Cisco Webex Contact Center
Agent Desktop

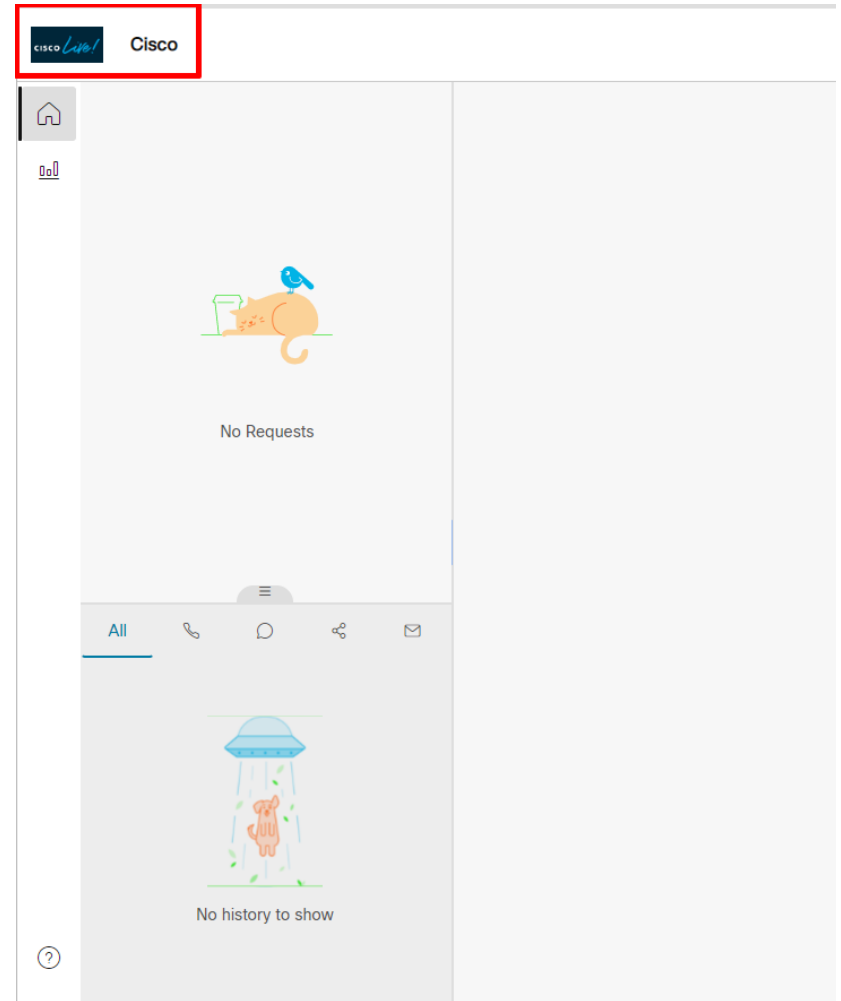Customer Solution Assurance Team

[Presenter]

[DATE]

