



Cisco Webex Contact Center Agent Desktop

Customer Solution Assurance Team

[Presenter]

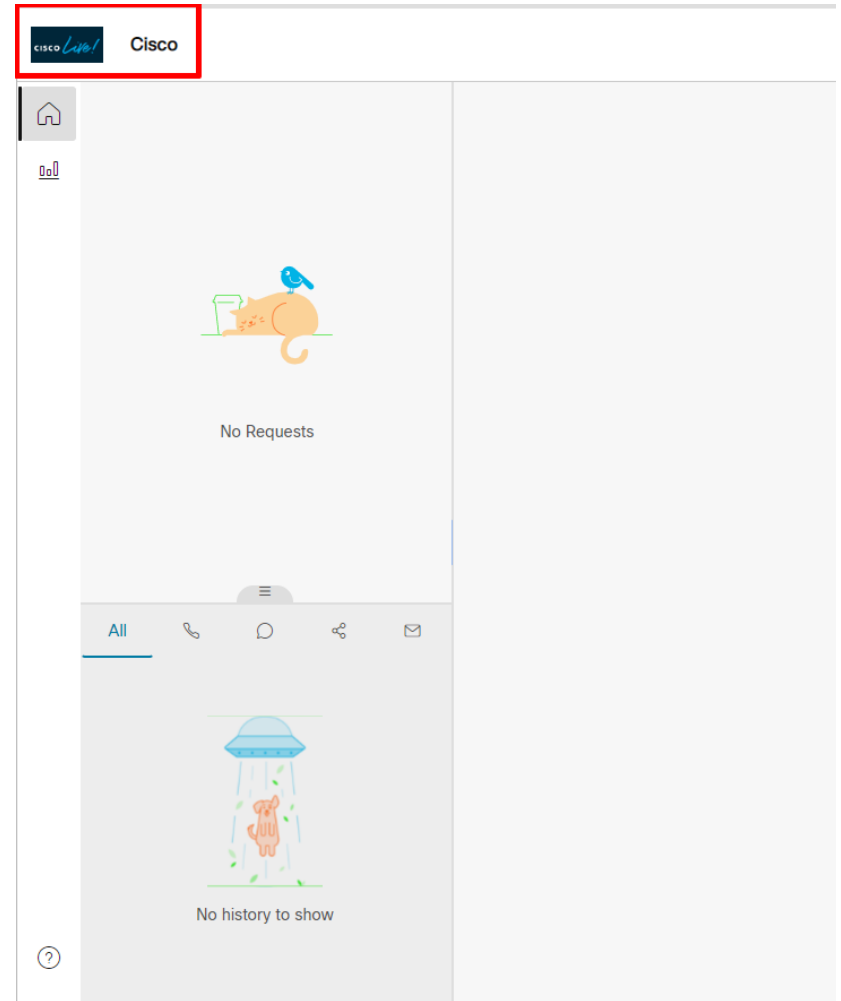
[DATE]

