Communications with Other Call Center Personnel

CTI OS Chat

When you click **Chat** from the agent desktop, the **CTI OS Toolkit Chat** dialog appears.

> **Note** The **Send To Agent ID** drop-down list is initially empty. The drop-down list populates with contacts as you exchange messages with other agents or supervisors. If the **Agent ID** drop-down list does not contain the agent ID of the agent you wish to contact, type the agent ID into the field.

Administrators can consult the *CTI OS System Manager's Guide for Cisco Unified ICM Contact Center Enterprise & Hosted* for instructions on configuring agent chat settings.

Depending on the access rights that your system administrator configured, you can chat with the following call center personnel:

- The primary supervisor of your team

- The secondary supervisor of your team

- Anyone in your agent team

- Anyone on the same peripheral

The drop-down list also displays any agents with whom you chat during the current chat session.

To send a chat message, enter your text in the **Edit Outgoing Message** field and then click **Send**.

If the **CTI OS Toolkit Chat** dialog is open, incoming messages from other logged-in agents appear in the **Message Display** area. If this dialog is not open, the **Chat** button on the main screen flashes.

Supervisory Assistance Requests

The **Supervisor Assist** section of the agent desktop includes two buttons for calling your supervisor.
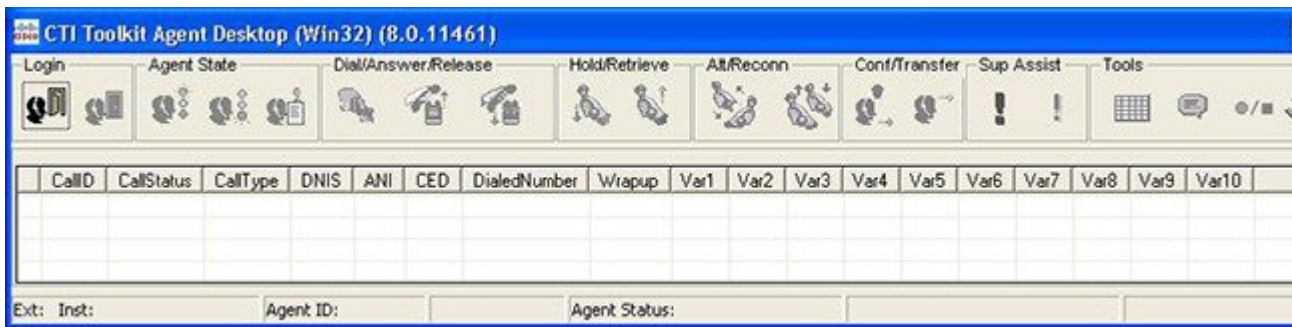
The **Emergency** button, on the left, begins an emergency call to your supervisor.

The **Assist** button, on the right, begins a regular call to your supervisor.

When you click one of these buttons, a call appears in your supervisor's **Call Information Grid**. The system administrator configures a dialed number for emergency and assist calls. The **DialedNumber** field on the Supervisor Desktop identifies any calls made with these buttons with that dialed number.