Agent Agenda

1. **Account activation**

2. **Agent Login**

3. **Agent Desktop Overview**

4. **Agent States**

5. **Manage inbound calls**

6. **Outbound Calls**

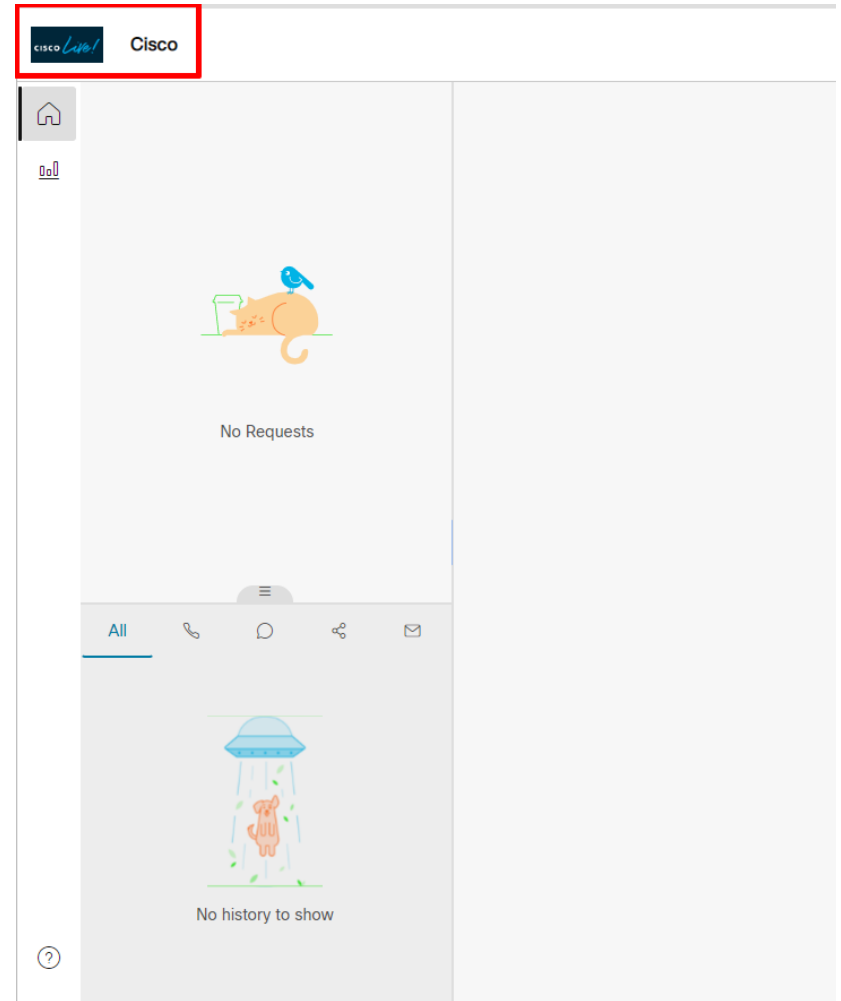7. **Agent Personal Statistics**

8. **Help**

9. **Q&A**

Part 1: Agent Desktop

- 1.2 Create a Custom Desktop Layout

Part 1: Agent Desktop

- 1.2 Create a Custom Desktop Layout

Account Activation

Account activation

adminuser is waiting to collaborate with you on Cisco Webex Teams.

Hi colleague,

Webex Teams is the fastest way to join your Webex meetings. It is your team's business messaging app, conferencing solution, and phone system all in one.

adminuser wants you to join Cisco Webex Teams and start connecting right away.

Join adminuser now

The Webex team
Need help? Contact us.

Create a password to start making calls and sending messages

Create Account

Password Requirements

Must contain
- ✓ At least 1 number
- ✓ At least 1 uppercase letter
- ✓ At least 1 lowercase letter
- ✓ At least 1 special character (!, #, &...)
- ✓ 8-256 characters

Must not contain
- ✓ Easy to guess words
- ✓ Your name or email address

Enter your name
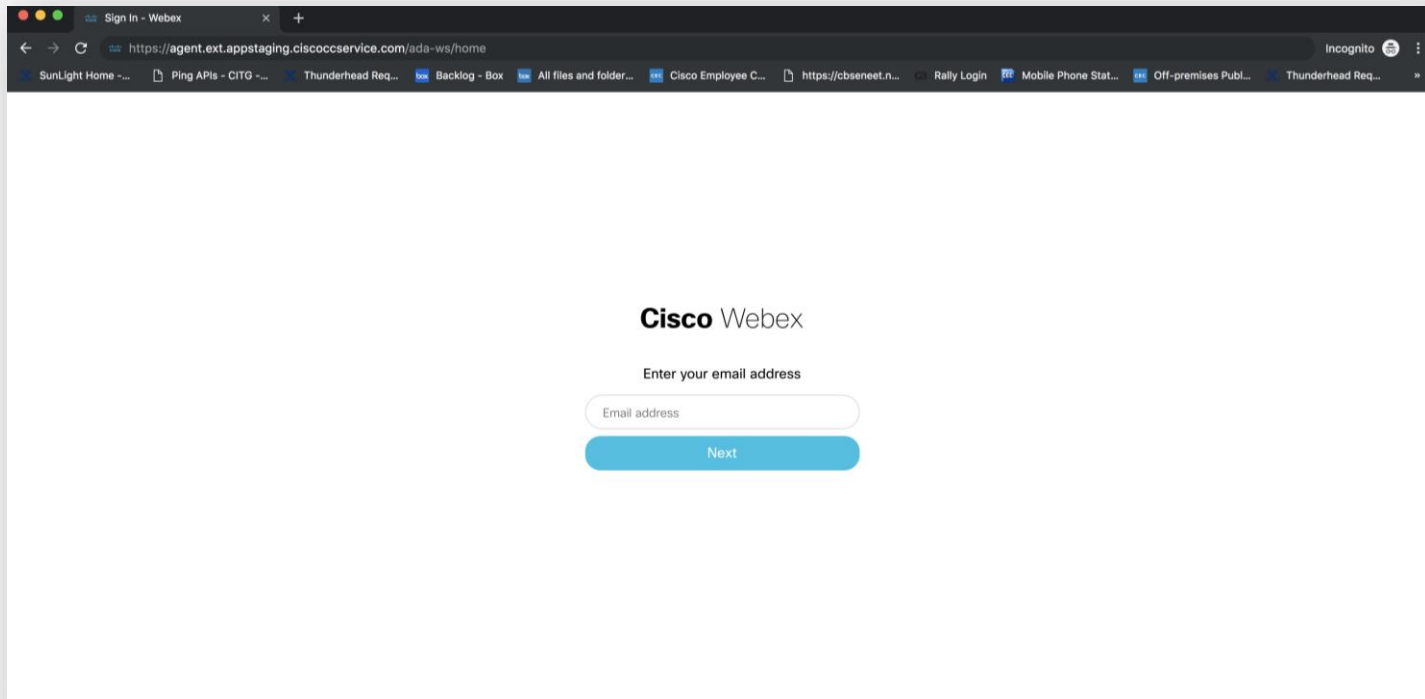People you message or call will see this name

