

## Cisco Agent Desktop for Cisco Unified Contact Center 7.X

### Cisco Agent Desktop Overview

Cisco® Agent Desktop is a powerful team productivity and management suite of software solutions for the Cisco Unified Contact Center. It provides a unified framework of tools in a composite application that customer contact teams need to increase productivity, improve customer satisfaction, and reduce costs. The Cisco Agent Desktop suite includes Cisco Supervisor Desktop for team management and collaboration, Cisco Agent Desktop for agent workflow productivity, and Cisco Desktop Administrator for agent desktop application configuration.

The Cisco Agent Desktop suite is deployed as an integrated component of Cisco Unified Contact Center Enterprise or Cisco Unified Contact Center Hosted. Cisco Agent Desktop is provided in three versions: Standard, Enhanced, and Premium to match your customer contact interaction management requirements.

For supervisors of agents, the Cisco Supervisor Desktop provides the management framework for monitoring, coaching, and training centralized or virtual teams.

- Manages contact center environment and processes.
- Displays snapshots of crucial customer contact center metrics in real time.
- Alerts supervisor when contact center events occur that exceed defined thresholds.
- Monitors and records agent calls.
- Provides collaboration and intervention tools to help agents meet customer needs and call center objectives.

For customer contact agents, the Cisco Agent Desktop provides a unified set of customer contact application tools in both browser-integrated and Windows-integrated editions:

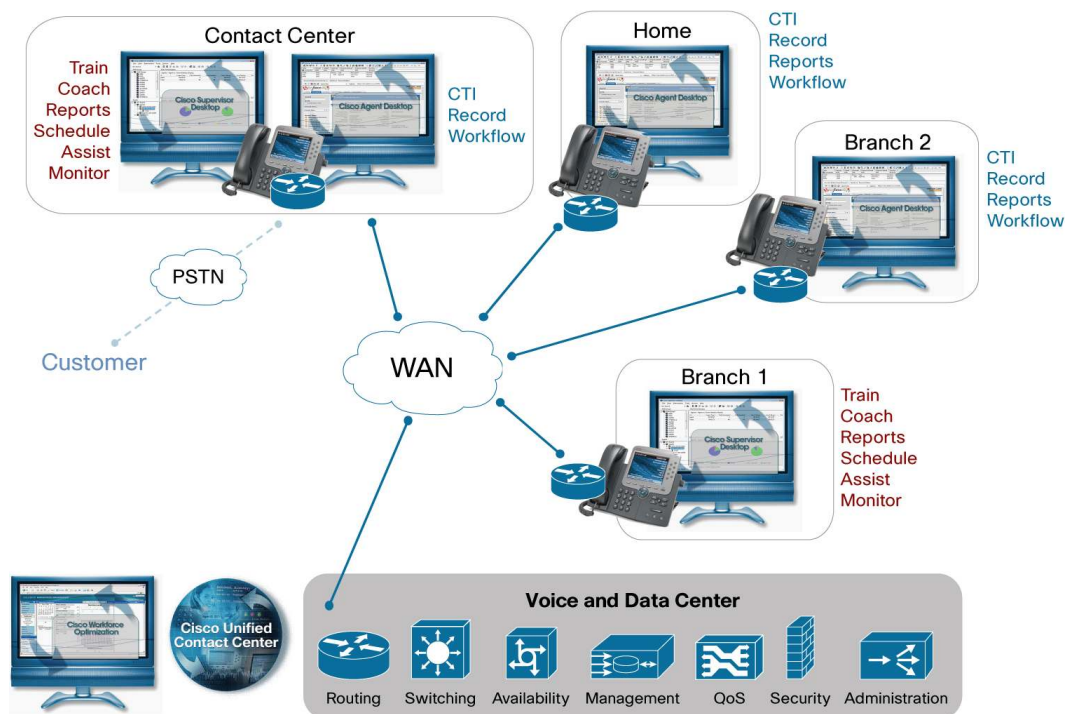
- Presents caller information in real time.
- Provides performance reports that present snapshots of crucial metrics.
- Offers integrated business applications, providing easy access to customer data.
- Enhanced and Premium versions allow one-click automation of routine operations using the task toolbar.

For managers or administrators, the Cisco Desktop Administrator provides the ability to configure workflows and desktop settings, and integrate business applications in a packaged paradigm, with no programming required:

- Allows effortless scaling of the Cisco Agent Desktop suite from single-site to multi-site IP-based contact centers.
- Offers an intuitive and GUI-based solution, decreasing IT dependency and supporting simplified customization, maintenance, and change management.

