_support_series_home.html) or contact your local Cisco account representative.



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