Cisco Webex Contact Center 1.0 Agent Desktop User Guide

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

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Preface

Change History

This table lists the changes that are made to this guide. Most recent changes appear at the top.

Change	See	Date
Added information about retaining filter details in Agent Performance Statistics (APS) reports.	Summary Report, on page 34 Agent Stats - Historic Report, on page 34 Agent Stats by State - Historic Report, on page 36	December 2021
Updated localization details.	Localization, on page 2	June 2021
Added contact information duration details.	Auxiliary Information Panel, on page 6	September 2020
Amended report names.	View Agent Personal Statistics, on page 33	
Added supported file formats.	Respond to a Chat Contact, on page 23 Configure and Send a Standard Email Reply, on page 30	August 2020
Added outdial reports.	View Agent Personal Statistics, on page 33	July 2020
Added PCI compliance.	Respond to a Chat Contact, on page 23 Respond to an Email, on page 29	May 2020
Amended report names.	View Agent Personal Statistics, on page 33	April 2020

Change	See	Date
Added network bandwidth and latency details.	Bandwidth and Latency, on page 41	March 2020
Initial Release of Document.		July 2019

About this Guide

This guide describes how to use Cisco Webex Contact Center Agent Desktop.

Audience

This document is intended for Agent Desktop users who use Cisco Webex Contact Center to run their contact centers.

Related Documentation

To view the list of Webex Contact Center documentation, see https://www.cisco.com/c/en/us/support/customer-collaboration/webex-contact-center/series.html.

To view Webex Contact Center developer documentation and API references, see https://developer.webex-cx.com/documentation/getting-started.

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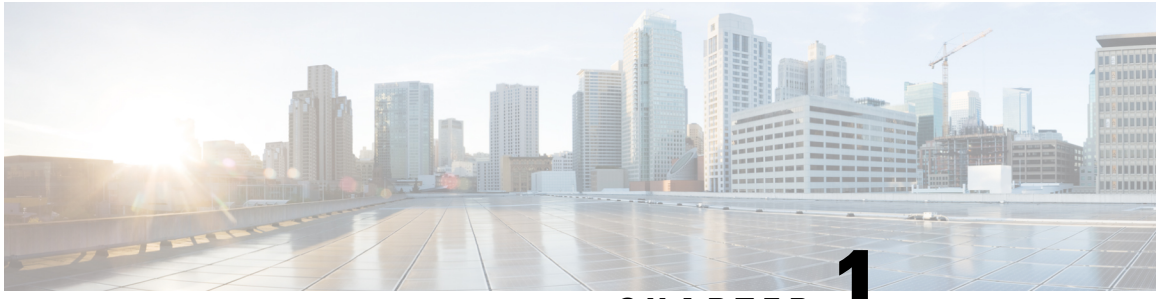
Conventions

This guide uses the following conventions.

Convention	Description
Boldface font	Boldface font indicates commands (such as user entries), keys, buttons, folder names, and submenu names. For example: • Choose **Edit** > **Find**. • Click **Finish**.
Italic font	Italic font: • Introduces a new term. For example: A *skill group* is a collection of agents who share similar skills. • Emphasizes important information. For example: *Do not* use the numerical naming convention. • Indicates an argument for which you must supply values. For example: IF (*condition*, *true-value*, *false-value*) • Indicates a title. For example: See the *Agent Desktop User Guide*.
`Window` font	Window font indicates: • Text as it appears in code or information that the system displays. For example: `<html><title> Cisco Systems,Inc. </title></html>` • Filenames. For example: `tserver.properties`. • Directory paths. For example: `C:\Program Files\Adobe`



CHAPTER 1

Get Started with Agent Desktop

About Agent Desktop

The Agent Desktop provides a single browser-based application that enables agents to interact with customers using voice, chat, or email. Depending on the configuration of your agent profile by the Cisco Webex Contact Center administrator, you can communicate with customers through one, two, or all the three channels.

The Agent Desktop user interface is divided into three sections. The left and right sections have the contact and contact information respectively. You can see all the conversations in the center pane.

Note Agents handling voice interactions require a telephone in addition to the Cisco Webex Contact Center Agent Desktop Application (ADA) interface.

Agent Desktop Prerequisites

Webex Contact Center Agent Desktop requires the following setup:

- Microsoft Windows 10:
  - Google Chrome V76.0.3809 and higher
  - Firefox Extended Support Release (ESR) V68 and higher
  - Microsoft Edge V44 and higher
- Mac OS X:
  - Google Chrome V76.0.3809 and higher
  - Firefox ESR V68 and higher

- Chromebook:
  - Chromium V73 and higher
  - Google Chrome V76.0.3809 and higher

Also, ensure that the following browser options are configured:

- Browser cache is cleared before deploying the current release of Agent Desktop for the first time.
- Cookies are enabled.
- Security level is set to Medium.
- Show Pictures option is enabled.
- Disable Pop-up Blocker is disabled.
- Javascript is enabled.

We recommend that you add the Agent Desktop URL to the list of always active tabs in your browser. You can avoid the agent desktop URL getting disconnected because of the browser's sleeping tab feature.

Depending on your browser, you can learn more about active and sleeping tabs from *Learn about performance features in Microsoft Edge* and *Personalize Chrome performance*.

Localization

User Interface

The Agent Desktop user interface supports localization in 27 languages.

The following are the supported languages:

Bulgarian, Catalan, Chinese (China), Chinese (Taiwan), Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, and Turkish.

The Agent Desktop user interface language will be based on the language preference settings on your browser. For example, let us consider that you have selected the preferred language as French on the Firefox browser. When you launch the Agent Desktop in the Firefox browser, the Agent Desktop user interface appears in Français (French).

User Guide

The Agent Desktop user guide supports localization in five languages.

The following are the supported languages:

Chinese (Hong Kong), Japanese, Korean, Portuguese (Brazil), and Spanish. For more information, see *Translated End-User Guides*.

Log In to Agent Desktop

To log in to Agent Desktop:

Before you begin

Ensure that your phone is ready to receive calls.

Procedure

Step 1 Open the Agent Desktop interface from a web browser using the URL provided by your Organization Administrator.

Step 2 Enter your username and password, and then click **Login**.

The **Submit Dial Number and Team** dialog box appears.

Step 3 Enter your telephone number in **DN**.

You have to enter your phone number only the first time you log in.

Step 4 Select the format for your phone number.

If you phone number has the following format: dialing prefix + area code + 7-digit number, for example, 1-800-555-1212, select **US Format**, else select **Other**.

Note The format of the telephone number usually depends on your location. Your enterprise might not have a format setting. Check with your supervisor for formats.

Step 5 Select a team from the drop-down.

You can only select the teams that the Organization Administrator has mapped for your profile. If you cannot see any teams or the required team, contact your Organization Administrator.

Step 6 Click **Save Changes**.
The Agent Desktop home page appears. It displays the channels that are enabled in your Webex Contact Center agent profile. By default, your status is set to an idle state when you log in to Agent Desktop.

Note If you try to access Agent Desktop on multiple browser sessions with the same login credentials, then all the existing login sessions become invalid. You must log out from all the sessions and log in again to the Agent Desktop.

Log Out of Agent Desktop

You cannot log out from Agent Desktop if you have an active contact. Wrap up all the active contacts before you log out. For more information, see Wrap-Up Email and Chat Conversations, on page 10 and Wrap-Up Voice Communication, on page 9.

