



Cisco Unified Mobile Agent

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Log in to CTI OS Agent Desktop

Perform the following steps to log in to the CTI OS Agent Desktop.

Procedure

Step 1 From the desktop, click **Login**.
The CTI Login dialog box appears.

Step 2 In the **CTI Login** dialog box, enter the following information in the corresponding fields:

Option	Description
Mobile Agent	You must select this check box to log in as a Mobile Agent.
Phone Number	The dial number for the phone the agent intends to use. Note The format for the phone number must follow the dial plan, for example, 91201-123-xxxx.
Call Mode	Select nailed connection.

Step 3 Click **OK**.

The desktop automatically enters the state that is configured on the switch (either Ready or Not Ready) and the buttons for actions for that state are enabled.

Note For a nailed connection, the desktop must receive and answer a setup call before agent login is complete.

Verify Login

Perform the following procedure to verify your login.

Procedure

Step 1 Check to be sure that your desktop is in the Ready or Not Ready state.

Step 2 Check to be sure the status bar of your Unified Mobile Agent Desktop displays the following:

- Agent ID for the logged-in agent
- Agent Extension
- Agent Instrument
- Current Agent Status
- The server that the desktop is connected to

Step 3 Check to be sure the action buttons that are allowed for your current agent state are enabled.

Note If you log in as a Mobile Agent and want to make a phone call from CTI OS Agent Desktop, you must use the CTI Dialing Pad on the desktop.

Enable Ready State

Procedure

If you are in the Not Ready state and the **Ready** button is enabled, click the **Ready** button.

Transfer a Call

Procedure

Step 1 Click the **Transfer** button.
The CTI Dialing Pad dialog box appears.

Step 2 Enter the phone number to be dialed in the Dialed Number field or select a destination from the pull-down menu.

The pull-down menu contains the last six numbers dialed from this desktop.

Step 3 Optionally, click the **More** button to display the Call Data tab, where you can optionally enter data associated with the call.

Step 4 Do one of the following:

Option	Description
If you <i>do want to speak</i> with the consulted agent, click the Transfer Init button.	When you press the Transfer Init button, the call is put on hold. The agent has an opportunity to speak to the consulted agent before completing the transfer. When the consult call is answered, the button changes to Transfer Complete. To complete the transfer, click Transfer Complete .
If you <i>do not want to speak</i> with the consulted agent, click Single Step .	The call automatically transfers.