Figure 1 illustrates how agent teams Cisco Agent Desktop and Cisco Supervisor Desktop enables agents and supervisors at multiple locations to operate as one virtual team, with the full CTI capabilities, monitoring, collaboration and reporting.

**Figure 1.** Cisco Agent Desktop and Cisco Supervisor Desktop Enable Virtual Teams



The products can be displayed to agents and supervisors in French, Italian, German, Spanish, simplified Chinese, traditional Chinese, Russian, Japanese, Korean, Brazilian Portuguese, Dutch, Swedish and Danish.

### Cisco Supervisor Desktop Features

The main features of the Cisco Supervisor Desktop include the following:

- Interactive collaboration with agents, including barge-in, intercept, and silent monitoring.
- On-demand recording of active agent calls, available in Enhanced and Premium versions, improves customer service and encourages appropriate and consistent agent behavior.
- Real-time display and e-mail alerts of crucial performance metrics give managers at-a-glance status information about the contact center environment, allowing rapid response to real-time changes.
- Integrated browser permits managers to perform multiple job functions simultaneously through a single desktop application, increasing productivity.
- On-demand agent re-skilling gives managers power to respond to a changing environment and reassign contact center resources where and when they are needed, keeping customer satisfaction and call response levels high.

## Cisco Agent Desktop Features

The main features of the Cisco Agent Desktop include the following:

- Customer interaction call control (answer, drop, transfer, and conference) and ACD features (login and logout) provide skills-based contact center capability, facilitating consistent and responsive customer interaction.
- CTI screen pop, task automation, integrated browser, and chat capabilities improve agent productivity, facilitating faster, more efficient customer service and improved customer satisfaction. An integrated multi-tabbed browser is featured in the Premium version.
- Support for Cisco Unified Mobile Agent, which allows agents to be part of the virtual contact center workgroup from any remote location, keeps operating and support costs to a minimum.
- Cisco Agent Desktop Browser Edition thin-client agent desktop reduces total cost of ownership and removes the need to maintain yet another application on the desktop.
- Included in Enhanced and Premium versions, on-demand call recording permits agent capture of transactions to enhance service quality and facilitate training.
- Easy deployment keeps implementation costs to a minimum; Cisco Agent Desktop installs more quickly and easily than traditional CTI and desktop workflow technologies.
- GUI-based management facilitates customization, maintenance, and change management, decreasing IT dependency.

## Cisco Agent Desktop Client Edition and Browser Edition Common Features

Both the Cisco Agent Desktop Client Edition and Cisco Agent Desktop Browser Edition provide call control capabilities-such as call answer, hold, conference, and transfer-and ACD state control-such as ready, not ready, and wrap-up. Customer information is presented to the agent through an enterprise data window and optional screen pops.

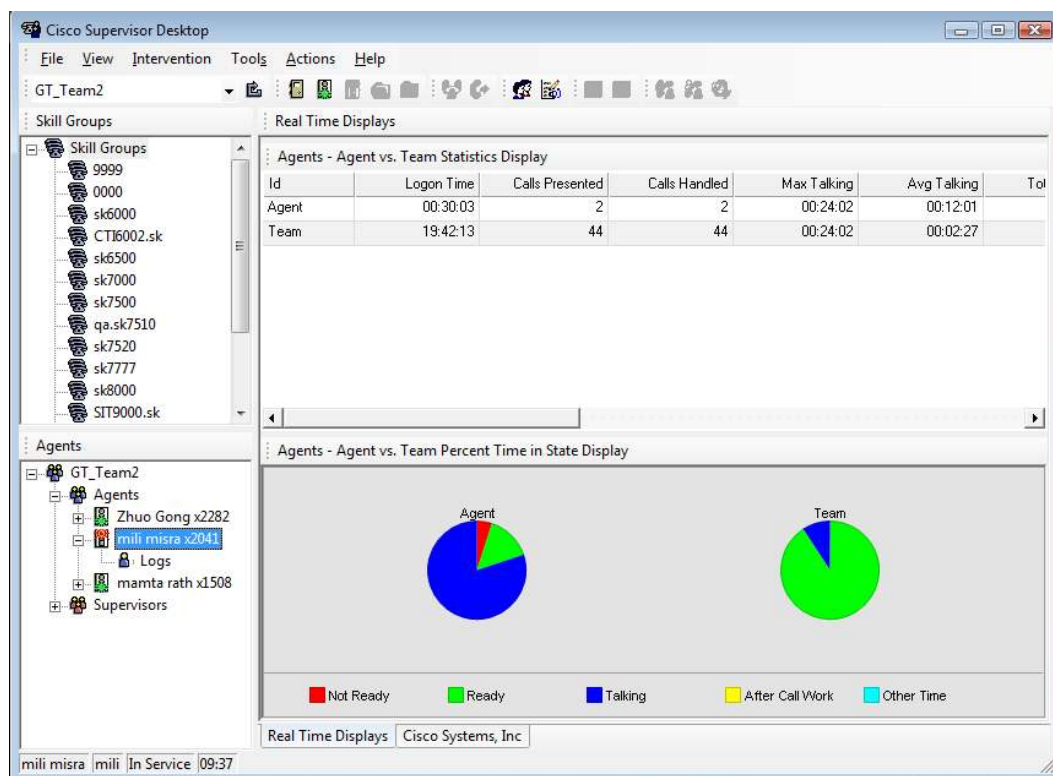
Cisco Agent Desktop Client Edition and Browser Edition both give the agent a full-featured user interface for managing calls and their ACD state. Chat messaging between the agent and the supervisor or, if enabled, between agents, allows the agent to get timely information while assisting callers. Wrap-up data and reason codes allow management to accurately track call types and agent state changes. Cisco Agent Desktop also supports the Cisco IP Communicator, allowing the agent's PC to act as the phone device.