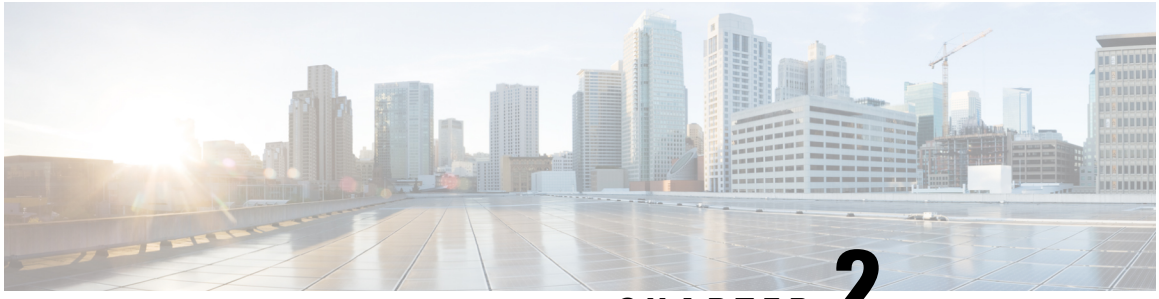
To log out, click **Sign Out** in the Agent Desktop title bar.

Note If you are in the **Available** or **Idle** state without any ongoing conversations, your supervisor can log you out of the Agent Desktop. You must log in again to access the Agent Desktop.

The system logs you out in the following scenarios:

- **Supervisor requested logout**—When your supervisor logs you out of the Agent Desktop.
- **Browser closed**—When you close the browser directly.
- **loggingOutAnotherInstance**—When any of the server instances or components are down.
- **Not valid credentials**—When you enter invalid login credentials.
- **Agent account is locked**—When you exceed three unsuccessful login attempts. The number of authentication failures required to lock a user account is three.
- **badOrMissingDesktopConfigurationForThisEnterprise**—When you have an invalid configuration for your enterprise.
- **passwordExpired** —When your password has expired. Password expires when you exceed the maximum length of time that you can have the same password. Example, 90 days.
- **ForcedPasswordChange** —When you are forced to create a new password after the password has expired. Example, after 90 days.
- **LostConnection** —When the network connectivity is lost for more than 2 to 3 minutes.
- **User requested logout** —When you log out of the Agent Desktop.
- **Agent Logging In From a Different Location** —When you try to login from a different device or browser with the same credentials.
- **System Cleanup**—When the logout session events are not successful, the system automatically cleans up the agent session records and logs you out of the Agent Desktop.

Note The default values of the Common Identity password policy cannot be modified.



CHAPTER 2

Working in the Agent Desktop

Navigation Bar

The Navigation bar in Agent Desktop allows access to various Agent Desktop features. Hover the mouse pointer over the icons on the navigation bar to view the action that the button performs.

The Agent Desktop features available for you depends on the configuration of your agent profile by the Organization administrator. The following features are available on the Navigation bar:

Feature	Description
Contact History	Displays information about the customers you have interacted today. If you have access to more than one communication channel, you can click the tabs in the left panel of the Agent Desktop to display the customer history for that channel. Alternately, you can click **All** to list all contacts for the current day.
AgentStat	Displays the statistics of the agent. If your profile is configured for voice communications and statistics reporting is enabled, you can click the Agent Statistics button to display the Agent Personal Statistics (APS).
Help	Displays the online help topics. You can also access the help by pressing ALT+F1.

Title Bar

The title bar displays your name, your dial number, the name of your team, and your current state.

The **STATUS NOW** drop-down lets you change your availability to accept contacts or go into an idle state so no contacts are routed to you. When you log in, you are placed in the default idle state. You must select the **Available** state to receive incoming contacts. If you do not want to receive any contacts, you can select any idle state from the **STATUS NOW** drop-down. Your Webex Contact Center administrator configures various idle states based on the requirements of your enterprise.

Current Interaction Panel

When you are logged in and in Available state, the current interaction panel on the left side of the Agent Desktop interface displays contact cards that have been routed to you. By default, the lower area of the left panel displays a history of all the contacts with whom you have interacted in the current day. Information displayed in the left panel changes when you make selections in the navigation bar.

Auxiliary Information Panel

The auxiliary information panel on the right side of the Agent Desktop displays information based on the sub-tabs you select. For example, if you are on a call or chatting with a customer and you select the **Contact Information** sub-tab, you see details about the customer with whom you are interacting. This information might be limited to only the customer's dial number (DN) or the email address the customer entered when initiating a chat request or email message. If more information is available about the customer, that information is also displayed.

Note The **Contact Information** sub-tab displays the customer history for the last 60 days.

About Agent States

Agent states are states that you can be in while using the Agent Desktop. There are two categories of agent state:

- Status set by the agent which determine whether you can receive and accept contacts and apply to all communication channels.
- Status set by the system are the states the system assigns to you as you process contacts. Contact states differ depending on the channel through which you are communicating.

Agent Availability States

When you log in to the Agent Desktop, the system places you in a default idle state. In order to accept calls, chats, or emails, you should be in the **Available** state. If you need to go offline for a meeting, training, or your

lunch break, you change your status to an idle state. No communications are routed to you when you are in any idle state.

Agent State	Description
Available	You are ready to accept and respond to contacts. After you log in, you must select **Available** in the **STATUS NOW** drop-down list to receive routed contact requests.
Any Idle state	You are logged in but not ready to accept contact requests. Your Webex Contact Center administrator can configure additional Idle states that are appropriate for your enterprise. If you need to go offline during your work day, you can manually select an Idle state. In addition, you can select an Idle state while you are interacting with a customer, and you will be placed in that Idle state when the call or chat session ends or when you send or close the current email message. For more information on which Idle State to use, contact your Supervisor. **Note** Redirect On No Answer or RONA is an idle state which is system assigned. You cannot manually change your status to RONA.

Voice Contact States

Voice contact states are initiated by the Webex Contact Center system and change as you process calls. For example, when a voice contact card appears into your Active Contact List, your current status displayed in the center panel of the Agent Desktop changes to Ringing. When you answer the call, your current status changes to Connected.

Voice contact states differ depending on whether you are communicating with a customer on Line1 or another person (such as another agent or subject-matter expert) on Line2.

Line 1 Agent States

Line1 Agent states are described in the following table. Some states may not be enabled on your system.

Agent State	Description
Ringing	A new voice contact card is in your Active Contact List in the left panel of the Agent Desktop awaiting your acceptance. If you do not accept the call within the time period configured by your Webex Contact Center administrator, the call returns to the queue and is assigned to the next available agent.
Connected	You have accepted the voice contact card and are connected to a caller. When the connection is made, a timer starts in the contact card indicating how long you have been connected. Information related to the call is displayed in the center panel of the Agent Desktop, and information about the caller is displayed in the right panel.

Agent State	Description
NotResponding	A new voice contact card is in your **Active Contact List** in the left panel of the Agent Desktop but was not answered within the time period configured by your Webex Contact Center administrator. The call is returned to the queue. A message appears on your desktop that presents you with the option to either to take the next call or go into an Idle state. Select one of the options.
Call On Hold	You have placed the call on Line1 on hold.
ConsultReserved	While you were in the Connected state, another person requested a consultation with you.
Consulting	You are consulting with another agent in your enterprise. A timer shows the amount of time you have been consulting with the person.
Conferencing	You are conferencing with a customer and an agent.
OutdialReserved	You have initiated an outdial call. Information related to the call is displayed in the center panel.
Wrap Up	The call has ended. You are prompted to enter Wrap-Up codes before taking another call. For more information, see Wrap-Up Voice Communication, on page 9. While in the Wrap-Up state, you cannot receive a routed or transferred contact card.

Line 2 Agent States

When you are on a conference call or are consulting with another agent, subtabs appear in the Line1 tab. The subtab on the left represents Line1.

The subtab on the right represents Line2, which is your conference and consulting line. Line2 enables you to communicate by voice with another agent while a customer is on hold on Line1.

The following agent states can appear in the consult subtab.

