Conferencing a Call

Step 1   With a call active, click **Conference**. The Conference window opens.

Step 2   Enter a phone number in the Number field, then click **Dial**.

Step 3   Complete one of the following actions.

- For a blind conference, click **Add to Conf** when the phone starts ringing.
- For a supervised conference, wait for the phone to be answered. If you want to place the new call on hold and pick up the original call, click **Alternate**. Then click **Add to Conf**.

Step 4   Repeat Steps 2–3 until you have added all parties to the conference.

Using the Integrated Browser (Enhanced/Premium only)

If enabled by your administrator, you can use the integrated browser to view intranet and internet web pages while working with Cisco Agent Desktop—Browser Edition. The web pages are displayed in a separate browser window that contains the standard web browser toolbar and menu bar. Your supervisor can push (send) a web page to your browser. This enables your supervisor to assist you during a call by providing information that will help you work with a customer.

If configured by your administrator, you can access another website by selecting it from the **Work Sites** list or by typing a URL in the **Address** field. To return to your home page, click Home 🏠.

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CISCO ™

Cisco Agent Desktop—Browser Edition
Cisco Unified Contact Center Enterprise Release 8.5

1 Toolbar Buttons and Keyboard Shortcuts

Call Handling

Icon	Name	Shortcut	Description
	Answer/Drop	Ctrl+A	Answers or drops the selected call.
	Hold/Unhold	Ctrl+H	Places the selected call on hold or takes it off hold.
	Conference	Ctrl+F	Places the selected on hold and opens the Conference window.
	Transfer	Ctrl+T	Places the selected on hold and opens the Transfer window.
	Touch Tones	Ctrl+D	Opens the Enter Touch Tones window.

Changing Your Agent State

Icon	Name	Shortcut	Description
	Login	Ctrl+L	Logs you into the ACD (alternates with Logout).
	Logout	Ctrl+L	Logs you out of the ACD (alternates with Login).
	Ready	Ctrl+W	Changes your state to Ready, indicating that you are available to receive ACD calls.
	Not Ready	Ctrl+O	Changes your state to Not Ready, indicating that you are not available to receive ACD calls.
	Work Ready	Ctrl+Y	Changes your state to Work Ready, indicating that you will be available to receive ACD calls after you finish wrap-up work.
	Work Not Ready	Ctrl+Z	Changes your state to Work Not Ready, indicating that you will not be available to receive ACD calls after you finish wrap-up work.

Navigation and Other Functions

Icon	Name	Shortcut	Description
	Task1-10	Alt+1, Alt+2, ..., Alt+0	(Enhanced/Premium only) One to ten task buttons can be set up to perform one or several functions by the administrator.
	Make Call	Ctrl+M	Opens a window from which you can dial a call.
	Contact Mgmt	Ctrl+G	Shows or hides the Contact Management panes.
	Browser	Ctrl+B	(Enhanced/Premium only) Shows or hides the integrated browser pane.
	Help/About	Alt+Ctrl+H	Opens a menu listing the Help and About options.
—	Contact	Ctrl+S	Selects a contact in the Contact Appearance pane.
—	Caller Data	Ctrl+E	Selects a row in the Caller Data pane of Contact Management.

2 Common Tasks

Changing Your Agent State

To change your agent state, click the appropriate state button on your toolbar. Buttons for invalid states will be disabled. If you change your agent state while on a call (in the Talking state), your state will change after you hang up. The agent state buttons indicate the state you clicked, not your current state.

Using Reason Codes

When you change your state to Not Ready or log out, you might be prompted to select a reason code. Reason codes are configured by your administrator, and describe the reason you are changing your agent state.

When you are prompted to enter a reason code, select the appropriate code from the Reason Codes window and click **OK**. You can select the Not Ready agent state again when you are already in the Not Ready state to enter another reason code.

Using Wrap-up Data Descriptions

When you change your state to Work Ready or Work Not Ready, you might be prompted to select a wrap-up data description. Wrap-up data descriptions are configured by your administrator, and describe the outcome of the call.

When you are prompted to enter wrap-up data, select the appropriate description from the Select Call Wrap-up window and click **OK**.

Making a Call

Step 1	Click **Make Call**. The Make Call window opens.
Step 2	Enter a phone number in the Number field, then click **Dial**. The Make Call window closes.

Transferring a Call

Step 1	With a call active, click **Transfer**. The Transfer window opens.
Step 2	Enter a phone number in the Number field, then click **Dial**.
Step 3	Complete one of the following actions.

- For a blind transfer, click **Transfer** when the phone starts ringing.
- For a supervised transfer, wait for the phone to be answered. If you want to place the new call on hold and pick up the original call, click **Alternate**. Then click **Transfer**.