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**

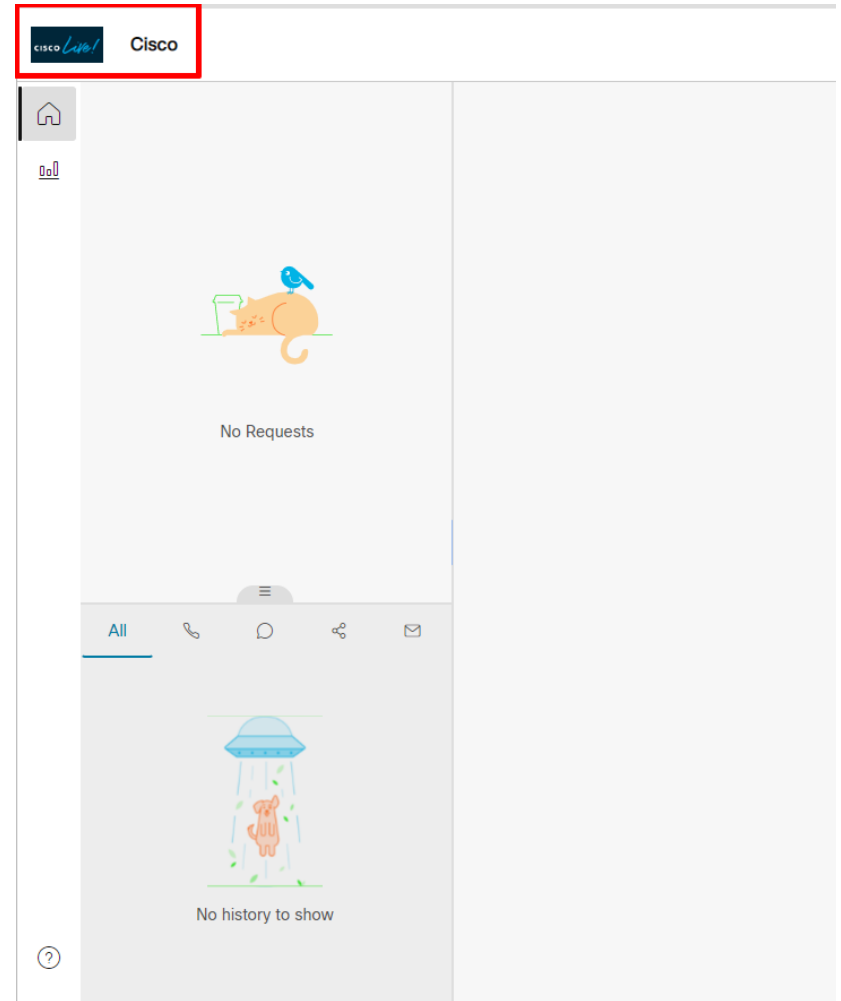
Part 1: Agent Desktop

- 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](#).

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



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

- ✓ Set password as per requirements



Enter your name

People you message or call will see this name

First and last name

Next

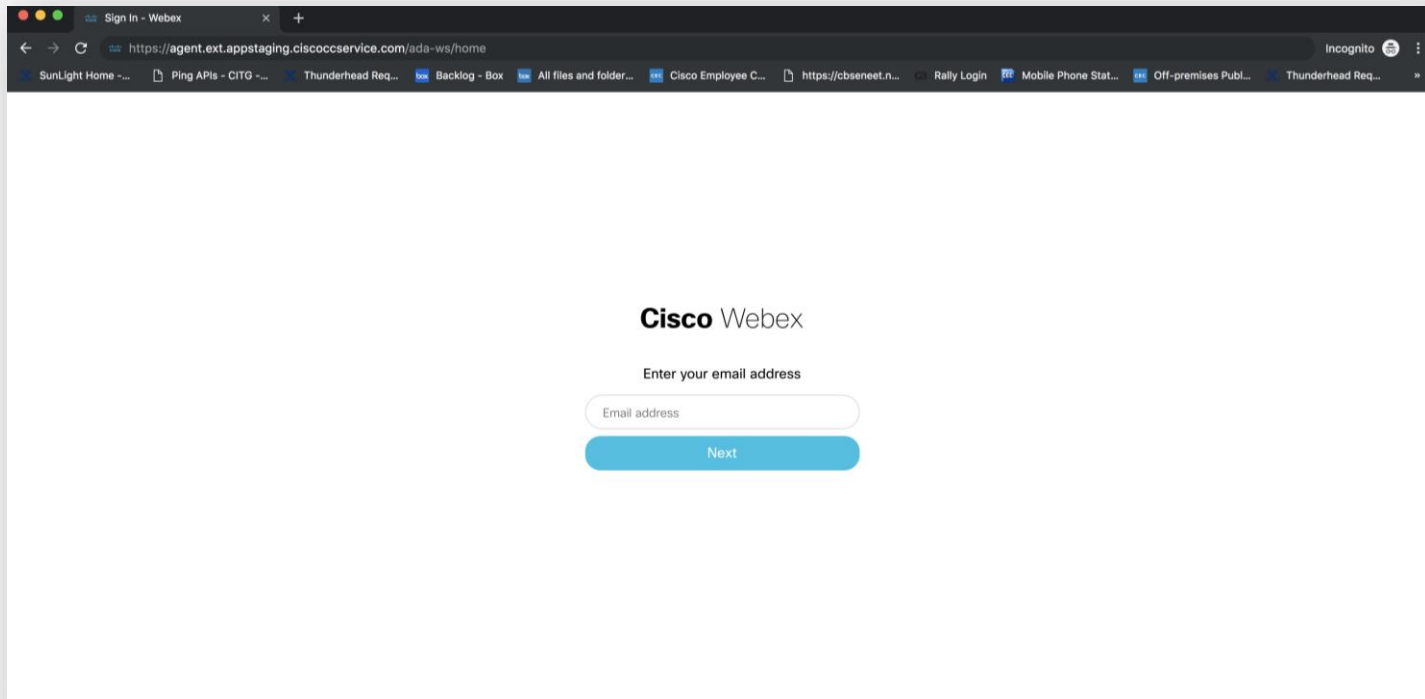
- ✓ Set First and last Name and select 'Next'