Cisco Agent Desktop Client Edition and Browser Edition both support remote and home-based agents.

## Cisco Supervisor Desktop

The Cisco Supervisor Desktop (Figure 2) provides the virtual contact center manager with an extensive list of tools to interactively collaborate with agent teams to efficiently manage and improve performance metrics.

**Figure 2.** Cisco Supervisor Desktop: Real-Time Display



Through the Cisco Supervisor Desktop, the supervisor can view a display of agent states (login, logout, ready, remote, local, etc.) and call information (wrap-up and reason codes). Monitoring features also allow the supervisor to view agent states (login, logout, ready, etc.) and silently monitor agent-client interaction, status, enterprise data, and call history.

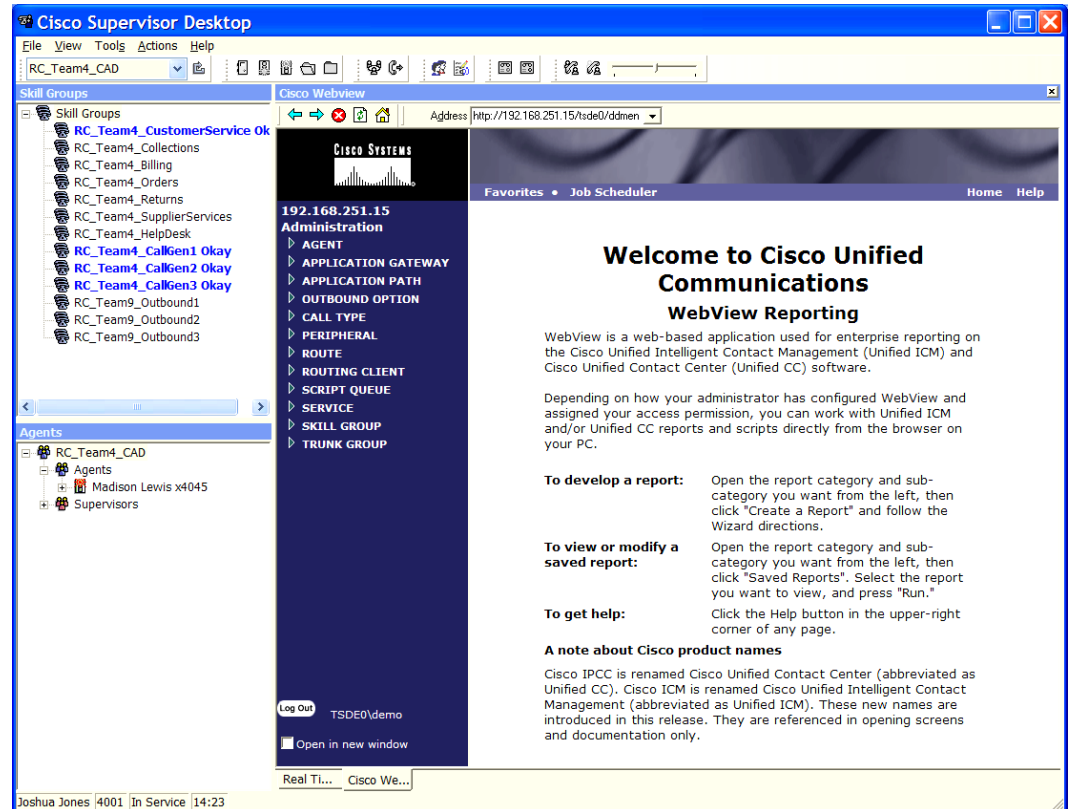
Included in the Enhanced and Premium versions, skill threshold alerts notify the supervisor of skill groups needing attention. Supervisors can also record agent-customer conversations.

