

Webex Contact Center Expert

Agent Desktop

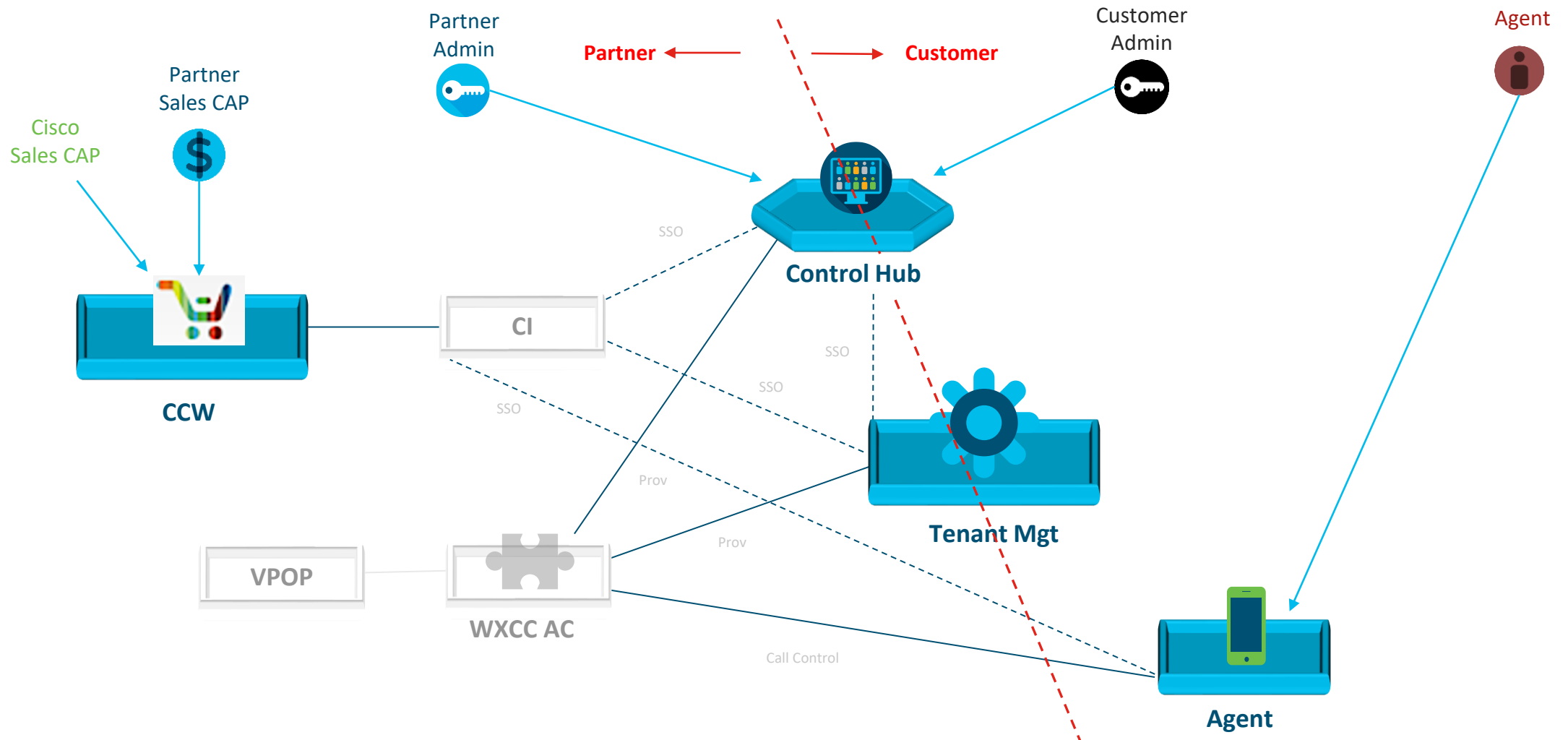
Module 7

Module Objectives

- Getting familiar with the Agent Desktop Client and its integration with CRMs

Agent Desktop

Portal Architecture with Roles

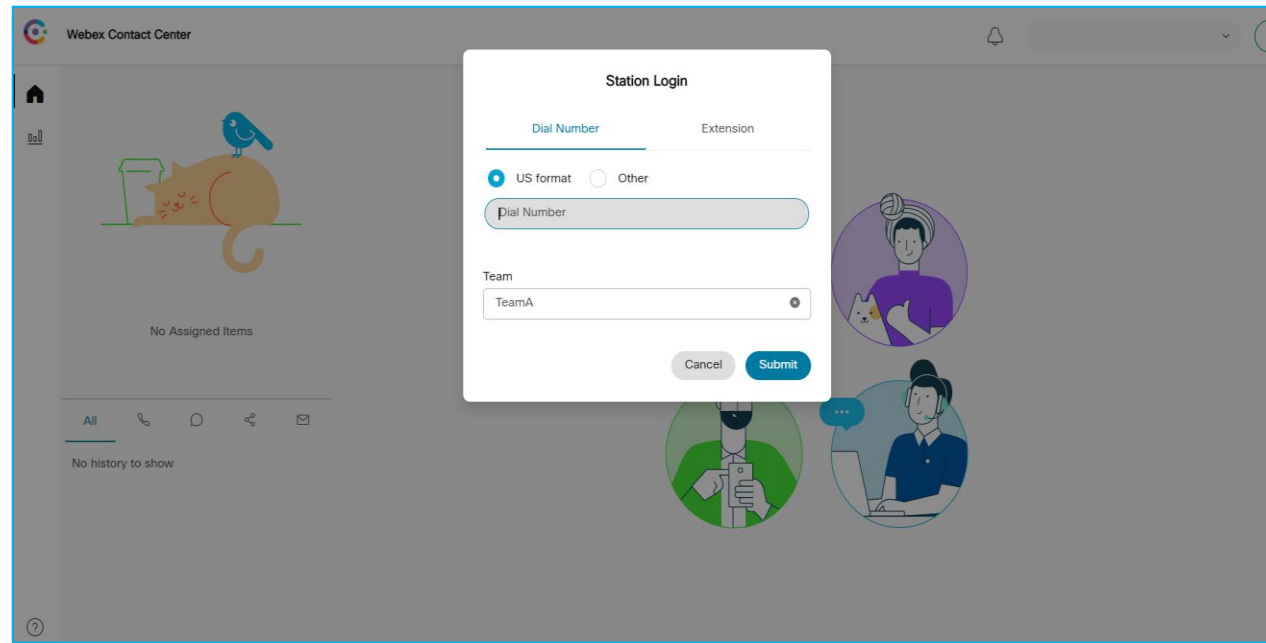


Agent Desktop

Sign In

Agents should enter

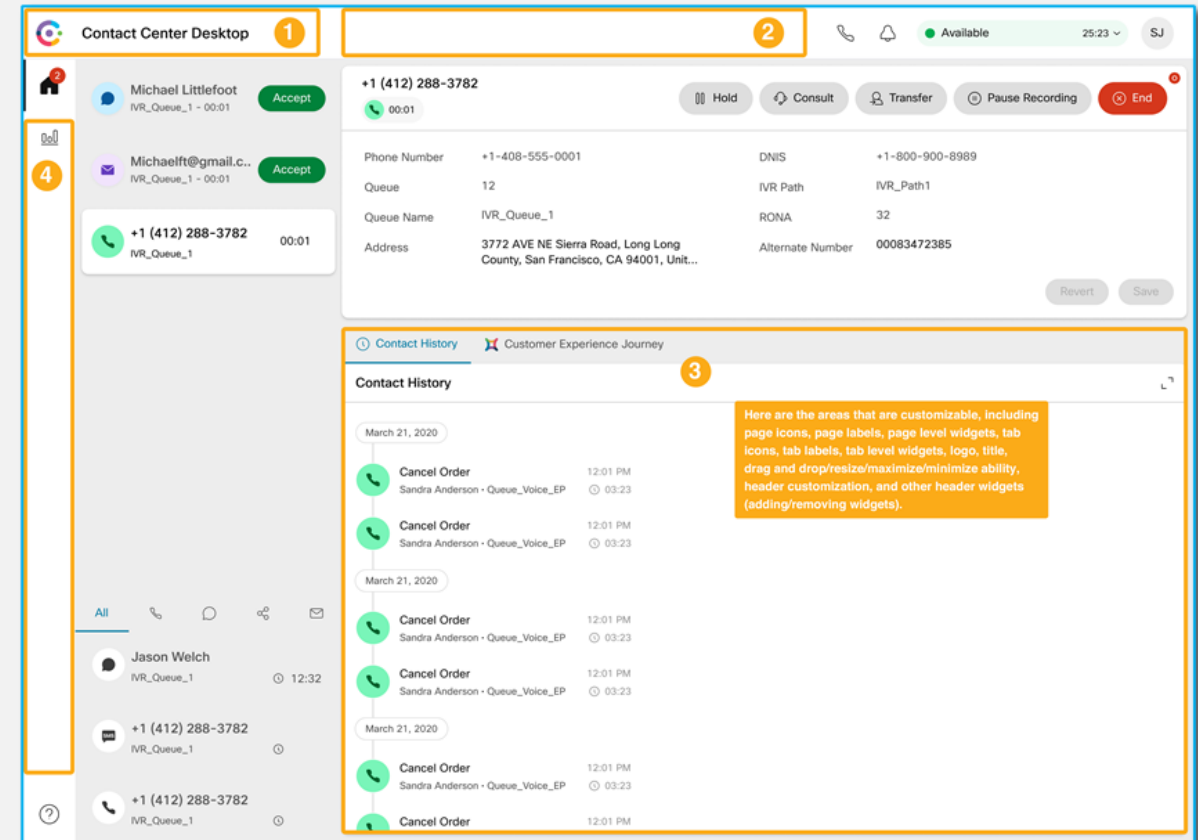
- Telephone Number or extension to receive CC calls on
- The Team they will be taking calls from



Agent Desktop:

One place for all interactions

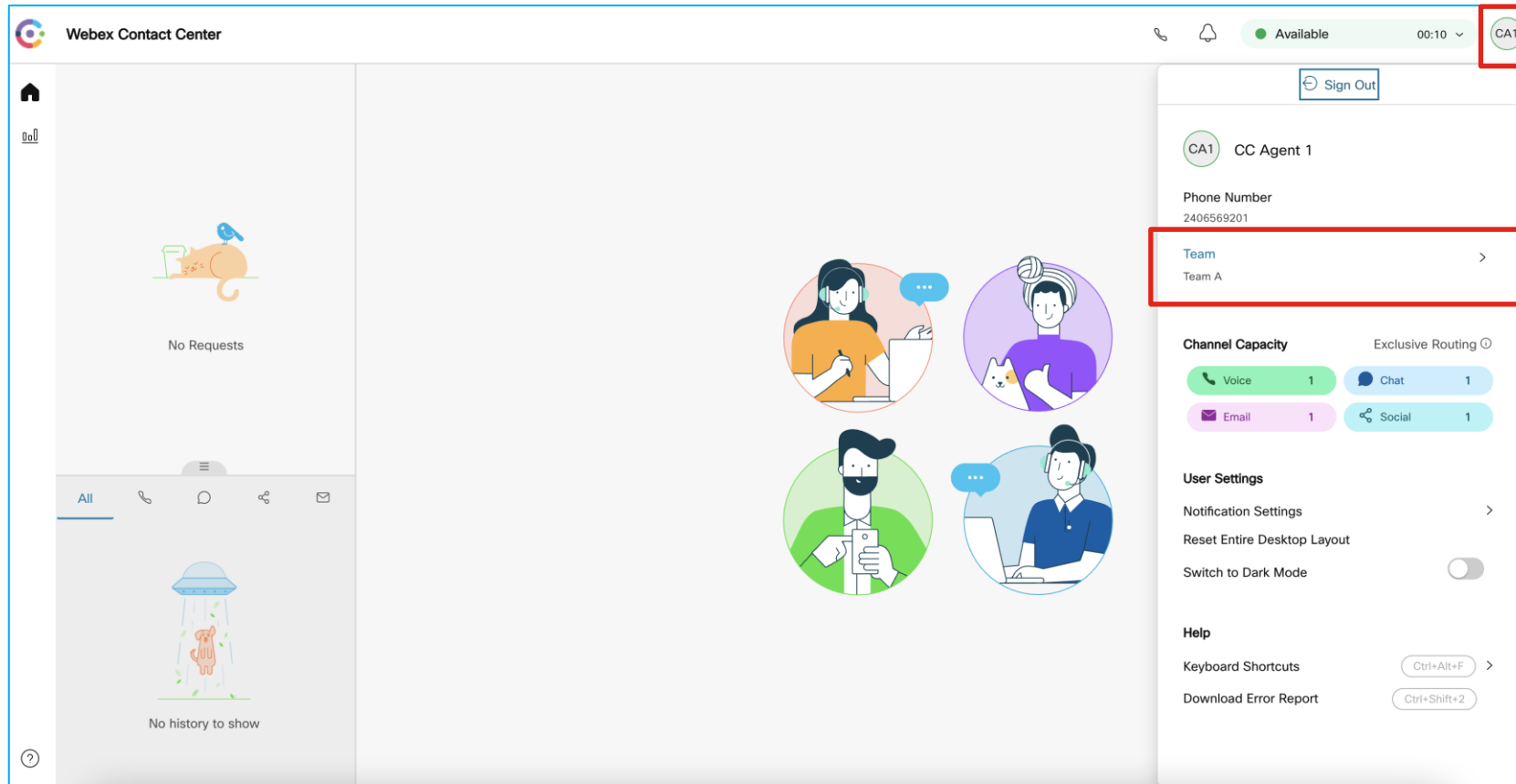
- 1. Title and Logo area**—This space is used to add logo and title of the Agent Desktop application.
- 2. Header Widgets area**—This space is for displaying inline information (for example, urgent alerts), adding drop-down menus (for example, speed dial), and so on.
- 3. Custom Pages area**—This space is used to add custom pages that appear on the auxiliary pane.
- 4. Custom Widgets area**—This space is used to add custom widgets that appear on the auxiliary pane.