Agent Login

Login URL

Login to the URL - <Replace with your AppCenter URL> using agent credentials

Agent Desktop EU1 URL: <https://desktop.wxcc-eu1.cisco.com>



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

Team

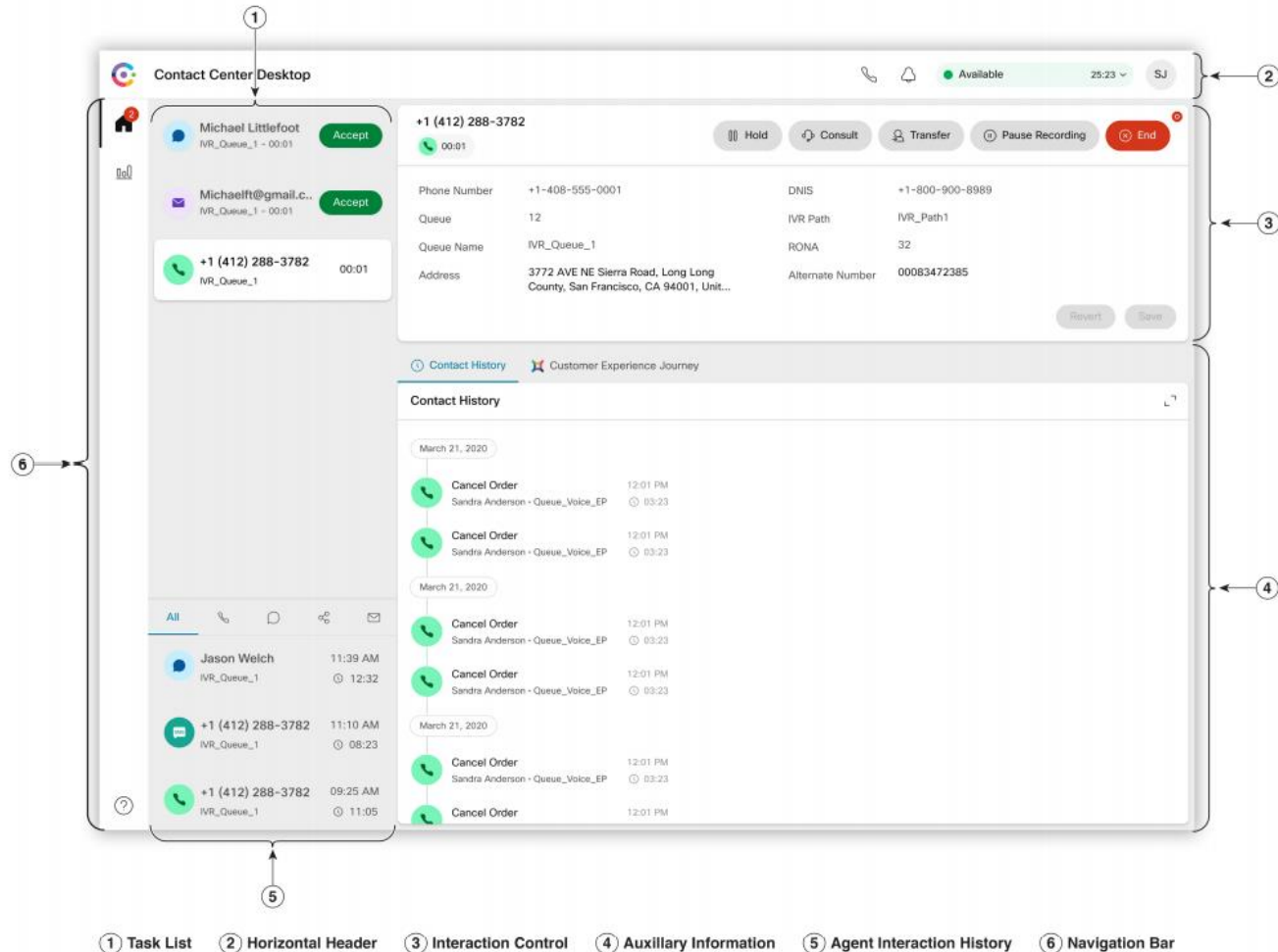