Agent State	Description
ConsultReserved	While handling a call, you initiated a consult request. You do not hear ringing when your request is being sent to the other person.
Consulting	You are consulting with another person.
Conferencing	You are conferencing with a customer and an agent. A timer shows the amount of time you have been conferencing.

About the Active Contact List

When a contact is routed to your queue and you are available, a new contact card appears in your Active Contact List. The contact card contains information about the customer, such as the DN of the customer for a voice communication or the name of the customer for a chat or an email communication. It also has the Webex Contact Center queue that routed the contact to you and the time the customer has been awaiting a response. After you have accepted the contact card, the timer displays the time of your interaction with that customer.

View Your Recent Activity

The Agent Desktop displays your contact history for the current day in the left panel by default. When you log in, you cannot see any history, but as soon as you begin interacting with customers, you can see the details about the interactions in the subtabs.

Click the **History** button in the navigation bar on the left side of the Agent Desktop. You can click the subtabs to display activity by the communication channel.

View Current Customer Details

When you answer a call or accept a contact card, information about the current customer appears in the right panel of the Agent Desktop. Click the **Information** icon to view the details.

The information displayed differs depending on which channel you are using for communication. You can also view the customer interaction history. For more information, see View Customer History, on page 9.

View Customer History

When you are interacting with a customer, the information about the previous communication of the customer appears in the right panel of the Agent Desktop. Click the **Contact History** icon to view the previous communications of the customer.

Enter Wrap-Up Information

After you conclude an interaction with a customer, the Agent Desktop prompts you to enter information about your experience assisting the customer. This information is used by your enterprise in measuring the effectiveness and success of the contact center.

The wrap-up information varies from channel to channel.

Wrap-Up Voice Communication

After you disconnect a call, the voice **WRAP UP** page appears in Agent Desktop. Your Organization Administrator configures the fields in **WRAP UP** page. Depending on the configuration of your agent profile by the Organization Administrator, you can configure the following details:

CANCEL AUTO WRAPUP	Click **CANCEL AUTO WRAPUP** to prevent the Agent Desktop from submitting the default Wrap-Up code. This configuration extends the auto wrap-up time and prevents Agent Desktop from submitting the default Wrap-Up code. Stopping automatic wrap-up is helpful when you need more time to enter the wrap-up details.
Select Wrap Up	Select a wrap-up code from the drop-down. When you select a wrap-up code, the voice **WRAP UP** page closes. **Note** Your enterprise may have specific requirements for wrap-up codes. For more information on wrap-up codes, contact your Supervisor.
LAST AGENT ROUTING	Select this check-box to force a call from a specific telephone number to be routed to you. This feature is useful when you are expecting a return call from a specific customer.

Note If your system is configured for **Auto Wrap Up** and you do not complete and submit wrap-up codes before the **Auto Wrap Up** timer expires, Agent Desktop submits a default wrap-up code for you.

Wrap-Up Email and Chat Conversations

After you end the interaction with the customer, you have to enter the wrap-up codes about the status and tone of your communication with the customer. You can enter any other closure details, or set a reminder if the conversation requires any follow-up.

Your organization may have specific requirements for **Wrap Up** codes. For more information on wrap-up codes, contact your Supervisor.

To submit wrap-up codes describing your interaction with a customer:

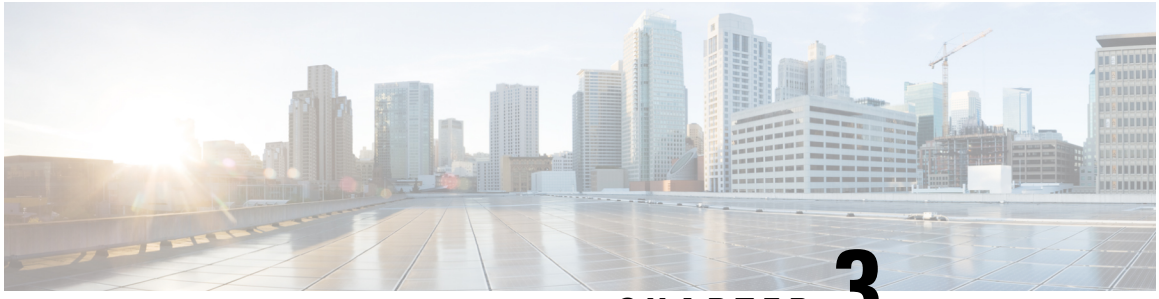
Procedure

Step 1 In Agent Desktop, click **End**.
The **WRAP UP** page appears.

Step 2 Enter values in the appropriate fields in the **WRAP UP** page, then click **Wrap Up**.

Status of the Conversation	Select a value that summarizes the status of the conversation when you the interaction. For example, Pending, Resolved, Requested Information, or No Actio Required.
Communication	Slide the controls to reflect the disposition of the customer during this interaction.
Select Closure Details	Select a wrap-up code from the drop-down. You can enter more specif notes about the interaction, if appropriate.

Follow Up Reminder	Select the check-box if you want the Agent Desktop to send you a r for this customer interaction. Then select the date and time you want the reminder. When the date and time you entered arrives, a Follow Work Item contact card appears in the Active Contact List in the A Desktop.
Follow Up Comments	Enter notes that you want in your follow-up contact card.



CHAPTER 3

Manage Voice Contacts

About the Voice Channel

You can use Agent Desktop to receive and respond to customer calls depending on the permissions assigned to you by the Organization Administrator.

Answer a Call

You can receive a customer call if the Organization Administrator provides you the necessary permissions.

When you receive a call from a customer, a notification dialog box or the voice contact card appears in the **Active Contact List** under the **Voice** and **All** tabs in the Agent Desktop. The dialog box displays the phone number of the customer, the queue that routed the call to you, and a timer indicating from how long the call is offered to you. You can see the status of the contact as **RINGING**.

If the voice contact card is not accepted within the configured timeout interval, the notification card blinks for some time in the **Active Contacts List**. Then, the system changes your status to Ring On No Answer or **RONA**.

When you are in **RONA** state, you cannot receive any contacts. You will have to manually change your status from **RONA** to **Available** state to receive contacts of any media channels including new voice contacts.

When you receive a call, use your physical phone to answer it. The status of the call changes to **CONNECTED** in Agent Desktop.

While helping your customers, you can do the following tasks:

After you have helped your customer with their queries, you can end the call. However, it is good practice to ask the customer to end the voice call. For more information, see End a Voice Call, on page 21.

Pause and Resume Recording During a Voice Call

You can use Agent Desktop to pause the recording of sensitive information during a call, and again resume the recording, depending on the permissions assigned to you by the Organization Administrator.

Note You can see the call recording if it is enabled for your organization.

In Agent Desktop, click **Pause Recording** to pause the recording of an active call.

Your Organization Administrator configures a time period beyond which the recording automatically resumes. But, at any time, you can manually resume the recording by clicking **Start Recording**.

Enter Call-Associated Data

Your organization can collect data about the call through the Call-Associated Data (CAD) variables. The Organization Administrator configures the CAD variables from the Webex Contact Center administration portal. If CAD variables are configured for your organization, then you can edit one or more CAD variable fields in Agent Desktop during a call with the customer.

During a call, click a CAD variable field and enter the appropriate value. Contact your supervisor for the appropriate values for that field.

The values that you enter are saved in the Webex Contact Center database after you enter the wrap-up information for the call. If you transfer the call to another agent or queue, both of you can enter or edit CAD values, but only the values that are entered before the last wrap-up entry are saved in the database.

Hold and Resume a Voice Call

In Agent Desktop, to put a connected call on hold click **Hold**. To continue your call with the customer or the consulting agent, click **Resume**.