Agent Desktop

Agent Information

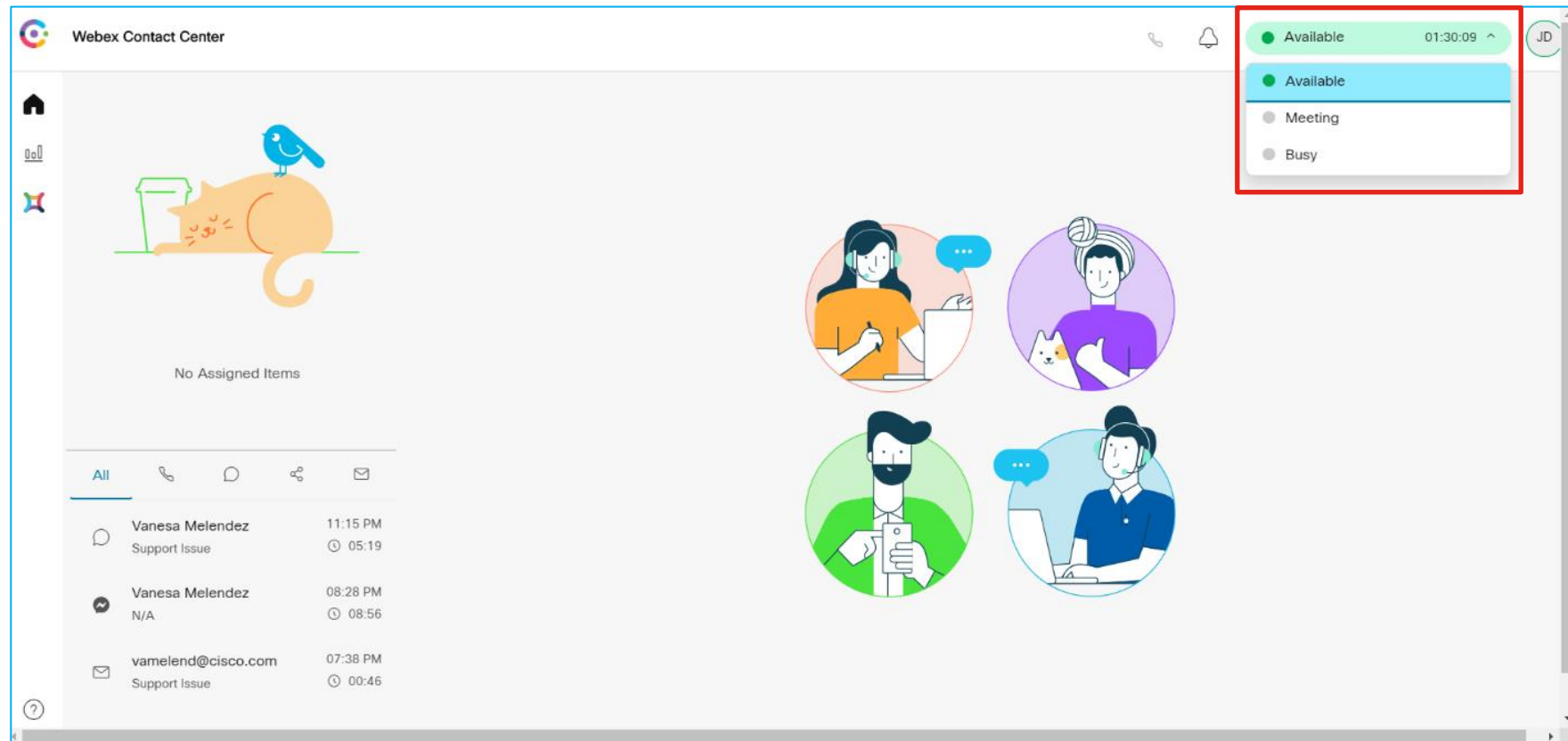
- General information of the Agent, Dial Number, Team, Channel Capacity, User Settings and Help.



Agent Desktop

Available Status

- Upon login Agent should change their status to become Available



Agent Desktop

Voice

Webex Contact Center

+12402248506

Voice Queue

00:51

CALL ASSOCIATED PARAMETERS

+12402248506

00:51

Phone Number

+12402248506

Queue

Voice Queue

DN

+12402248507

Rona Time

30

Revert

Save

Hold

Consult

Transfer

Pause Recording

All

+12402248506

N/A

09:19 AM

00:00

CALL CONTROL BUTTONS

Agent Desktop

Agent States

- Line 1

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.
RONA	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.
Call On Hold	You have placed the call on Line 1 on hold.

Agent Desktop

Agent States

ConsultReserved	You have received a consult request from another agent.
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. While in the Wrap-Up state, you cannot receive a routed or transferred contact card.