Cisco Test Team

Cancel

Submit

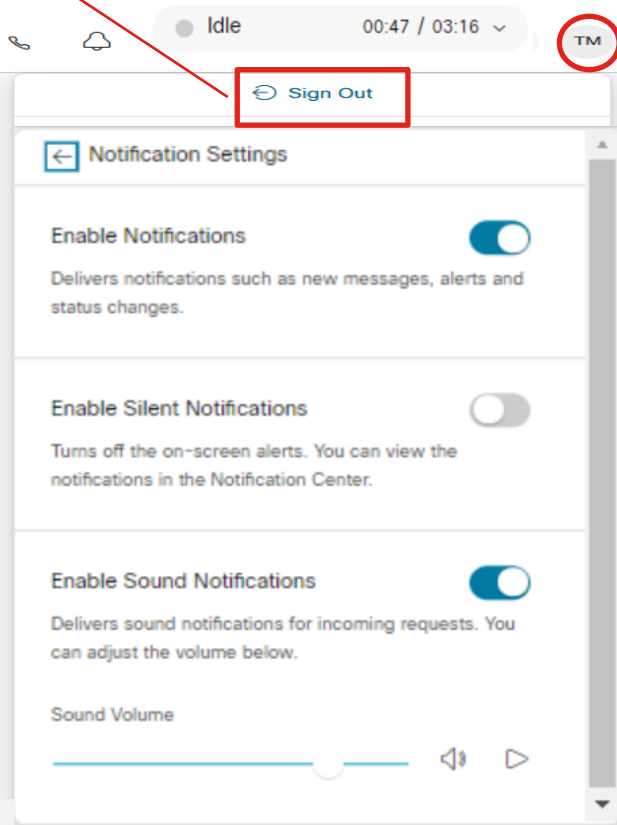
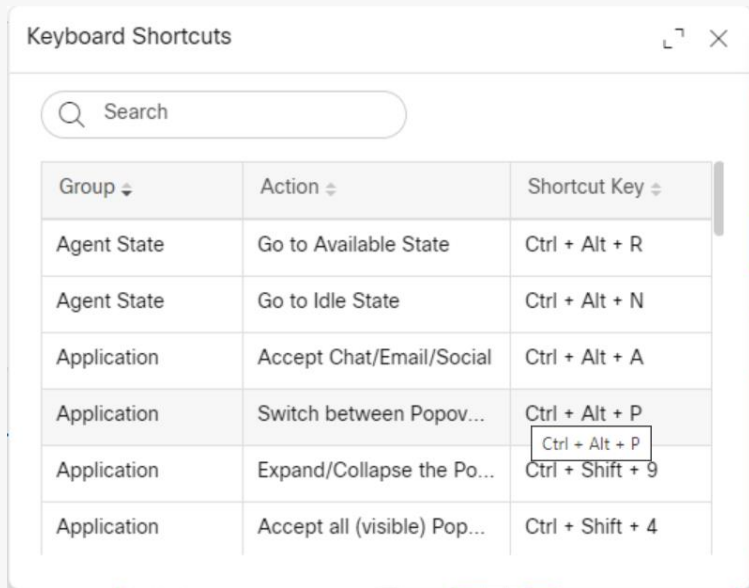
Agent Desktop Overview

Agent Desktop Overview

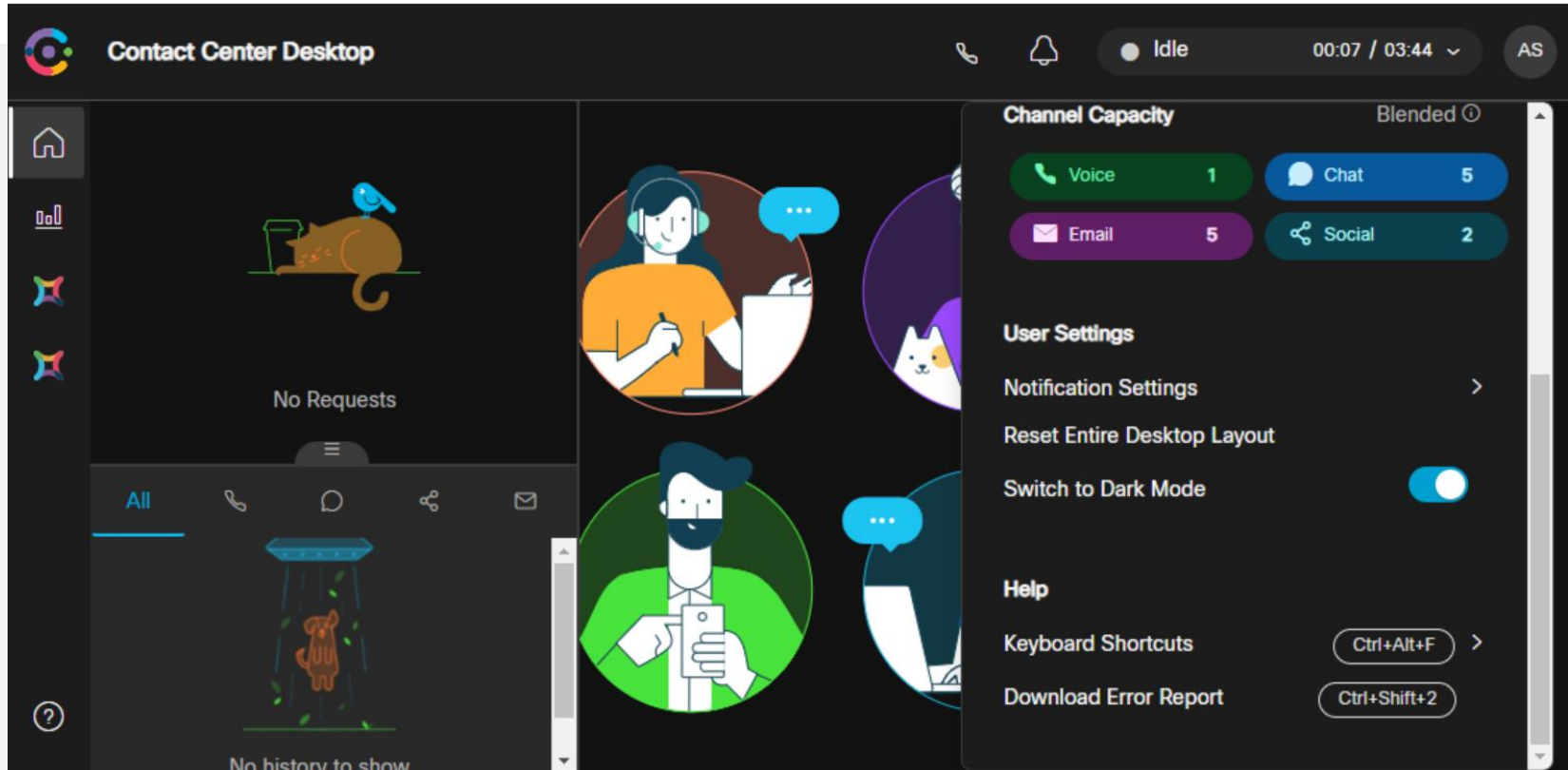


User settings

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)