With the Premium version, supervisor workflows allow for enhanced threshold notification features, including e-mail messages, highlights, and audio alerts. Graphical real-time displays enhance the usability of real-time data, improving reaction time to potential problems.

When intervention or assistance is necessary, the Cisco Supervisor Desktop also provides the means to silently communicate with agents one-on-one through text chat and with the entire team through team messaging. With the Premium version, a web push to agents provides an alternative means of communication with team members.

An integrated browser (Figure 3) permits supervisors to facilitate agent re-skilling, view reports, collaborate with agents, and use other Web-based applications within the same Cisco Supervisor Desktop application.

**Figure 3.** Cisco Supervisor Desktop Integrated Browser

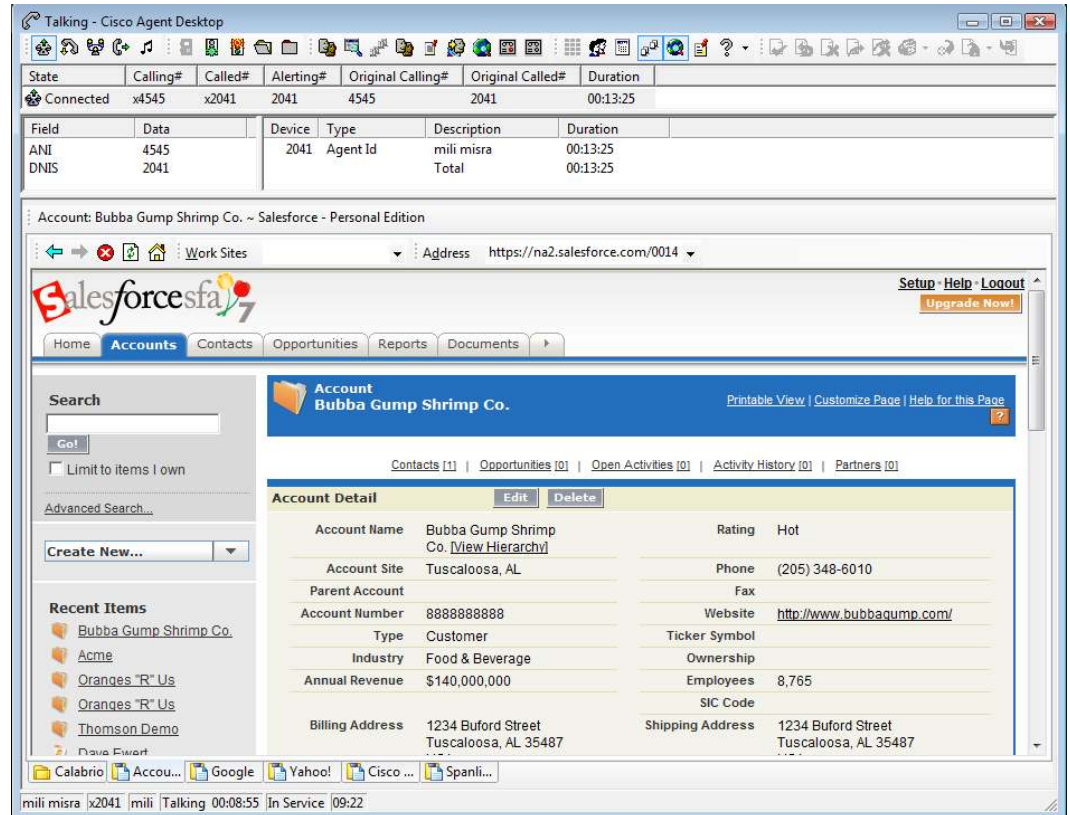


### Cisco Agent Desktop Client Edition

The Cisco Agent Desktop Client Edition (Figure 4) is extremely flexible in presentation, requires minimal screen real estate, and is easily configured to meet varied and specific needs of the customer contact center.