Note When you are consulting with another agent, the customer is automatically put on hold. When you take the customer off hold, the consulting agent is automatically put on hold. You cannot put both the calls on hold simultaneously. For more information, see Consult with Another Agent During a Call, on page 16.

Transfer a Call

If you cannot resolve a customer query and want to escalate the voice call to a different agent or supervisor, you can transfer the active voice call.

Transfer a Call to a Specific Agent

You have to consider the following before transferring a call to a specific agent:

- For blind transfer, the agent must be in the available state.
- To receive a consult-transfer, the target agent must be in **Available** or any idle state when you initiate the consult request.

To transfer an active call to a specific agent:

Procedure

Step 1 In Agent Desktop, click **Transfer**.
The **Transfer Request** dialog box appears.

Step 2 In the **Transfer Request** dialog box, select **Agent**.
A list of available agents appears.

Step 3 Select an agent from the drop-down and click **Transfer**.
The system transfers the call to the selected agent and the **WRAP UP** page appears.

For more information, see Wrap-Up Voice Communication, on page 9.

Transfer a Call to a Different Queue

To transfer an active call to a different queue:

Procedure

Step 1 In Agent Desktop, click **Transfer**.
The **Transfer Request** dialog box appears.

Step 2 In the **Transfer Request** dialog box, select **Queue**.
A list of telephony queue appears.

Step 3 Select a queue from the drop-down.

The call is transferred to that queue and routed to the agent based on the routing strategy of the queue. The **WRAP UP** page appears.

For more information, see Wrap-Up Voice Communication, on page 9.

Transfer a Call to a Specific Number

You can transfer a call to a valid phone number that is accessible by your system.

To transfer an active call to a specific number:

Procedure

Step 1 In Agent Desktop, click **Transfer**.
The **Transfer Request** dialog box appears.

Step 2 In the **Transfer Request** dialog box, select **DN**.

Step 3 Enter a valid phone number.

Alternately you can select a contact from the DN drop-down.

Note The contacts that appear in the DN drop-down are from your enterprise address book.

Step 4 Click **Transfer**.
The call is transferred to the DN and the **WRAP UP** page appears.

For more information, see Wrap-Up Voice Communication, on page 9.

Consult with Another Agent During a Call

You can consult with another Agent Desktop user while you are on the phone with a customer.

To consult with another agent during an active call:

Procedure

Step 1 In Agent Desktop, click **Consult**.
The **Consulting Request** dialog box appears.

Step 2 You can select one of the following targets:

- Select **Agent** and select an agent from the drop-down. Only agents who are currently logged in appear in the list.

  The color of the status indicator beside the name of the agent name indicates the current state of the agent. The color of the status indicator is as follows:

Color	Status Indicator
Green	Available
Blue	Connected (on a call)
Gray	Idle

- Select **Queue** and select a queue from the drop-down.

  If the Queue option is not available for your enterprise, then **Consult** is disabled.

- Select **DN** and enter a valid phone number. Alternately you can select a contact from the DN drop-down.

  The contacts that appear in the DN drop-down are from your enterprise address book. It is possible that the contacts are not available in Agent Desktop during your transfer.

Note An agent in the Connected state (blue color) can receive a consult call only if that agent's physical phone device has the capability to receive more than one call at a time. In order to receive more than one call at a time, the Call Waiting feature has to be enabled on the device. If the consultee phone cannot receive more than one call at a time, `Error-[14]-Consult failed` error will be shown.

Step 3 Click **Consult**.

The system puts the customer on hold and sends your consult request to the specified target. The End Consult button appears in your screen and your call status changes to Consult Requested.

If you are consulting to a queue and a destination agent is available, a message appears which asks your confirmation to proceed. Click **Consult** within a predetermined time interval or the consultation request is cancelled. Check with your supervisor for the time interval.

If the specified target does not answer the consultation fails. You can then either click **Consult** again and specify a different target, or take the customer off hold by clicking **Resume**.

While you are consulting with another agent, you can do the following:

- Click **Transfer** to transfer the call to another agent. For more information, see Transfer a Call, on page 15.
- Click **Resume** to take the customer off hold and hold the agent.
- Click **Conference** to start a conference between you, the consulted agent and the customer. For more information, see Create a Conference Call, on page 19.

Step 4 (Optional) If you reach the voice mailbox of the target, you can end the call with the consulted agent without disconnecting the call with the customer. Do one of the following:

- Click **End Consult**. This ends the call with the consulted agent, and you can continue your call with the customer.
- Use your physical phone to disconnect the call with the agent. This ends the call with the consulted agent but keeps the customer on hold.
- Resume the call with the customer. The system automatically re-establishes the audio and calls you back.

Note To receive an inbound consult while connected to a call, you must use the second line key or flash function on your agent phone to accept the inbound consult and to toggle between the connected caller on Line 1 and the inbound agent consult on the second line of the Agent Desktop.

The following table records the actions that each user can perform during a consult call:

Agent 1—Refers to the agent who initiates a consult call.

Agent 2—Refers to the agent who accepts the consult call.

Role	Summary
Customer	• A customer cannot initiate a consult call. • When Agent 1 consults with Agent 2, the customer is put on hold. • The customer can drop from an ongoing call with Agent 1, thereby ending the interaction.
Agent 1	• Agent 1 can initiate and end a consult call. • Agent 1 can resume a customer call that was put on hold. • Agent 1 can consult with Agent 2 and put Agent 2 on hold. • Agent 1 can transfer a call to Agent 2. When the transfer request is initiated, the **Wrap Up Reasons** dialog box appears for Agent 1. The call continues between Agent 2 and the customer. • Agent 1 can start a conference call with Agent 2 and a customer. • When a customer drops from a consult call, the interaction ends, and the **Wrap Up Reasons** dialog box appears for Agent 1. • Agent 1 can end a consult call by clicking the **End Consult** button or by hanging up the physical phone. The customer and Agent 2 are dropped from the consult call.
Agent 2	• When Agent 1 resumes a call with the customer who was put on hold, Agent 2 is put on hold and the customer is taken off hold. • Agent 2 cannot resume or end a consult call. • Agent 2 cannot apply a wrap up reason for a consulting call. • Agent 2 can end a consult call by clicking the **Exit Consult** button, and the call continues between Agent 1 and the customer. • Agent 2 can accept a transfer request made by the Agent 1 during the consult call. • If Agent 1 starts a conference call when consulting Agent 2, Agent 2 will be part of the conference call. • If the customer drops from a consult call, the interaction ends. Agent 2 is dropped from the call without wrap up.

Create a Conference Call

You can create a conference call with a customer and another agent using Agent Desktop.

While you are consulting with another agent, click **Conference** in Agent Desktop. For more information, see Consult with Another Agent During a Call, on page 16.

The customer is taken off hold and you, the customer, and the other agent can communicate with each other.

The following table records the actions that each user can perform during a conference call:

Agent 1—Refers to the agent who starts a conference call.

Agent 2—Refers to the consulted agent who is part of the conference call.

Role	Summary
Customer	• A customer cannot initiate a conference call. • When Agent 1 starts a conference call, the customer is taken off hold. The call continues between Agent 1, Agent 2, and the customer. • The customer can drop from an ongoing call with Agent 1 and Agent 2, thereby ending the interaction. • During a conference call, the customer cannot be put on hold.
Agent 1	• Agent 1 can start and end a conference call. • Agent 1 can start a conference call with Agent 2 by clicking the **Conference** button. • During a conference call, Agent 1 cannot put a customer or Agent 2 on hold. • Agent 1 can transfer a call to Agent 2. When the transfer request is initiated, the **Wrap Up Reasons** dialog box appears for Agent 1. The call continues between Agent 2 and the customer. • When a customer drops from a conference call, the interaction ends, and the **Wrap Up Reasons** dialog box appears for Agent 1. • Agent 1 can end a conference call by clicking the **End Conference** button or by hanging up the physical phone. The customer and Agent 2 are dropped from the conference call.
Agent 2	• Agent 2 cannot end a conference call. • Agent 2 cannot apply a wrap up reason for a conference call. • Agent 2 can end a conference call by clicking the **Exit Conference** button, and the call continues between Agent 1 and the customer. • If Agent 1 starts a conference call when consulting Agent 2, Agent 2 will be part of the conference call. • Agent 2 can accept a transfer request made during the conference call by Agent 1. • If a customer drops from a conference call, the interaction ends. Agent 2 is dropped from the call without wrap up.