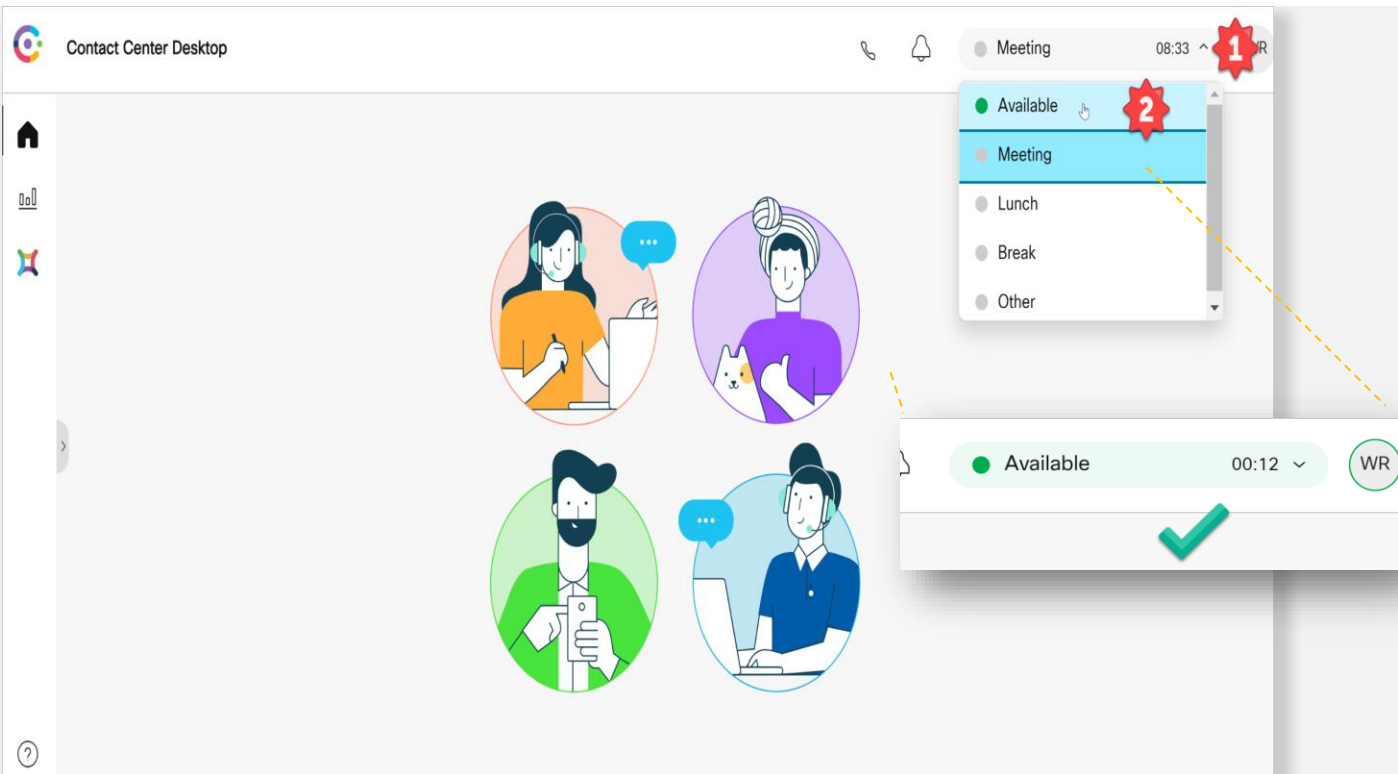


Dark Mode



Agent States

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



Agent States

Agent Activity States (Events)