First and last name

Next

✓ End customer to complete enrollment using the activation link received in mail.

✓ Set password as per requirements

✓ Set First and last Name and select 'Next'

Agent Login

Login URL

Station Login

*NOTE: Use '00' instead of '+' for the country extension

Enter a DN, Select a Team and Save changes. The DN is the Dialed Number where the agent can be reached for voice interactions.

Contact Center Desktop

No Requests

Station Login

Dial Number   Extension

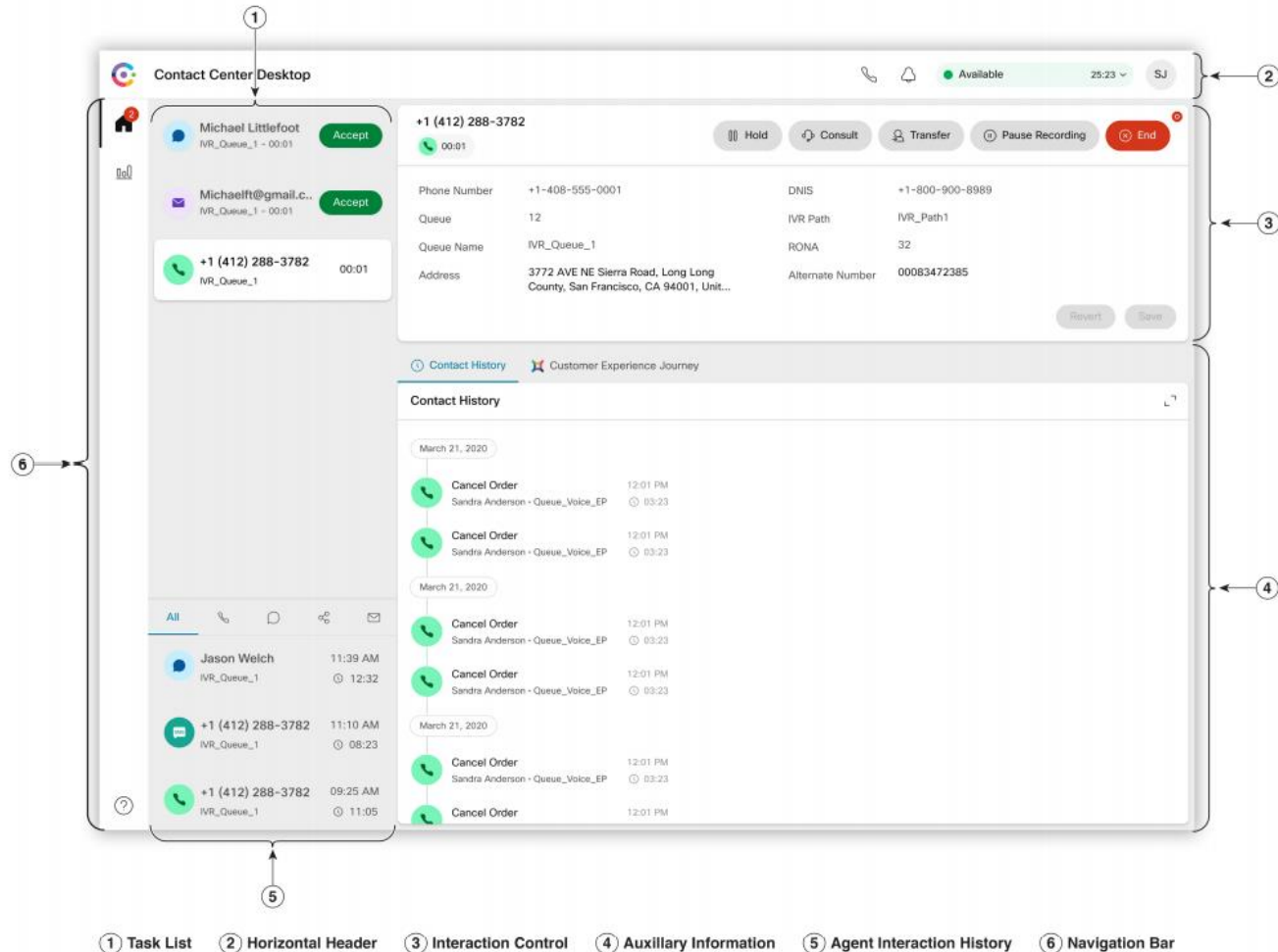US format   Other

Dial Number

Team

Cisco Test Team

Cancel   Submit

Agent Desktop Overview

Agent Desktop Overview

1. Task List
2. Horizontal Header
3. Interaction Control
4. Auxiliary Information
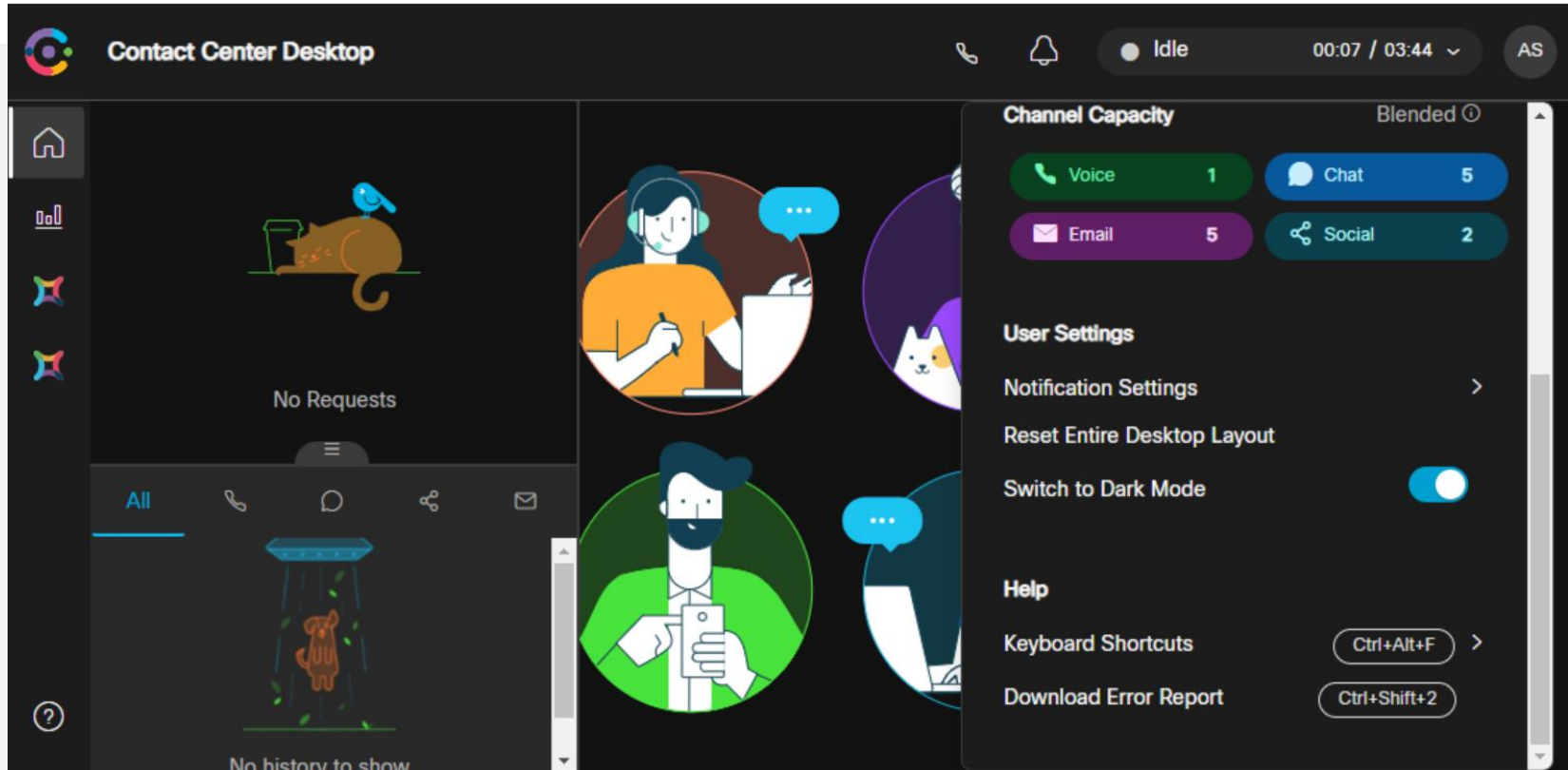5. Agent Interaction History
6. Navigation Bar