Agent Desktop

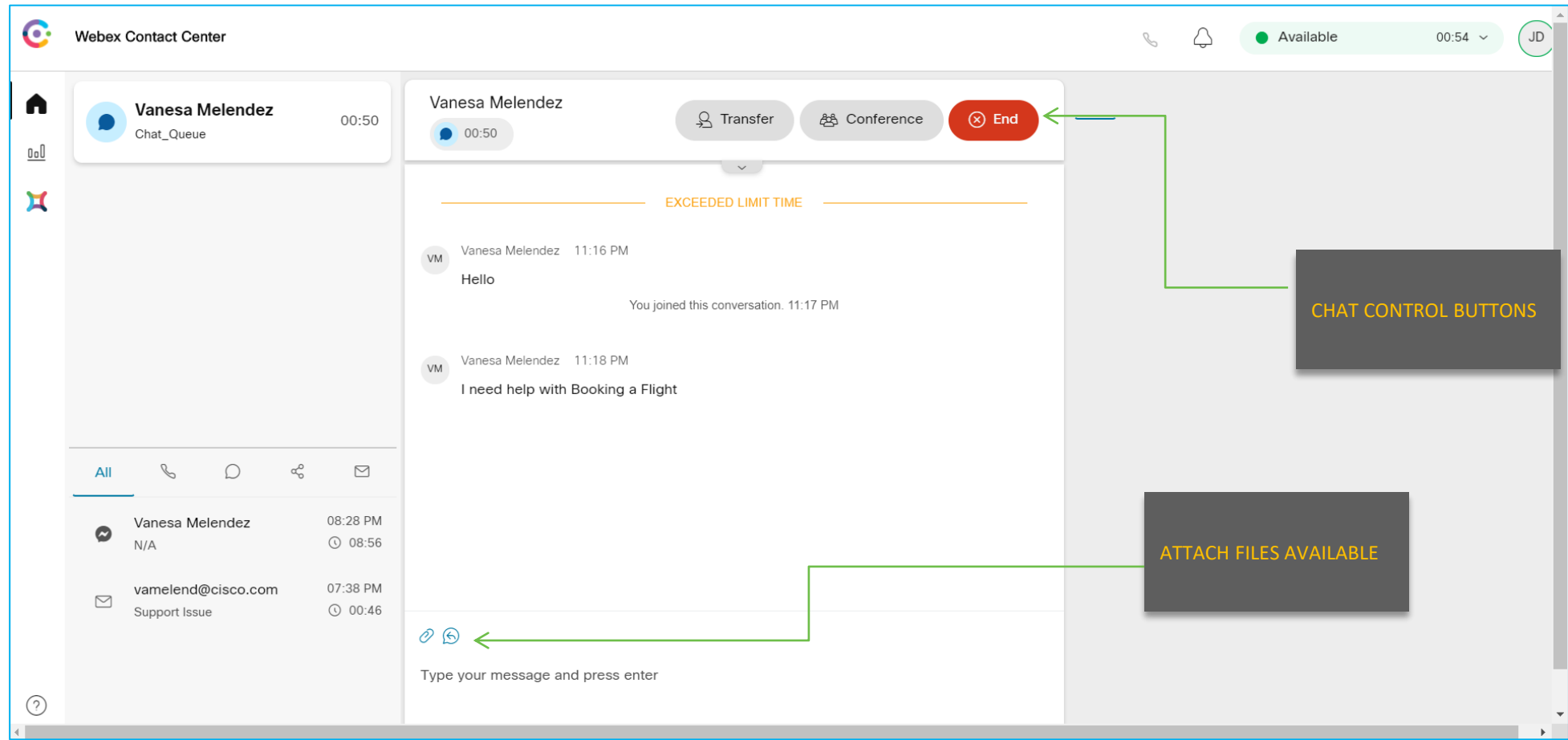
Agent States

- Line 2
 - When you are on a conference call or are consulting with another agent, subtabs appear in the Line 1 tab. The subtab on the left represents Line 1.
 - The subtab on the right represents Line 2, which is your conference and consulting line. Line 2 enables you to communicate by voice with another agent while a customer is on hold on Line 1.

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.