Make an Outbound Call

You can call a customer if your administrator has authorized your agent profile to communicate with customers by phone.

The settings in your agent profile determine the format of the phone number you can dial. For example, you might be restricted to dial phone numbers of specific length or beginning with specific area codes.

In the Agent Desktop **Dialpad**, if the **Outdial ANI** drop-down is available, you can select a number as your caller ID before you call.

To make an outbound call:

Before you begin

To make outbound calls, you must be in Idle state.

Procedure

Step 1 Click **Dialpad** in the navigation bar.
The dialpad appears.

Step 2 Click **Start a new call** and perform one of the following.

- Select a number from the address book. The contacts that appear in the address book are from your enterprise address book which is configured by your administrator.
- Dial the number of the customer from the dialpad. Your agent profile must have appropriate permission to dial a number using the dialpad.

Step 3 Click call button at the bottom of the dialpad.

Your call request is sent to the phone number you specified, and your call status is set to **OUTDIALRESERVED**. An outbound voice contact card appears in the **Active Contact List**.

You get a call on your physical phone.

Step 4 Answer the call on your physical phone, and wait for the customer to answer.

When the customer answers, your call status changes to **CONNECTED**.

Step 5 End the call after you help the customer with queries. However, it is best practice to ask the customer to end the call. For more information, see End a Voice Call, on page 21.

Note
- Error code 20 (Outdial Failed) indicates that the call could not be established either with the agent's phone or with the caller's phone.
- Error code 21 (Outdial Rejected) indicates that the application server has not initiated the call setup. Contact your administrator for assistance.

End a Voice Call

After you have helped your customer with their queries, it is a best practice to ask the customer to end the voice call. When the customer ends the call, the **WRAP UP** page appears. If necessary, you can also end the call.

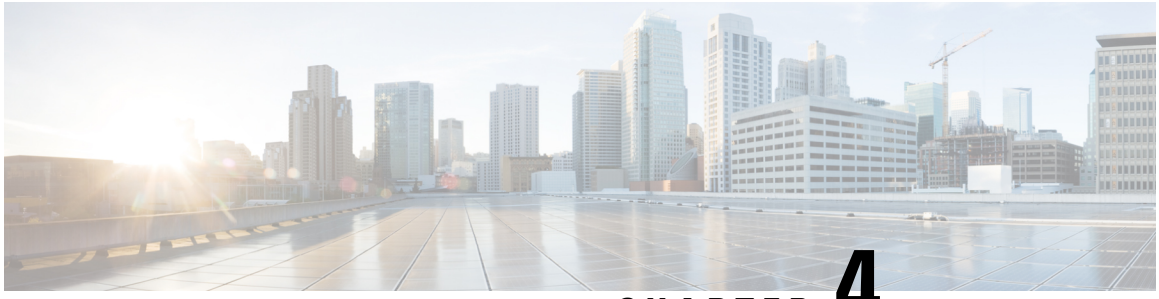
To end a call in the Agent Desktop:

Procedure

Step 1 In an active call, click **End**.
The **WRAP UP** page appears.

Step 2 From the **Select Wrap Up** drop-down, select the reason for ending the call.
When you select the reason, the call ends.

For more information, see Wrap-Up Voice Communication, on page 9.



CHAPTER 4

Manage Chat Contacts

About the Chat Channel

You can use Agent Desktop to receive and respond to customer chat requests depending on the permissions in your multi-media profile setting. These permissions are managed by the Organization Administrator using the multi-media profile setting in the Webex Contact Center administration portal.

Respond to a Chat Contact

When you receive a chat request from a customer, a notification dialog box appears in the **Active Contact List** under the **Chat** tab. You can also view the request under the **All** tab in the Agent Desktop. The dialog box displays the name of the customer, the queue that routed the chat to you, and a timer indicating how long the chat is awaiting your acceptance.

Note The system assigns the chat to you based on the configuration of the chat bot. For more information on chat bot configuration, see Configure Cisco Webex Contact Center Customer Virtual Assistant.

Before you begin

Your status should be **Available** to receive any chat request.

Procedure

Step 1 In the **Active Contact List**, click **Accept**.

The chat conversation appears. The chat label displays the name of the customer you are chatting with. It also displays the conversation that the chat bot had with the customer before the system assigned the chat to you.

Step 2 (Optional) Click **Info** to view the contact information of the customer.

Step 3 (Optional) Click **History** to view the contact history of the customer.

Step 4 Enter your response in the editor and click **Send** or press **Return** on your keyboard. You can also use the following settings to configure your response before sending:

Note **Security Compliance**

If the content is identified as containing data that violates the Payment Card Industry Data Security Standard (PCI DSS), then:

- The chat attachment is not sent.
- The chat conversation is masked.

As part of security compliance, the PCI DSS does not permit you to send sensitive information such as credit card data and other personally identifiable information (PII).

Setting	Description
Attachment	**Note** • If you cannot see the **Attachments** icon, contact your We Contact Center administrator.. Click the **Attachments** icon to add attachments to your res You can upload multiple files and the total file size must b than 35 MB. • The supported file formats are: .html .mhtml .mht .odt .pd .pdfxml .rtf .shtml .xps .xml .xhtml .txt .eml .msg .ods .do .dothtml .dotx .dotm .pot .pothtml .ppthtml .pptmhtml .pp .potm .potx .pps .ppam .ppsm .ppsx .pptx .pptm .ppt .pub .pubhtml .pubmhtml .xls .xlshtml .xlthtml .xlt .xlsm .xltx .xlam .xlsb .xlsx
Predefined Chat Responses	Click the **Predefined Chat Responses** icon. A list of standard responses p Scroll down or use the search box to find the appropriate response. Hover o response to view the detailed message. Click any response to insert it in the You can edit the response before sending it to the customer. Click outside the pop-up window to close it. **Note** You can add only one response at a time. The system enables the **Predefined Chat Responses** icon only if your admin has configured any chat responses for your queue.

Step 5 (Optional) You can also do the following:

- Transfer the chat to another agent. For more information, see Transfer a Chat, on page 27.
- Add another agent to start a chat conference. For more information, see Start a Conference with Another Agent, on page 25.

Step 6 Close the chat after you help your customer with their queries. For more information, see End a Chat Session, on page 25.

The Organization Administrator can configure the time within which you have to accept the chat request from your customer. If you exceed the configured time, then the notification dialog box blinks for some time in the Active Contacts List. Then the system changes your status to Ring On No Answer or RONA. RONA is based on the timeout setting that your Organization Administrator configures. If you want to receive new contacts of any media channels, including chat, you have to manually change your status to Available.

Note You can manually change your status to an idle state, for example, when you complete any other task, such as chat with a customer, or when you are wrapping-up the chat request. For more information, see About Agent States, on page 6.

End a Chat Session

After you have helped your customer with their queries, it is a best practice to ask the customer to close the chat session. When the customer closes a chat session, a message appears in the chat conversation indicating that the customer has left the chat. You must close the chat session in the Agent Desktop and enter the wrap-up information. If necessary, you can also end the chat. In that case, the customer sees a message saying that the agent has left the chat.