User settings

When an agent has finished a shift or needs to sign-out from the contact center for any other reason (like to change phone numbers)
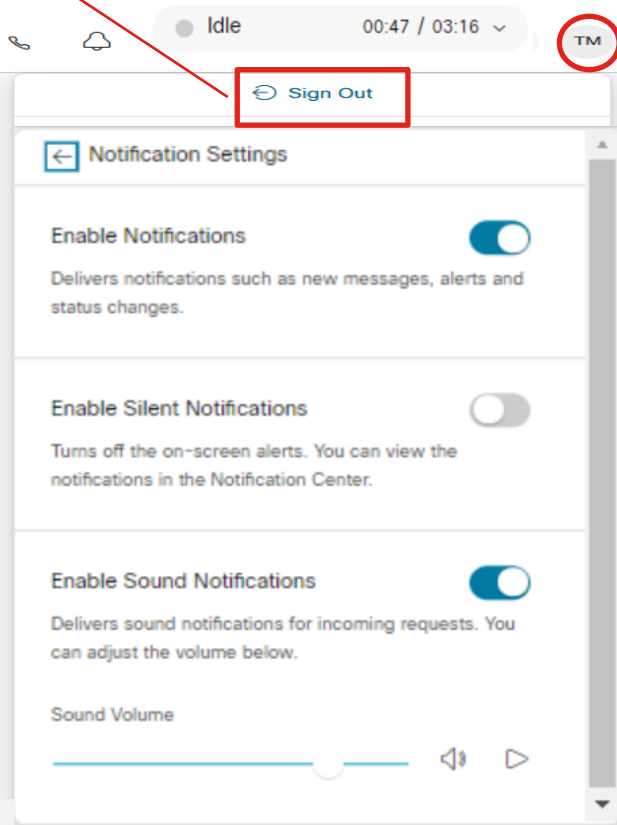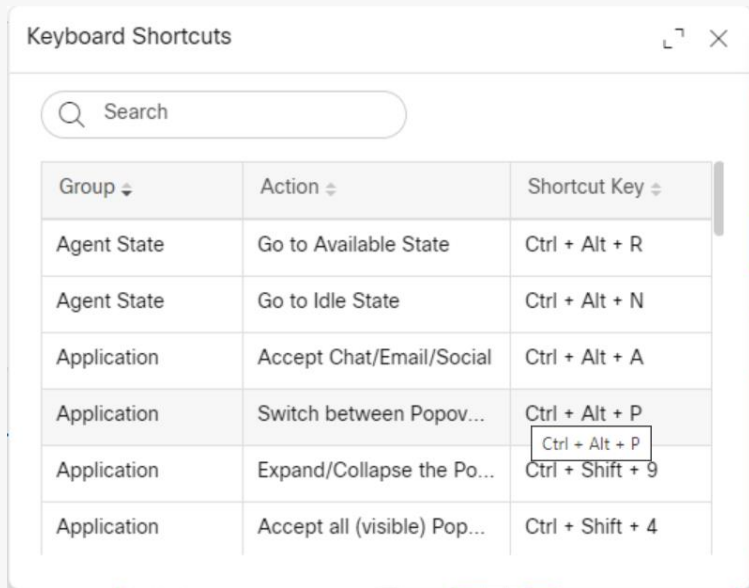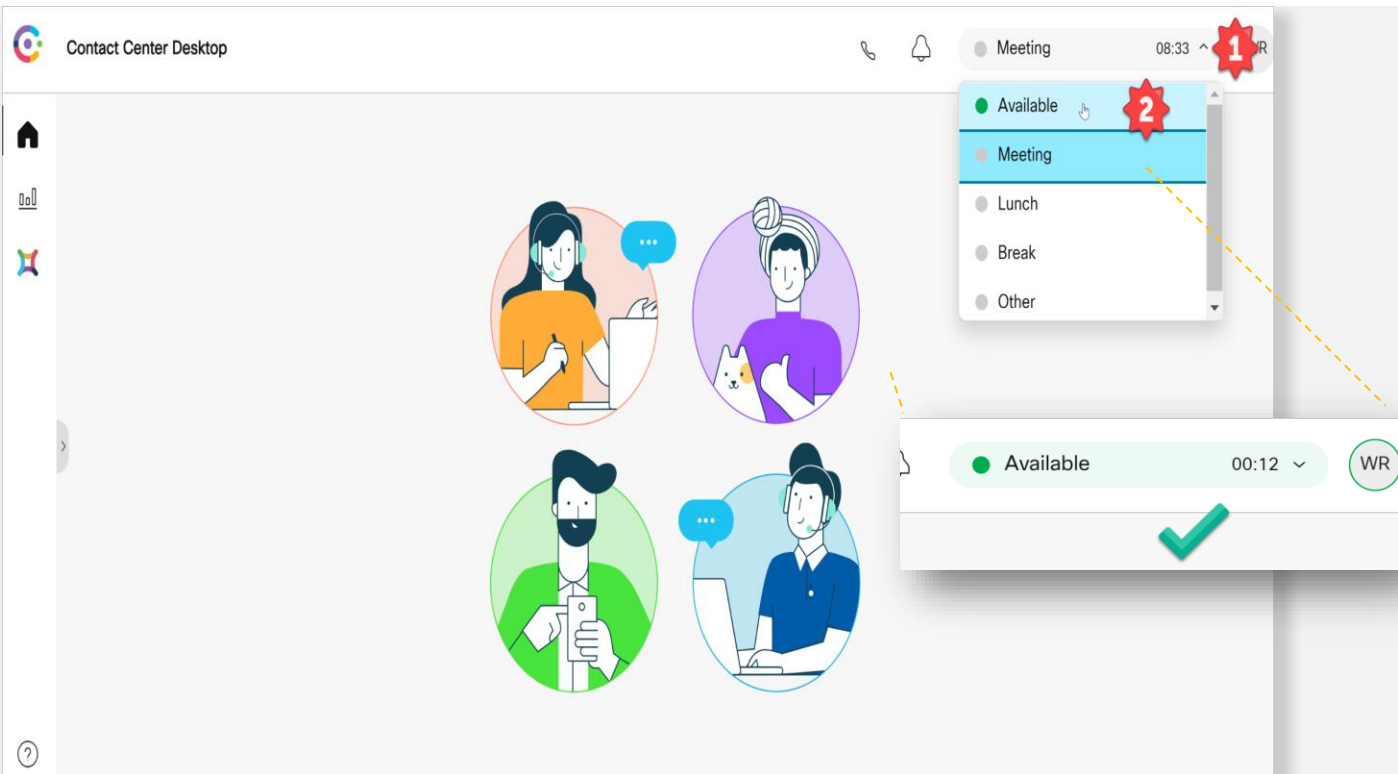
Dark Mode