The tabbed browser feature permits agents to open and perform multiple simultaneous work tasks, each through its own browser tab, reducing call duration and making the job of servicing clients easier.

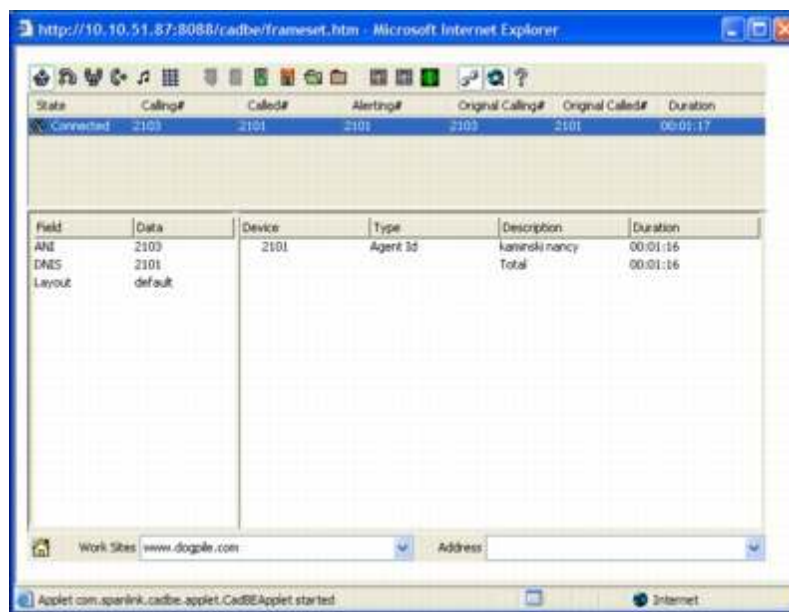
**Figure 4.** Cisco Agent Desktop Client Edition



### Cisco Agent Desktop Browser Edition

The Cisco Agent Desktop Browser Edition (Figure 5) executes as a thin client from within a commercial Web browser, making it easy to deploy and maintain. The Cisco Agent Desktop Browser Edition also includes an agent toolbar, team message display, contact data, enterprise data, and agent status information, making it an ideal solution in thin-client applications.

**Figure 5.** Cisco Agent Desktop Browser Edition

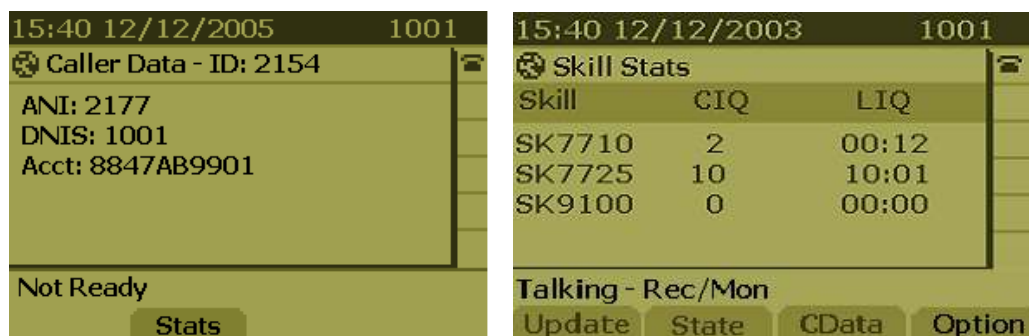


### IP Phone Agent Features

The Cisco Unified Phone Agent function allows agents to use the Cisco Unified IP Phone either as their primary ACD interface or as a backup to the Cisco Agent Desktop application.

With the Cisco Unified Phone Agent, agents can log in and out of the ACD, view and change the ACD state, be informed of caller data through an enterprise data display, view statistics including calls in queue and longest in queue, and enter reason codes and wrap-up data (Figure 6). Advanced features in the Enhanced and Premium versions include the ability to view team messages and agent-initiated call recording.