To close a chat session in the Agent Desktop:

Procedure

Step 1 In an active chat session, click **End**.
The **WRAP UP** page appears.

Step 2 From the **Select Wrap Up** drop-down, select the reason for ending the conversation.
When you select the reason, the conversation ends.

For more information, see Wrap-Up Email and Chat Conversations, on page 10.

Start a Conference with Another Agent

You can request assistance from a colleague during a chat session by setting up a chat conference between the customer, yourself, and the other agent.

To invite other agents to join an active chat session:

Procedure

Step 1 Click **Conference**.
The **Conference Request** dialog box appears.

Step 2 Select an agent from the **Choose an agent** drop-down list.

Note You can only invite agents who are currently available in your queue. If the agent does not accept the conference chat request, the system assigns it to any other available agent from your queue.

Step 3 Click **Start Conference**.

A message will be displayed to you and the customer, indicating that the agent has joined the chat.

The following table records the actions that each user can perform during a conference chat:

Agent 1—Refers to the agent who starts a conference chat.

Agent 2 —Refers to the consulted agent who is part of the conference chat.

Role	Summary
Customer	• A customer cannot initiate a conference chat. • The customer can drop from an ongoing chat with Agent 1 and Agent 2, thereby ending the interaction.
Agent 1	• Agent 1 can start and end a conference chat. • Agent 1 can end a conference chat by clicking the **End Conference** button. The customer and Agent 2 are dropped from a conference chat. • When a customer drops from a conference chat, the interaction ends, and the compose box is disabled for the agents. Agent 1 to end the conference by clicking the **End Conference** button, and Agent 2 is dropped from a conference chat.
Agent 2	• Agent 2 cannot end a conference chat. • Agent 2 cannot apply a wrap up reason for a conference chat. • Agent 2 can end a conference chat by clicking the **Exit Conference** button. The chat continues between Agent 1 and the customer. • If a customer drops from a conference chat, the interaction ends. Agent 2 is dropped from the chat without wrap up.

End a Chat Conference with an Agent

After you get assistance from your colleague, you can end the conference.

To end an active chat conference:

Procedure

Step 1 Click **Conference**.

The consulting agent can also end the conference by clicking **Conference**.

A message appears in the chat conversation that an agent has left the chat. The customer sees a message that an agent has left the chat.

Step 2 Click **End** to end the chat session with the customer.
The **WRAP UP** page appears in your window. The customer sees a message that an agent has left the chat.

The customer sees the display name of the agent in their screen. For more information on your display name contact your administrator.

Step 3 From the **Select Wrap Up** drop-down, select the reason for ending the conversation.
When you select the reason, the conversation ends.

Note Only the consulting agent can end the chat conference and not the consulted agent.

Transfer a Chat

If you cannot resolve a customer query and want to escalate the chat session to a different agent or supervisor, you can transfer the chat. The current transfer is blind transfer, where once you transfer you cannot track the chat. You can transfer the chat to an agent within your queue or to another active queue.

You can also transfer the chat to another queue. When you choose to transfer the chat to another queue, you can see all the queues in your enterprise.

To transfer an active chat session to another agent or a queue:

Procedure

Step 1 Click **Transfer**.
The **Transfer Request** dialog box appears.

Step 2 Do one of the following:

- Select the **Agent** radio button to transfer the chat to an agent.

  Note You can only transfer to agents who are currently available in your team. If the agent does not accept the chat request, the chat ends and the customer sees a message that the agent has left the chat.

  The agent should accept the transfer request within the RONA timeout setting. Else the system ends the chat, and the customer sees a message that the agent has left the chat.

- Select the **Queue** drop-down to transfer the chat to another queue.

  You can hover the mouse over a queue name to view the description of the queue.

  When you choose to transfer the chat to another queue, you can see all the queues in your enterprise.

Step 3 Click **Transfer**.

The **WRAP UP** page appears in your window. The customer sees a message that the original agent has left the chat and a new agent has joined the chat.

Step 4 From the **Select Wrap Up** drop-down, select the reason for ending the conversation.

When you select the reason, the conversation ends.

End a Video Call with Customer

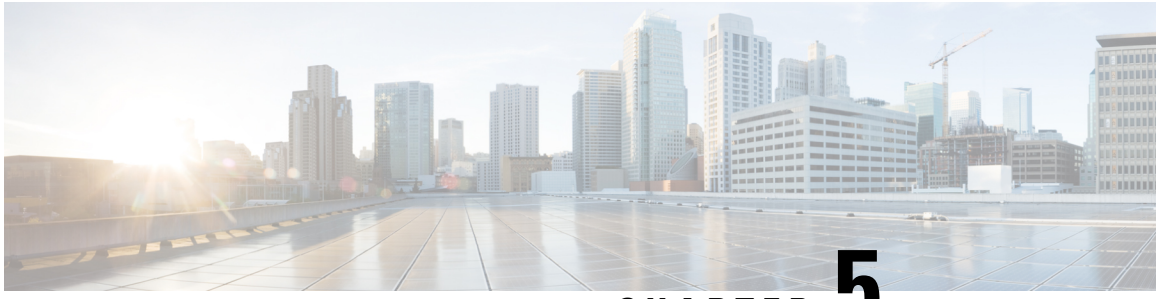
You can end the video call after helping the customer, but it is a best practice to ask your customer to close the video call.

To end a video call with a customer:

Procedure

Click the cross in the video call window.
The customer sees a message that the agent has left the video call. If the customer ends the video call, you see a message that the customer has left the video call.

You can continue chatting with the customer after ending the video call.



CHAPTER 5

Manage Email Contacts

About the Email Channel

You can use Agent Desktop to receive and respond to customer email requests depending on the permissions in your multi-media profile setting. The Organization Administrator using the multi-media profile setting in the Webex Contact Center administration portal, manage these permissions.

Respond to an Email

You can respond to emails using Webex Contact Center Agent Desktop.

When you receive an email from a customer, a notification dialog box appears in the **Active Contact List** under the **Email** and **All** tabs in the Agent Desktop. The dialog box displays the name of the customer, the queue that routed the email to you, and a timer indicating how long the email is offered to you.

You can respond to the email in the following ways:

- Send an instant reply. Instant replies provide a quick way to respond to simple queries. For more information, see Send a Quick Reply Email, on page 30.
- Send a standard reply. Standard replies allow you to format your text, add images to the message, incorporate content from resource template, attach files, and so on. For more information, see Configure and Send a Standard Email Reply, on page 30 for more information.

If you do not accept the email contact card within the time period that your Organization Administrator configures, the notification card blinks for some time in the Active Contacts List, and the system changes your status to Ring On No Answer or **RONA**. **RONA** is based on the timeout setting that your Organization Administrator configures. If you want to receive contacts of any media channels including new emails, you have to manually change your status to **Available**.

You can also close an email without responding, by clicking **Close** and then entering the wrap-up information.

Note You can manually change your status to any idle state, for example, when you complete any other task, such as compose an email, or when you are wrapping-up the email request. For more information, see About Agent States, on page 6.

Security Compliance

If the content is identified as containing data that violates the Payment Card Industry Data Security Standard (PCI DSS), then:

- The email attachment is not sent.
- The email conversation is masked.

As part of security compliance, the PCI DSS does not permit you to send sensitive information such as credit card data and other personally identifiable information (PII).

Send a Quick Reply Email

When an incoming email message requires a simple response, you can send a quick reply.

To send a quick reply:

Procedure

Step 1 Click **Accept** in the incoming email dialog box.

The email opens in the email editor.

Step 2 (Optional) Click **Info** to view the contact information of the customer.