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

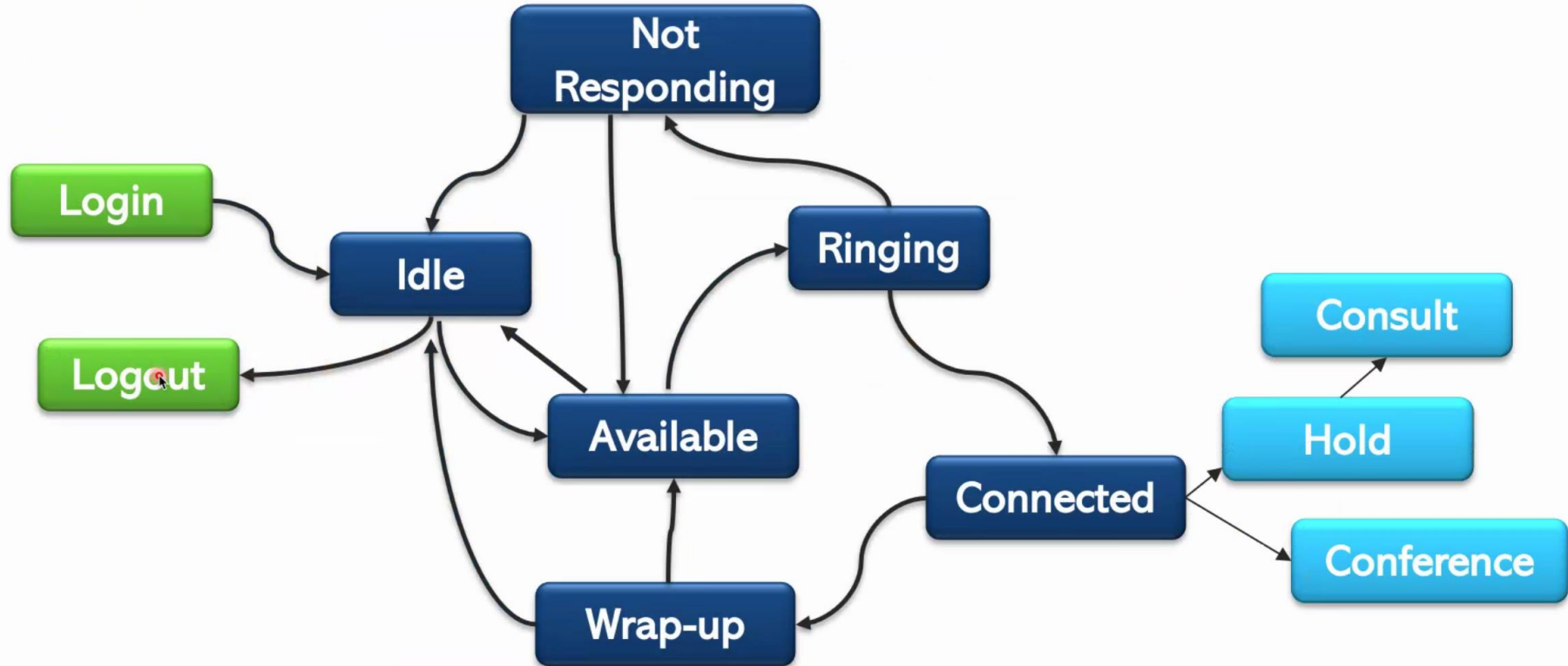
Available. Agent available and waiting for the next contact

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

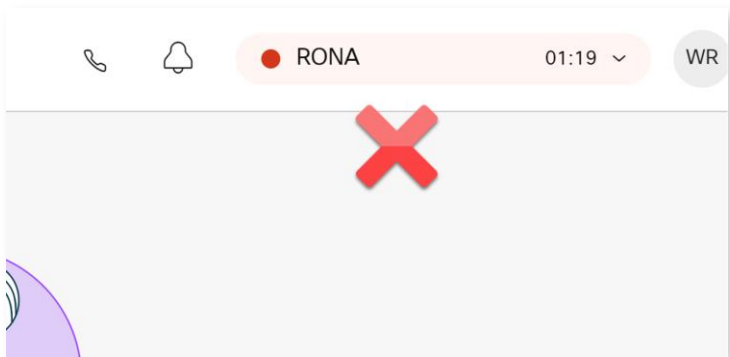
Connected. Agent connected to the contact and interacting with Contact.