Agent States

Set status to 'Available' state to receive interactions (calls) from the queue

Agent States

Agent Activity States (Events)

Idle

Not-Ready. Agent logged in, but cannot handle contacts. Usually in breaks, lunch, meetings etc. Idle code associated
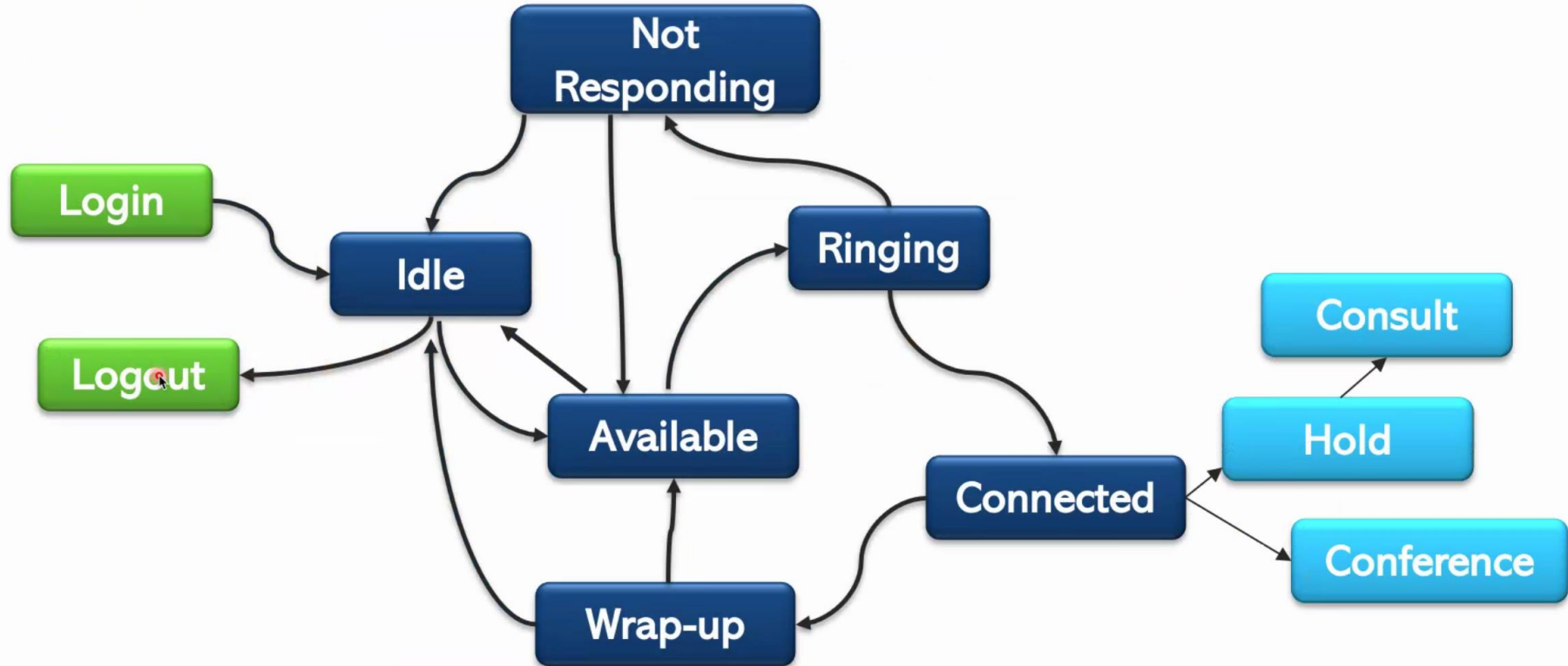
Available