Step 3 (Optional) Click **History** to view the contact history of the customer.

Step 4 In the email editor, enter a response for the customer and click **Quick Reply**.
The message is sent to the customer. The **WRAP UP** page appears.

Step 5 Select the wrap-up information from the **Select Wrap Up** drop-down.
When you select the reason, the conversation ends.

For more information, see Wrap-Up Email and Chat Conversations, on page 10.

Configure and Send a Standard Email Reply

When you want to attach a file to the email message, or format the text in your email response you can send a standard reply.

Once you end the interaction, you have to enter the Wrap Up codes regarding the status and tone of your communication with the customer and any closure details, or set a reminder if further follow-up is required.

Your organization may have specific requirements for Wrap Up codes. Check with your supervisor for more information.

To send a standard reply:

Procedure

Step 1 Click **Accept** in the incoming email dialog box.

The email opens in the email editor.

Step 2 (Optional) Click **Info** to view the contact information of the customer.

Step 3 (Optional) Click **History** to view the contact history of the customer.

Step 4 Click **Reply** or **Reply All**.
The email editor with the customer information in the **To** and **Subject** fields appears. The editor has predefined layout that is set by the Webex Contact Center administrator.

Step 5 (Optional) Click the arrow beside the **To** field to display the **Cc:** and **Bcc:** fields and add more recipients.

Step 6 Enter a message in the email message editor.

Note Click **Read Email** to read the message you have received from the customer.

Step 7 (Optional) Format text in the message body by using the available formatting options.

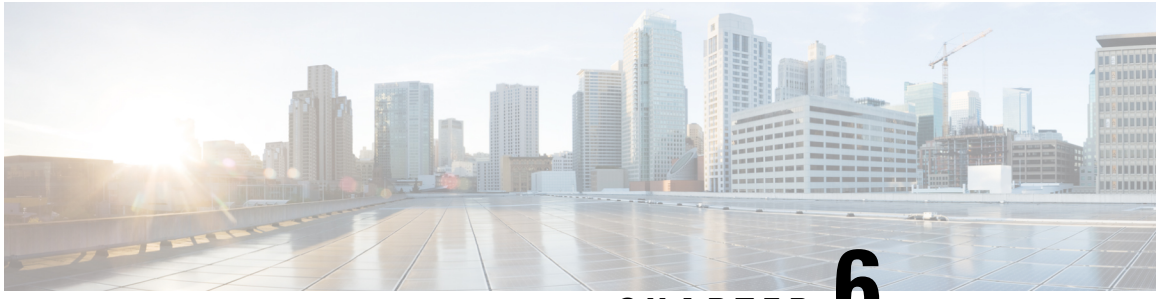
Step 8 (Optional) Click **Attachments** to add attachments to your email.

Note
- Your administrator configures the maximum file size and the maximum number of files that you can send. You can upload a maximum of 10 files, and the total file size must be less than 25 MB.
- The supported file formats are: .html .mhtml .mht .odt .pdf .pdfxml .rtf .shtml .xps .xml .xhtml .txt .eml .msg .ods .dot .dothtml .dotx .dotm .pot .pothtml .ppthtml .pptmhtml .pptxml .potm .potx .pps .ppam .ppsm .ppsx .pptx .pptm .ppt .pub .pubhtml .pubmhtml .xls .xlshtml .xlthtml .xlt .xlsm .xltx .xltm .xlam .xlsb .xlsx
- You can click the cross icon beside any attachment to delete the attachment. If you cannot see the Attachments icon or receive customer attachments, contact your Webex Contact Center administrator.

Step 9 Click **Send**.
The message is sent to the customer. The **WRAP UP** page appears.

Step 10 Select the wrap-up information from the **Select Wrap Up** drop-down.
When you select the reason, the conversation ends.

For more information, see Wrap-Up Email and Chat Conversations, on page 10.



CHAPTER 6

View Agent Personal Statistics

View Agent Statistics

Depending on the configuration of your agent profile by your Organization Administrator, you can view your personal statistics. Click **Agent Statistics** on the navigation bar to view your personal statistics.

The real time statistics are refreshed at a time interval that is configured by your Organization Administrator. You can manually refresh the real time and historical statistics information at any time by clicking the **Refresh** icon.

Note

- When you sign out of the desktop, you must close the browser. Launch the browser and sign in to the desktop again to reflect the Customer Journey Analyzer configuration updates.
- If you are accessing Agent Performance Statistics in incognito (private browsing) mode, you must enable third-party cookies for Agent Performance Statistics reports to load successfully.

Summary Report

The APS Summary report displays the number of customers that you handle and the average time that you take to wrap up customer conversations. You can select the time period for which you want to view the data from the **Channel Type** and **Duration** drop-down lists.

The Agent Desktop retains your filter selections even if you sign out, or refresh or reload the browser. To reset filters to the default value, click the **Reset filters** link.

Note The **Reset filters** link appears when you change the default value in a drop-down list to filter your report.

Parameter	Description
Total Handled - Teams	The total number of customer interactions that the team handles.
Average Handled Time - Teams	The average time that the team takes to handle a customer interaction.
Average Wrapup Time - Teams	The average time that the team takes to wrap up a customer interaction.
Total Handled - Me	The total number of customer interactions that an agent handles.
Average Handle Time - Me	The average time that an agent takes to handle a customer interaction.
Average Wrapup Time - Me	The average time that an agent takes to wrap up a customer interaction.

Note All the values that you see are for the duration and the channels that you select.

Agent Stats - Historic Report

This report displays the historical statistics of an agent. You can select the time period for which you want to view the data from the **Interval** and **Duration** drop-down. You can also view the report in a chart. You can see the summary of the report at the end of the **Detailed Summary** table. Click the **Launch** icon at the right side of the report or chart to view the report in Customer Journey Analyzer.

The Agent Desktop retains your filter selections even if you sign out, or refresh or reload the browser. To reset filters to the default value, click the **Reset filters** link.

Note The **Reset filters** link appears when you change the default value in a drop-down list to filter your report.

The **Detailed Summary** report displays the following details:

Parameter	Description
Interval	The time interval for the report.
Channel Type	The mode of customer interaction, such as voice, email, or chat.
Initial Log In Time	The login date and time of the agent.
Final Log Out Time	The logout date and time of the agent.
# Contacts Handled	The total number of customer interactions that the agent handles in the report interval.
Avg Handle Time	The average time that the agent takes to handle a customer request. The average time includes the connected and wrap-up time.
Avg Wrapup Time	The average time the agent takes to wrap up a customer interaction.

Agent Stats - Realtime Report

This report displays the statistics of an agent in real time. You can also view the report in a chart. You can see the summary of the report at the end of the **Detailed Summary** table. Click the **Launch** icon at the right side of the report or chart to view the report in Customer Journey Analyzer.

The **Detailed Summary** report displays the following details:

Parameter	Description
Agent Session ID	A string to identify the login session of the agent.
Channel Type	The mode of customer interaction, such as voice, email, or chat.
Log In Time	The login date and time of the agent.
Log Out Time	The logout date and time of the agent.
# Contacts Handled	The total number of customer interactions that the agent handles in the report interval.
Avg Handle Time	The average time that the agent takes to handle a customer request. The average time includes the connected and wrap-up time.

Parameter	Description
Avg Wrapup Time	The average time the agent takes to wrap up a customer interaction.

Agent Stats by State - Historic Report

This report displays the historical statistics for the activity states of an agent. You can select the time period for which you want to view the data from the **Interval** and **Duration** drop-down. You can also view the report in a chart. You can see the summary of the report at the end of the **Detailed Summary** table. Click the **Launch** icon at the right side of the reports or chart to view the report in Customer Journey Analyzer.