**Figure 6.** Cisco Unified Phone Agent Skill Displays

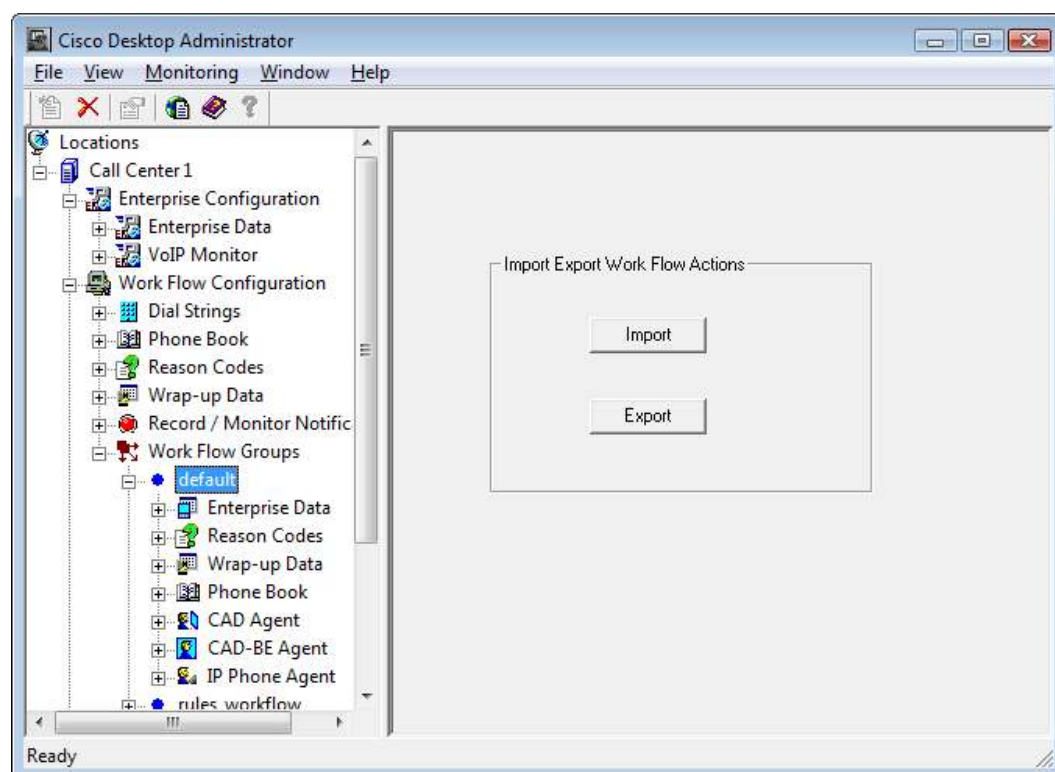


The Cisco Unified Phone Agent can also act as a backup to the Cisco Agent Desktop by allowing the agent to log in and take calls even when the desktop application is not functioning because of a PC failure.

### Cisco Desktop Administrator

The Cisco Desktop Administrator (Figure 7) allows system administrators to define and configure agents' desktops and workflow from a centralized location. Administrators can choose which agent states are visible on the agent's toolbar, define unique icons for agent and knowledge worker toolbar buttons, add reason codes for wrap-up and agent state changes, and customize the user interface of agent desktops. It also allows flexible configuration of Cisco Agent Desktop to meet various operational needs and maintain overall workflow automation efficiently and cost-effectively.

**Figure 7.** Cisco Desktop Administrator



From the Cisco Desktop Administrator, system administrators can configure the automatic transition of agents to the next ACD state or set up automatic answering, reducing ring time and increasing agent efficiency. Keystroke macros allow administrators to easily set up routine actions that change applications and speed up task completion, without software coding. Cisco Desktop Administrator also provides simplified administration for high-end functions, such as screen pops, task automation, reminder and utility actions, Web integration, launch of external applications, and inter-process communication.

### Cisco Agent Desktop Workflow and Enterprise Application Integration

The Cisco Agent Desktop integrates easily with third-party applications without custom programming. This capability reduces call duration and allows agents to resolve a client inquiry in a single call.



With the Enhanced and Premium versions, “Events” such as startup, shutdown, agent state change, ringing, answering, hang-up, and time of day can be used to trigger evaluation of workflow “Rules” and initiate automated “Actions”. These Event, Rules and Action workflows are integral to the architecture of the Cisco Agent Desktop application and benefit the user as part of a first call resolution process.