Available. Agent available and waiting for the next contact

Ringing

Reserved. A contact is offered to the agent. Awaiting agent to accept.
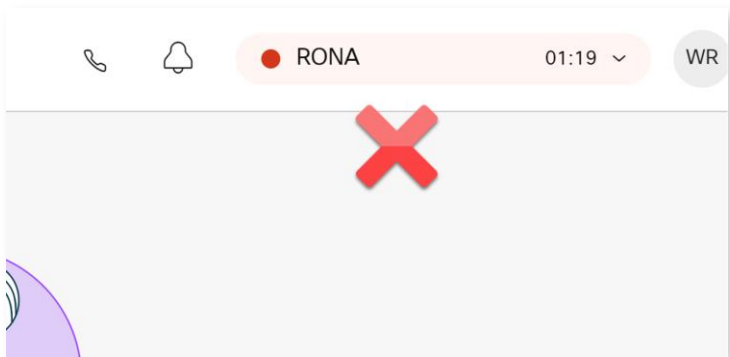
Connected

Connected. Agent connected to the contact and interacting with Contact.

Wrap up

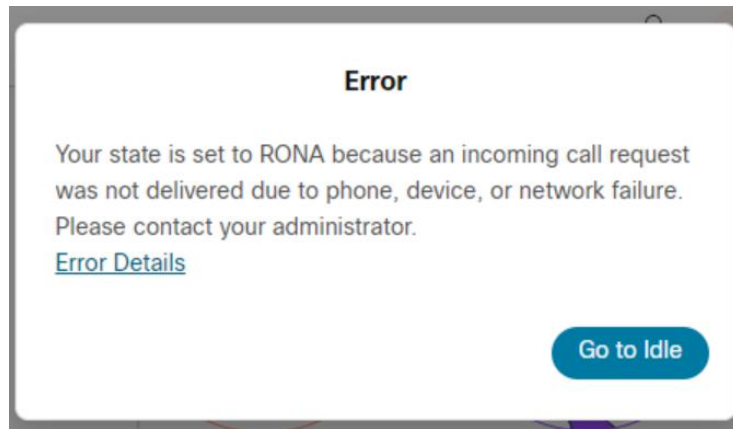**Wrap-up.**
Agent completed contact. Doing post-contact work.

Agent State Transmition

Ring On No Answer (RONA) status

RONA 01:19 ⌄   WR

❌

Error

Your state is set to RONA because an incoming call request was not delivered due to phone, device, or network failure. Please contact your administrator.

Error Details

Go to Idle

Indicates the system tried to deliver a call but the connection was not established

Common Causes
- Not Answering the phone when it rings (timer expires – 30 seconds)
- Forgetting to go to an idle state when
  - Leaving your desk (restroom break, etc.)
  - Using phone to make other calls (direct calls, multi-line phones, etc)
- Reachability issues with DN/phone line

Manage Inbound calls

Receiving an Incoming Call

Window Controls and Indicators

Contact Center Desktop

| Hold | End Consult | Transfer | Conference | Pause Recording | End |

+14083214594 — Cisco Test Voice Q — 00:04

+14083214594 — 00:04

| Phone Number | +14083214594 | DN | +18653801203 |
| Queue | Cisco Test Voice Q | Rona Time | 30 |

Consult Request

Select the agent, queue or dial number that you want to consult with.

