Agent Activity in Cisco Webex Contact Center for Zendesk

Receive an Inbound Call in Cisco Webex Contact Center for Zendesk

To access Cisco Webex Contact Center and receive a call:

Procedure

Step 1 From the toolbar, click the **Cisco Webex Contact Center** icon.

Step 2 In the client screen, sign in using your credentials.

Step 3 When an incoming call is assigned, your agent state in the client changes to **Ringing**. The application searches the user records based on the incoming ANI or phone number and depending on the search results, it does the following:

- If a user record matches and an open ticket is available, it automatically populates the customer information and opens the ticket.

- If a user record matches and there are many open tickets, it lists all the open tickets. And from the list, you can select the ticket.

- If a user record matches and there is no open ticket, it opens a new ticket to add information.

- If a user record does not match and there is no open ticket, it creates a user and opens a ticket to add information.

Step 4 After the call is disconnected, select a Wrap-Up reason from the drop-down list.

Note When you enter Wrap-Up code in the client at the conclusion of a call, it logs the call details in that customer's ticket record.

Step 5 To see the call information log, click any entry in the incident list. The following details appear:

Table 1: Call Activity Properties

Property	Description
Activity Date / Time	Shows the date and time the call started.
Call Sessionid	Shows the total duration of the call was in the system.
ANI / Phone	Shows the caller's phone number.
Direction	Shows either Inbound or Outbound depends on how the call was initiated.
Queue Name	Shows the queue name.
Wrapup Code	Shows the Wrap-Up code that the agent entered at the conclusion of the call.

Place an Outbound Call in Cisco Webex Contact Center for Zendesk

To place an Outbound Call:

Procedure

Step 1 From the toolbar, click the **Cisco Webex Contact Center** icon.

Step 2 In the Cisco Webex Contact Center screen, sign in using your credentials.

Step 3 Go to **Home** and select a customer record.

Step 4 From the list of tickets, click on a ticket to open.

Step 5 On the right pane, click the **Call** button.

- The system dials the number that is associated with the ticket.

- When the call is answered, your agent state changes to **Outdial Reserved** in the client and the most recent ticket for the customer you are calling appears in the center panel of the Zendesk window.

Note
- If you are running Zendesk in multiple tabs in your browser window, the Cisco Webex Contact Center for Zendesk client is active in only one tab.

- You can click the Cisco icon at any time to minimize the client and continue to work in Zendesk.

Step 6 After the call is disconnected, a conversation is logged in to the respective ticket.