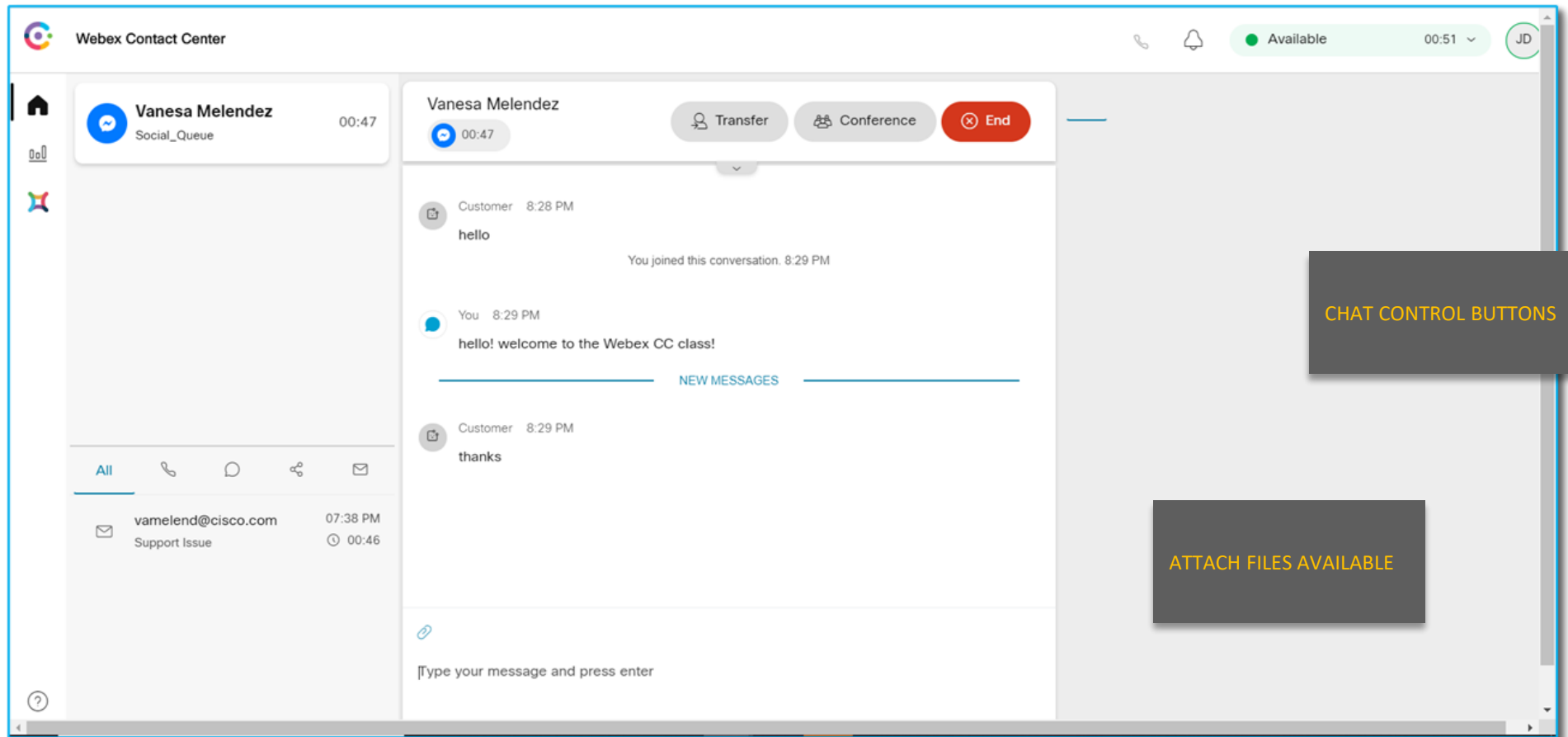
Agent Desktop

Chat



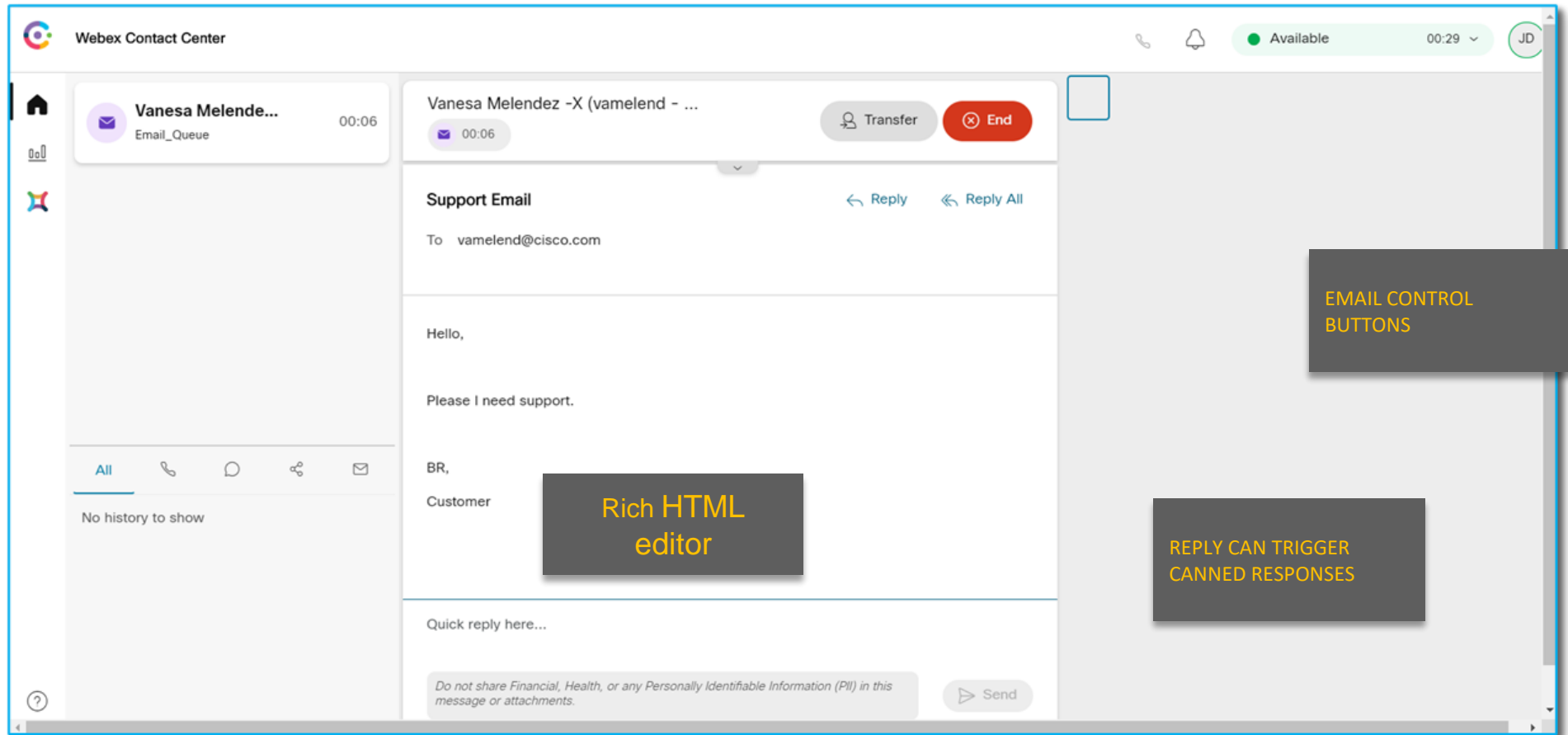
Agent Desktop

