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 5. 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 5.

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.