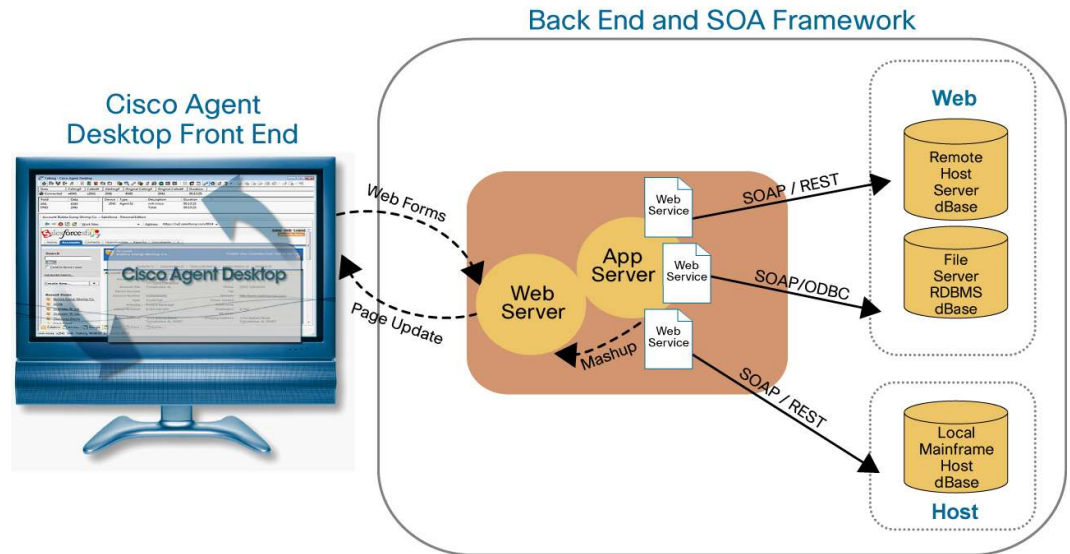
For example, consider the following workflow: (1) A call is received from the interactive-voice-response (IVR) system. (2) The call receives data from the Cisco Intelligent Contact Management Software application. (3) Cisco Agent Desktop workflow executes customer-relationship-management (CRM) application integration. (4) A Cisco Agent Desktop screen pop displays customer information retrieved from the CRM application and displays it to the agent prior to answering the call.

Integration actions include the following: Web integration action, launch external application action, inter-process communication integration action, and keystroke macro action.

- Web integration action-Integration with applications accessible from a browser
  - Call information is used as input to URL search strings for integrated browser screen pops.
  - Included in Enhanced and Premium versions.
- Launch external application action-Integration that starts custom or standard Windows applications on agent's PC and passes data to it
  - Call information is passed to a third-party application for a screen pop.
  - Call information is sent to a Visual Basic application structured to write to a third-party database.
  - Included in Enhanced and Premium versions.
- Inter-process communication action-Integration that allows applications to communicate and coordinate their execution by passing information embedded in User Datagram Protocol (UDP) messages
  - A third-party application initiates a Cisco Agent Desktop action, such as dialing an outbound call.
  - Included in the Premium version.
- 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
  - A macro executes a word processing application for recording call data and completing notes at the end of a call.
  - A macro executes an e-mail application at the end of a call with standard sections of the e-mail message completed (the e-mail address, the subject, etc.).
  - Included in Enhanced and Premium versions.

Cisco Agent Desktop provides the fully packaged composite application with embedded telephony controls, 3rd party application integration methods, automated tasks through workflow actions, and collaboration tools. No programming or complex professional services are required for these capabilities. In this framework, Cisco Agent Desktop also supports integration of customized web services applications (e.g. Mash-ups and other web services) in support of a Service Oriented Architecture (SOA) Framework (Figure 8), providing the benefits of a single customer view and unified desktop for all the tools agents require to deliver consistent world class services.

**Figure 8.** Cisco Agent Desktop in a SOA Framework



### Cisco Agent Desktop Packages

Cisco Agent Desktop is offered in three different packages to meet the price and performance needs of today's call centers (Table 1).

**Table 1.** Cisco Agent Desktop Packages

| Feature Summary                                   | Standard | Enhanced | Premium |
|---|----------|----------|---------|
| <b>Cisco Supervisor Desktop</b>                   |          |          |         |
| Silent monitor, coaching, barge-in, and intercept | X        | X        | X       |
| Supervisor-agent chat                             | X        | X        | X       |
| Change of agent state                             | X        | X        | X       |
| Team messages                                     | X        | X        | X       |
| Text based real time displays                     | X        | X        | X       |
| Graphical real-time displays                      |          |          | X       |
| Call recording and recording viewer               |          | X        | X       |
| Skill threshold alerts                            |          | X        | X       |
| Supervisor workflows                              |          |          | X       |
| Skill statistics                                  | X        | X        | X       |
| Web page push to agents                           |          |          | X       |
| Cisco Unified Mobile Agent supported              | X        | X        | X       |
| Integrated browser                                | X        | X        | X       |
| <b>Cisco Agent Desktop</b>                        |          |          |         |
| Agent-initiated chat                              | X        | X        | X       |