Facebook



Agent Desktop

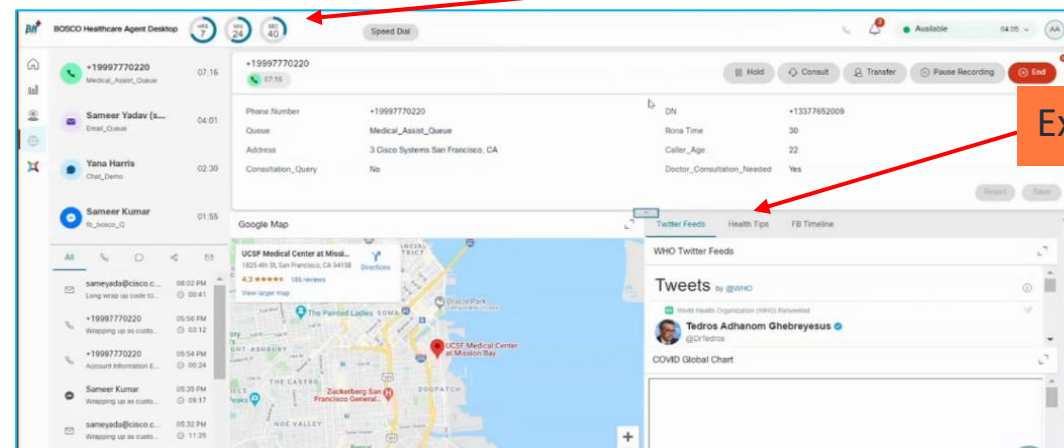
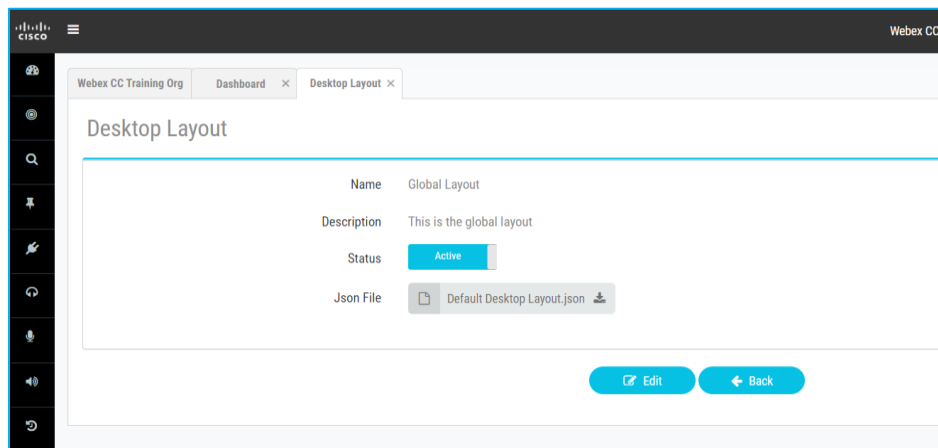
Email