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

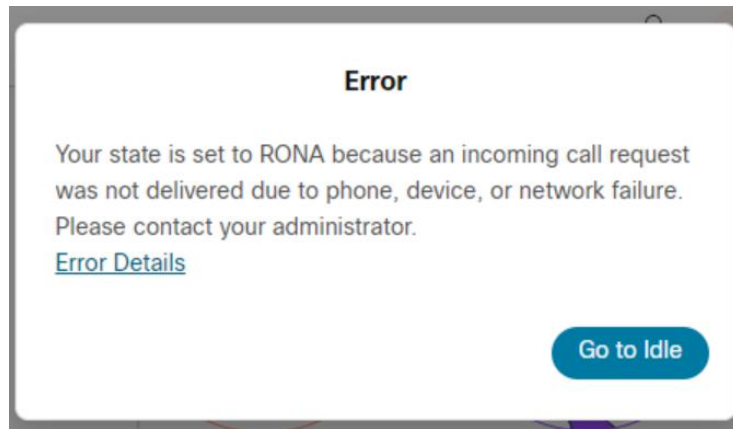
Agent State Transition



Ring On No Answer (RONA) status



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

Contact Center Desktop

Available 00:12 WR

1

Caller's Number

Number that customer marks

+14085551212
Hotline_Queue - 00:12 Ringing

Phone Number	+14085551212
DNI	+18882539133
Queue Name	Hotline_Queue
RONA	30

Window Controls and Indicators

Contact Center Desktop

Available 20:30 TM

+14083214594 00:04 Cisco Test Voice Q

+14083214594 00:04

Phone Number +14083214594 DN +18653801203

Queue Cisco Test Voice Q Rona Time 30

Hold End Consult Transfer Conference Pause Recording End

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

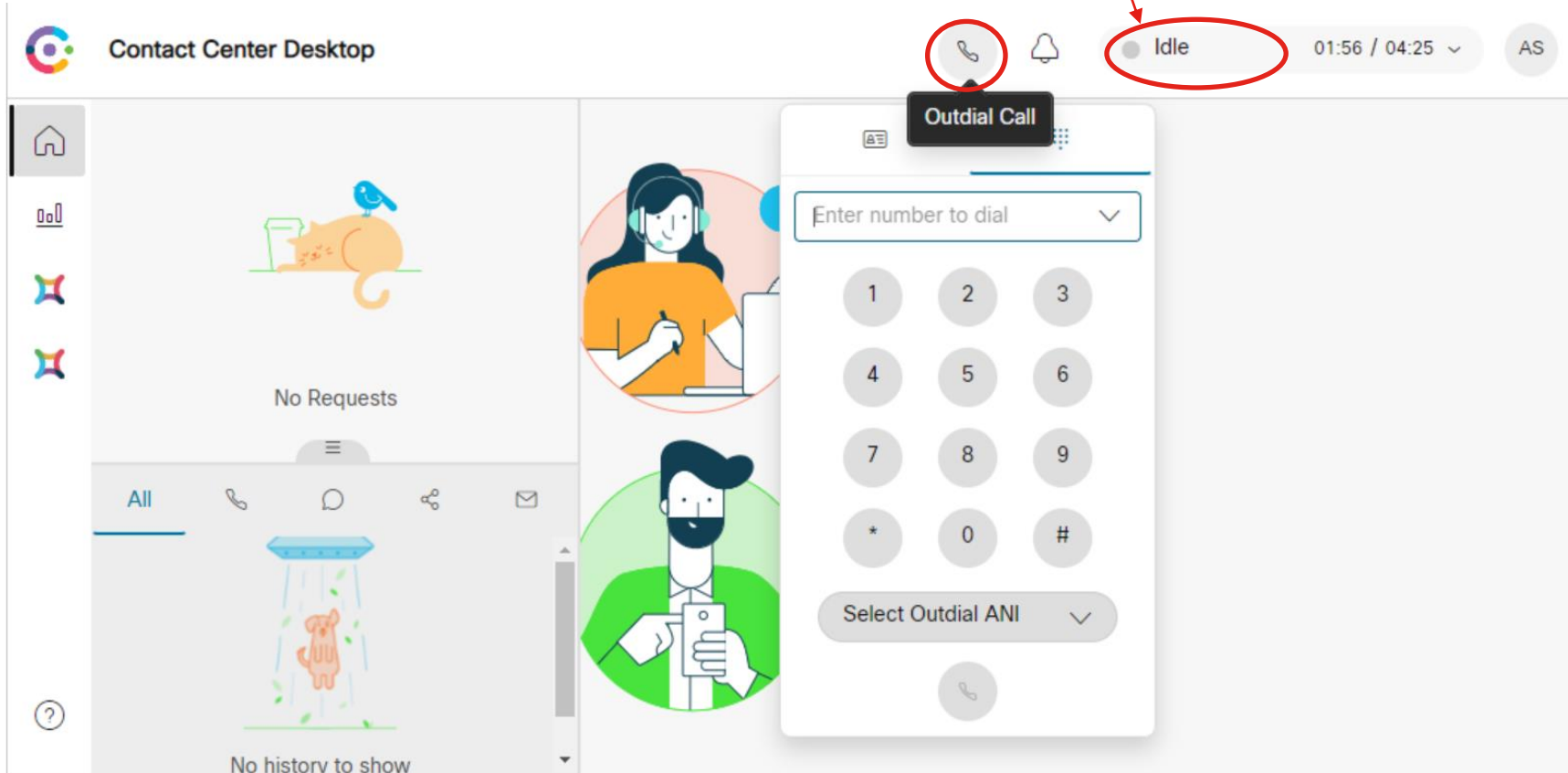
☐ Sale

Submit Wrap Up

Outbound Calls

Outdial - Dialpad

Must be in IDLE state for Dialpad to function



Outbound Call in Progress

The screenshot displays a 'Contact Center Desktop' interface. At the top, a status bar shows 'Agent Login - Logout' at 01:39 and a 'TM' icon. The main workspace is divided into several sections:

- Left Sidebar:** Contains a home icon, a call icon with the number '4083214594' and 'Outdial Queue-1' (showing a 00:04 timer), a list icon, and a multi-person icon.
- Top Action Bar:** Features buttons for 'Hold', 'End Consult', 'Transfer', 'Conference', 'Pause Recording', and a red 'End' button.
- Call Information Panel:** Displays the number '4083214594' with a 00:04 timer. Below this, it shows 'DN' as '4083214594', 'Queue' as 'Outdial Queue-1', and 'Rona Time' as '30'. 'Revert' and 'Save' buttons are at the bottom right.
- Contact History Section:** A tab labeled 'Contact History' is active, showing a list of recent calls.