The Agent Desktop retains your filter selections even if you sign out, or refresh or reload the browser. To reset filters to the default value, click the **Reset filters** link.

Note The **Reset filters** link appears when you change the default value in a drop-down list to filter your report.

The **Detailed Summary** report displays the following details:

Parameter	Description
Interval	The time interval for the report.
Agent Session ID	A string to identify the login session of the agent.
Activity State	The state of the agent, such as Idle, Available, and so on.
State Duration	The duration the agent spends in the corresponding state.

Agent Stats by State - Realtime Report

This report displays the statistics for the activity states of an agent in real time. You can also view the report in a chart. You can see the summary of the report at the end of the **Detailed Summary** table. Click the **Launch** icon at the right side of the report or chart to view the report in Customer Journey Analyzer.

The **Detailed Summary** report displays the following details:

Parameter	Description
Agent Session ID	A string to identify the login session of the agent.
Activity State	The state of the agent, such as Idle, Available, and so on.
State Duration	The duration the agent spends in the corresponding state.

Team Stats - Historic Report

This report displays the historical statistics for all the teams in the organization of an agent. You can see the summary of the report at the end of the table.

The report displays the following details:

Parameter	Description
Interval	The time interval for the report.
Team Name	The name of the team.
Agent Name	The name of the agent.
# Contacts Handled	The total number of customer interactions that the agent handles in the report interval.
Average Handle Time	The average time that the agent takes to handle a customer request. The average time includes the connected and wrap-up time.
Average Wrapup Time	The average time the agent takes to wrap up a customer interaction.

Team Stats - Realtime Report

This report displays the statistics for all the teams in the organization of an agent in real time. You can see the summary of the report at the end of the table.

The report displays the following details:

Parameter	Description
Team Name	The name of the team.
Agent Name	The name of the agent.
Current State	The status of the agent.
# Contacts Handled	The total number of customer interactions that the agent handles in the report interval.
Average Handle Time	The average time that the agent takes to handle a customer request. The average time includes the connected and wrap-up time.
Average Wrapup Time	The average time the agent takes to wrap up a customer interaction.

Queue Stats - Historic Report

This report displays the historical statistics for all the queues in the organization of an agent. You can see the summary of the report at the end of the table.

The report displays the following details:

Parameter	Description
Interval	The interval of the report.
Channel Type	The mode of customer interaction, such as voice, email, or chat.
Queue Name	The name of a queue. Queues are holding places for the customer contacts while they await to be assigned to agents. Contacts move from an entry point into a queue and then the system distributes it to agents.
# Contacts	The number of customer contacts that the agent responds to within the service level threshold that the Organization Administrator has provisioned for the queue.
Avg Queue Wait Time	The average time a customer contact waits in a queue before an agent responds to them.
Longest Contact In Queue	The longest time that a customer contact waits in a queue before an agent responds.
# Abandoned Contacts	The number of customer contacts that no agent responds to.

Queue Stats - Realtime Report

This report displays the statistics for all the queues in the organization of the agent in real time. You can see the summary of the report at the end of the table.

The report displays the following details:

Parameter	Description
Channel Type	The mode of customer interaction, such as voice, email, or chat.
Queue Name	The name of a queue. Queues are holding places for the customer contacts while they await to be assigned to agents. Contacts move from an entry point into a queue and then the system distributes it to agents.

Parameter	Description
# Contacts	The number of customer contacts that the agent responds to within the service level threshold that the Organization Administrator has provisioned for the queue.
# Contacts Handled	The total number of customer interactions that the agent handles in the report interval.
# Contacts Waiting in Queue	The number of customer contacts in Queue at that time.
Avg Queue Wait Time	The average time a customer contact waits in a queue before an agent responds to them.
Longest Handled Contact from Queue	The longest time that the customer contact spends in the queue before an agent responds. Calls received in the last 24 hours are considered. Calls that are currently in queue are not considered.
# Abandoned Contacts	The number of customer contacts that no agent responds to.

Agent Outdial Stats - Historic Report

This report displays the historical statistics of the number of outbound (outdial) calls made by an agent. You can see the summary of the report at the end of the table.

The report displays the following details:

Parameter	Description
Agent Name	The name of an agent.
Interval	The time interval for the report.
Channel Type	The mode of customer interaction, such as voice, email, or chat.
Initial Login Time	The date and local time the agent logged in.
Outdial Contact Handled	The number of outbound calls handled within the interval.
Outdial Average Handle Time	The average time that an agent takes to handle the outbound calls. The average time includes the connected and wrap-up time.
Outdial Connected Time	The total amount of time that an agent spends talking to the customer on an outbound call, including the hold time.

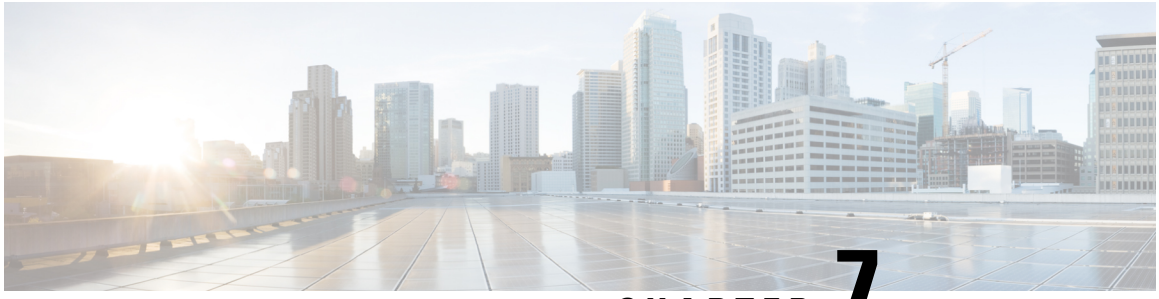
Parameter	Description
Outdial Average Connected Time	The average time that an agent spends talking to the customer on an outbound call, including the hold time.
Outdial Talk Time	The total amount of time that an agent spends talking to the customer on an outbound call, excluding the hold time.

Agent Outdial Stats - Realtime Report

This report displays the number of outbound (outdial) calls made by an agent in real time. You can see the summary of the report at the end of the table.

The report displays the following details:

Parameter	Description
Interval	The time interval for the report.
Agent Name	The name of an agent.
Channel Type	The mode of customer interaction, such as voice, email, or chat.
Login Time	The date and local time the agent logged in.
Outdial Contact Handled	The number of outbound calls handled within the interval.
Outdial Average Handle Time	The average time that an agent takes to handle the outbound calls. The average time includes the connected and wrap-up time.
Outdial Connected Time	The total amount of time that an agent spends talking to the customer on an outbound call, including the hold time.
Outdial Average Connected Time	The average time that an agent spends talking to the customer on an outbound call, including the hold time.
Outdial Talk Time	The total amount of time that an agent spends talking to the customer on an outbound call, excluding the hold time.



CHAPTER 7

Networking Requirements and Recommendations

Bandwidth and Latency

The following are the bandwidth and latency requirements.

- Optimal Performance—A high-speed Internet connection is required with a minimum recommended network bandwidth of 512 kbps (kilobits per second).
- Data Payload Requests—The data payload requests for an agent or a supervisor application ranges 1–100 kbps on average, and at the peak, the value ranges 2–3 MB.

Note The data payloads vary based on the Agent Desktop and Supervisor console activities, requests, and frequency of such activities or requests.

- Additional Bandwidth—A minimum recommended network bandwidth of 100 kbps per Cisco IP Communicator softphone must be allocated separately for voice traffic.
- Round Trip Time(RTT)—Network connectivity to the Webex Contact Center data centers over the public, or private WAN must consistently provide RTT of less than 250 milliseconds and less than 1% packet-loss for acceptable performance.