CC Agent Desktop Customization and Widgets

<https://devportal.wxcc-us1.cisco.com/documentation/guides/desktop>

- Administrators can define and customize desktop layouts
- Customizable desktop logo title, header and icons
- Widgets are Angular JavaScript, React, Web or iframe components, that can be drag/drop/resize
- <https://github.com/CiscoDevNet/webex-contact-center-widget-starter>
- Video Example: <https://www.youtube.com/watch?v=KZgUvCKh284>



Lab 09

Agent Desktop

- *Estimated Time: 20 minutes*

Supervisor



Calling the CC
Number from
Webex APP



Looks for an available Agent on the
Queue, and triggers Webex to contact
the number of the Agent

Agent



Taking the call
in Webex
Calling and
looking the
interaction in
the Agent
Desktop



Other Agent Configuration in CH

Agent Desktop configuration in CH

Tenant level configuration in CH for the Agent Desktop

- Agent Experience
- Voice Features
 - Enable Force Default DN
 - Enable end Call
 - Enable End consult
- RONA timeouts
- System Settings

The screenshot displays the Webex Control Hub interface for the Contact Center settings. The left sidebar contains a navigation menu with sections: Overview, Getting Started Guide, Alerts center, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Updates & Migrations, Messaging, Calling, Contact Center, Connected UC, Hybrid). The 'Contact Center' option is highlighted. The main content area is titled 'Contact Center' and includes tabs for Features, Connectors, Bulk operations, and Settings. Under the Settings tab, there are sub-tabs for General, Security, Voice, Desktop (selected), and Digital. The 'Agent Experience' section has a text input for 'Auto Wrapup Interval (in milliseconds)' with a value of 0. The 'Voice Features' section includes three toggle switches: 'Enable Force Default DN' (disabled), 'Enable End Call' (enabled), and 'Enable End Consult' (enabled). The 'RONA Timeouts' section has five text inputs: 'Telephony (in seconds)' (18), 'Chat (in seconds)' (32), 'Email (in seconds)' (32), 'Social (in seconds)' (32), and 'Lost Connection Recovery Timeout (in milliseconds)' (120000).

webex Control Hub

Overview
Getting Started Guide
Alerts center
MONITORING
Analytics
Troubleshooting
Reports
MANAGEMENT
Users
Workspaces
Devices
Apps
Account
Organization Settings
SERVICES
Updates & Migrations
Messaging
Calling
Contact Center
Connected UC
Hybrid