Contact History List:

Phone Icon	Number	Time	Duration
📞	14083214594 N/A	03:59 PM	00:00
📞	14083214594 Sale	03:57 PM	00:00
📞	14083214594 Sale	03:57 PM	00:00
📞	14083214594 Sale	03:54 PM	00:00

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

Agent Statistics

Agent Statistics

Webex Contact Center | My Dashboard

Contact Center Desktop

← → ↺ 🏠

🔒 🗨️ https://d

Contact Center Desktop

🏠

📊

🔗

🐱

No Requests

Summary

Agent Stats - Historic

Agent Stats - Realtime

Agent Stats by State - Historic

Agent Stats by State - Realtime

Team Stats - Historic

Team Stats - Realtime

More

Channel Type

All

Duration

Last 7 days

🔄

APS Summary

Total Handled - Teams

71

📞 71 🗨️ 0 📧 0

Average Handled Time - Teams

00:02:38

📞 00:02:38 🗨️ 00:00:00 📧 00:00:00

Average Wrapup Time - Teams

00:00:47

📞 00:00:47 🗨️ 00:00:00 📧 00:00:00

Total Handled Me

0

📞 0 🗨️ 0 📧 0

Average Handled Time - Me

00:00:00

📞 00:00:00 🗨️ 00:00:00 📧 00:00:00

Average Wrapup Time - Me

00:00:00

📞 00:00:00 🗨️ 00:00:00 📧 00:00:00

All

📞 🗨️ 📧

+14083214594

04:24 PM

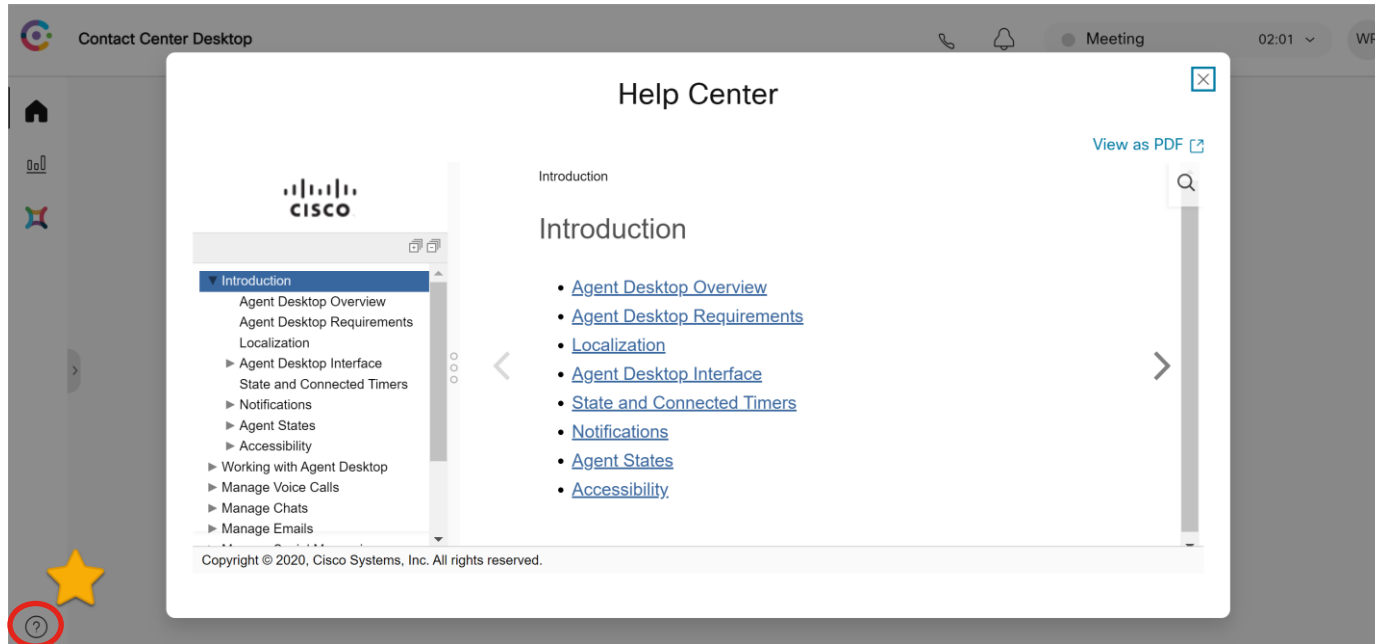
N/A

🕒 03:16

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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) where they are sitting
- 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?