○ Agent   ○ Queue   ○ Dial Number

Choose from a list of agents

Cancel   Consult

Controls are available in the call

- **Hold** will place the caller on hold and they will hear music
- **Consult** will do a consult transfer allowing you to consult with the person you are transferring TO before connecting the end customer
- **Transfer** will do a blind transfer
- **Conference** (if enabled) will conference several on the same call
- **Pause Recording** will pause recording for a few seconds to allow prevention of sensitive information being recorded
- **End** call will hang up and put you in Wrap-Up
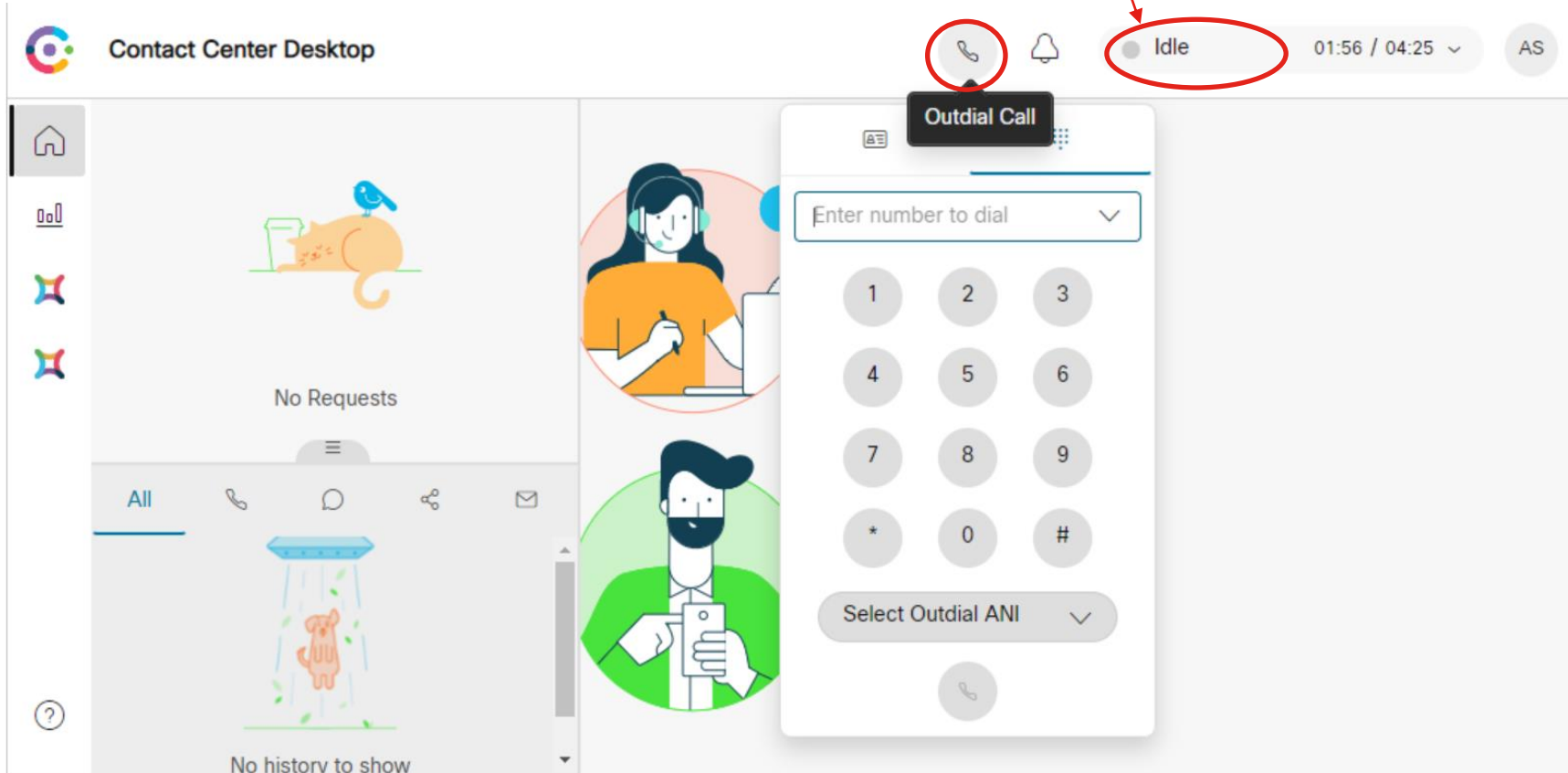

00:02 until auto wrap up

Wrap Up Reasons

🔍 Search

○ Sale

Submit Wrap Up

Outbound Calls

Outdial - Dialpad

Must be in IDLE state for Dialpad to function

Outbound Call in Progress

2 Steps to outdial:
1. Agent line will ring
2. Dial out to called number

Agent Statistics

Agent Statistics

Help

Built In Help

Operational Procedures to Remember

- Agents must be provided with url and login information (check email for initial credentials)

  https://desktop.wxcc-eu1.cisco.com

- Agents must know phone number (or extension) <u>where they are sitting</u>

- Phone numbers should be entered as numeric only (no '-' and '+' characters)

- Agent use of Idle state

  - before leaving their desk

  - before placing outbound calls

  - when taking non-call center calls (direct calls; multi-line phones, etc.)

- Log-out – need to log out at the end of your work session

Questions?