Contact Center

Features Connectors Bulk operations Settings

General Security Voice Desktop Digital

Agent Experience Auto Wrapup Interval (in milliseconds) *

0

Voice Features

Enable Force Default DN

Enable End Call

Enable End Consult

RONA Timeouts

Telephony (in seconds) *

18

Chat (in seconds) *

32

Email (in seconds) *

32

Social (in seconds) *

32

System Settings

Lost Connection Recovery Timeout (in milliseconds) *

120000

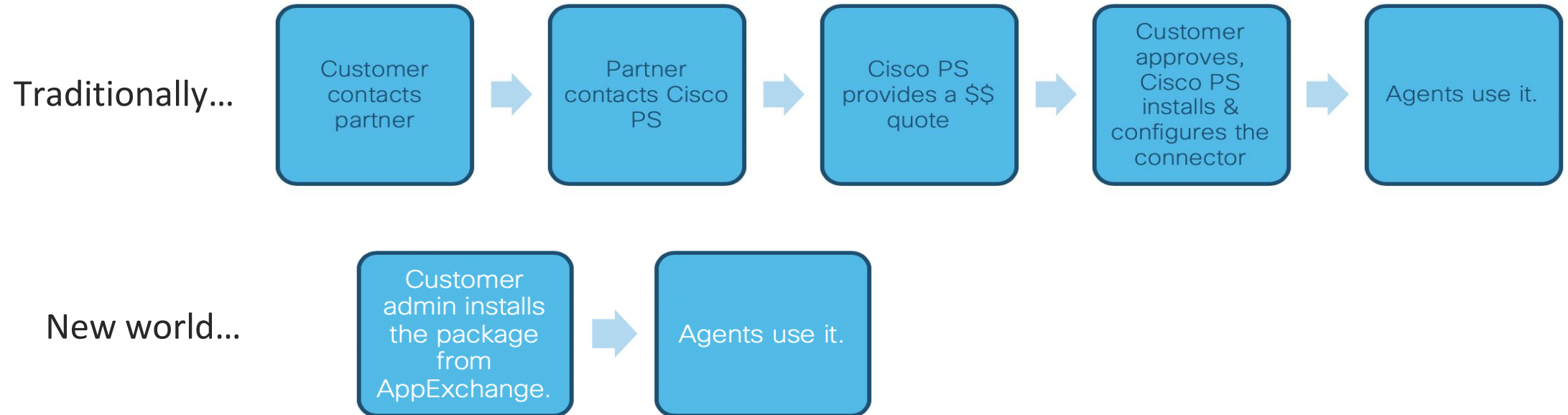
Agent Desktop for CRM integration

CRM & Ticketing Connectors



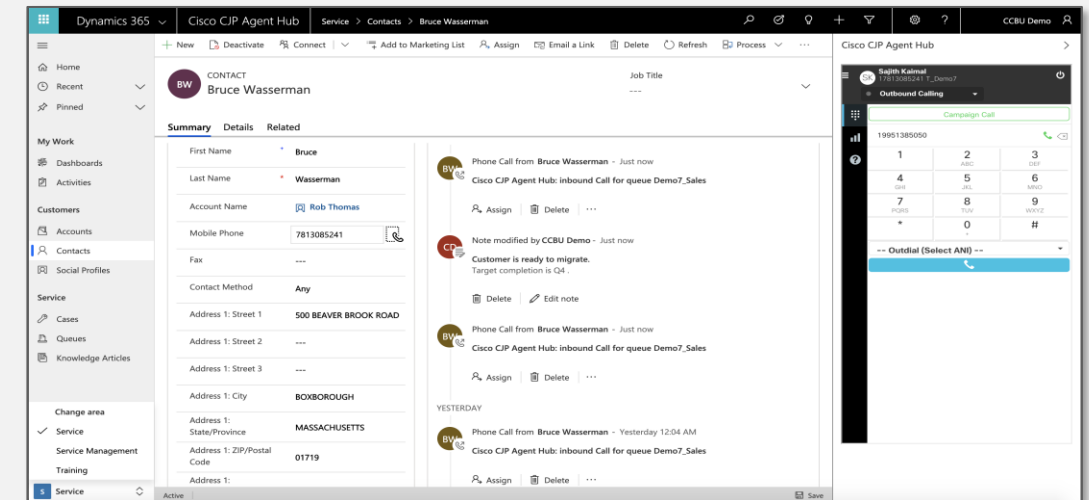
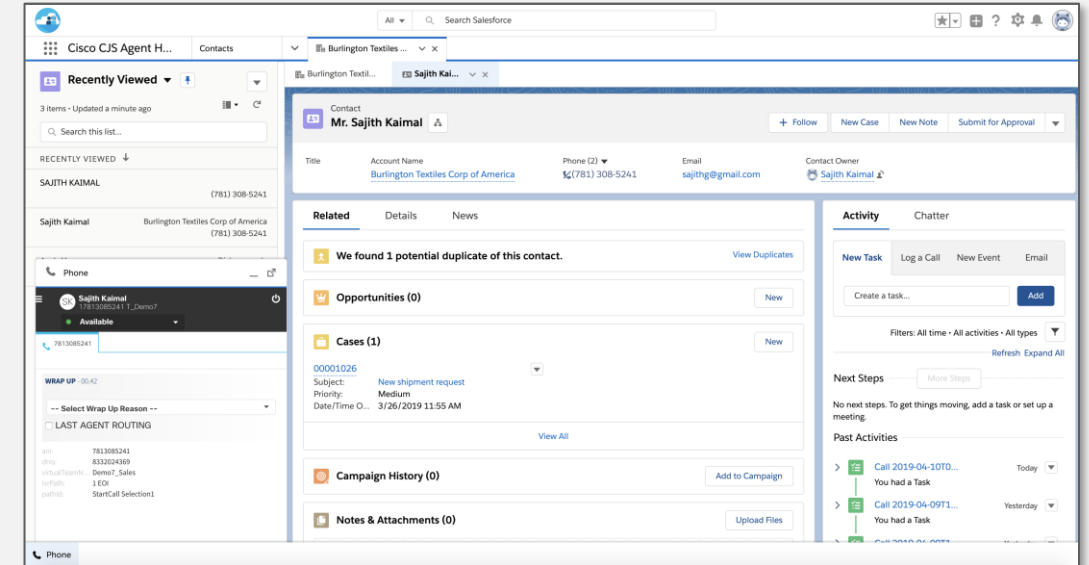
*requires Professional Services

Top of mind no matter what: Simplify Experiences



Standard Connector Features

- Supports inbound and outbound (click-to-dial) calls
- Automatic customer record screen-pop
- Automatic association of calls activity to the customer interaction journey in CRM.
- Ability to play recordings from CRM interface (Salesforce connectors only).
- ANI mask for outbound calls.
- Out of the box WCC+CRM Activity report in via the CRM reporting interface.



Review Questions

True/False. A DN is required to log in to the WXCC Desktop client.

True

True/False. Agents should make themselves available to receive CC calls.

True