|  |   |   |   |
|--|---|---|---|
| Cisco IP Communicator support                      | X | X | X |
| Wrap-up data and reason codes                      | X | X | X |
| Task buttons                                       |   | X | X |
| Event-triggered workflows                          |   | X | X |
| Enterprise data thresholds                         |   | X | X |
| Agent-initiated call recording (SPAN or End Point) |   | X | X |
| Cisco Unified Outbound Dialer                      |   | X | X |
| Integrated multi-tabbed browser                    |   |   | X |
| Cisco Unified Mobile Agent supported               | X | X | X |
| <b>Cisco Agent Desktop-Browser Edition</b>         |   |   |   |
| Agent-initiated chat                               |   |   |   |
| Cisco IP Communicator support                      | X | X | X |
| Wrap-up data and reason codes                      | X | X | X |
| Task buttons                                       |   | X | X |
| Event-triggered workflows                          | X | X | X |
| Enterprise data thresholds                         |   | X | X |
| Agent-initiated call recording (SPAN)              |   | X | X |
| <b>Cisco Unified Phone Agent</b>                   |   |   |   |
| Enterprise data display                            | X | X | X |
| Skill statistics display                           | X | X | X |
| Wrap-up data and reason codes                      | X | X | X |
| Team messages                                      |   | X | X |
| On-demand recording                                |   | X | X |
| <b>Application Integration</b>                     |   |   |   |
| Web integration action                             |   | X | X |
| External application action                        |   | X | X |
| Inter-process communication interaction action     |   |   | X |
| Keystroke macro action                             |   | X | X |

## Accelerating the Successful Implementation and Operation of Your Contact Center Solution

Contact center solutions can help your company dramatically improve customer service and increase business efficiency. It is critical that your contact center be correctly deployed and effectively operated to help provide optimal contact center performance and improve customer satisfaction.

Cisco Systems® and its partners can help you deploy a robust, dependable contact center solution by taking a lifecycle approach that addresses all aspects of deploying a multifaceted solution, including people, processes, and technology. Whether you are transitioning your existing contact center solution to an IP-based contact center or deploying a new contact center, this approach helps ensure alignment of business and technical goals at each of the six phases of the solution lifecycle: prepare, plan, design, implement, operate, and optimize.

Cisco services are available through various service programs designed to help accelerate customer success throughout the network lifecycle. For more information about Cisco services for contact centers, visit <http://www.cisco.com/go/ipcservices> or contact your local Cisco account representative.

## Summary

Cisco Agent Desktop and Cisco Supervisor Desktop provide agents and supervisors with powerful tools to increase productivity and reduce costs in the contact center. Cisco Supervisor Desktop provides the management framework for monitoring, coaching, and training centralized or virtual teams by performance metrics. Cisco Agent Desktop provides accurate information to agents' desktops for more efficient, personalized call 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 allows companies to quickly and easily deploy CTI and desktop workflow functions at new locations as customer contact operations expand—continuing the evolution toward a true customer interaction network.



**Americas Headquarters**  
 Cisco Systems, Inc.  
 170 West Tasman Drive  
 San Jose, CA 95134-1706  
 USA  
[www.cisco.com](http://www.cisco.com)  
 Tel: 408 526-4000  
 800 553-NETS (6387)  
 Fax: 408 527-0883

**Asia Pacific Headquarters**  
 Cisco Systems, Inc.  
 168 Robinson Road  
 #28-01 Capital Tower  
 Singapore 068912  
[www.cisco.com](http://www.cisco.com)  
 Tel: +65 6317 7777  
 Fax: +65 6317 7799

**Europe Headquarters**  
 Cisco Systems International BV  
 Haarlerbergpark  
 Haarlerbergweg 13-19  
 1101 CH Amsterdam  
 The Netherlands  
[www-europe.cisco.com](http://www-europe.cisco.com)  
 Tel: +31 0 800 020 0791  
 Fax: +31 0 20 357 1100

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

©2007 Cisco Systems, Inc. All rights reserved. CCVP, the Cisco logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc. Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc., and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, Packet, PIX, ProConnect, ScriptShare, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0705R)