

Agent Desktop Quick Start Guide

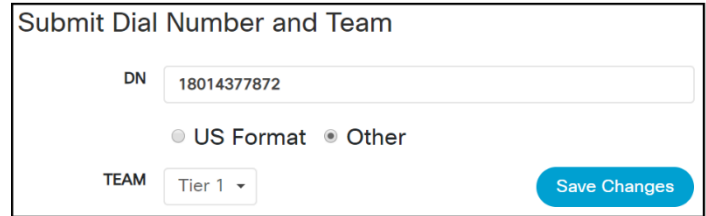
Login to WCC (Webex Contact Center): <https://agent.cjp.cisco.com/ada-ws/home>

Login to CJP (Previous Platform): <https://portal.ccone.net>

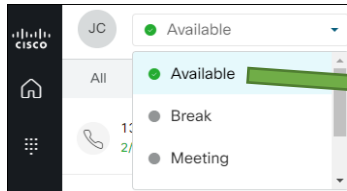
Email: _____ Password: _____

Submit Dial Number and Team:

- **DN** - Enter the country code plus the number for where you wish to receive calls (US:1+ ten-digit phone number)
- **Team** - Select the team you are assigned to
- **Save Changes**

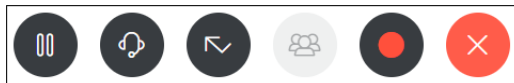







Go "Available"



You are now ready to answer calls!

Call Controls:



-  Select "Hold" to put a call on hold and then "Resume" to go back to the caller
-  Clicking "Consult" automatically puts your call on hold. You can then choose an agent or queue to call. While consulting, clicking "Transfer" would send your call to the consultant or select "Resume" to return to the original call.
-  Click "Transfer" to send a call to another agent, queue or phone number. The call will immediately be transferred without consulting.
-  If you have placed a call on hold and you are consulting with another agent, you can use the "Conference" button to join everyone together on the same call.
-  Select End Call or hang up your phone to disconnect the call.

Outbound Calls:



- Select an "Idle" or "Unavailable" code.
- Click the dial pad icon on the left sidebar.
- Enter the country code plus the ten-digit number you wish to call (US: 1 + ten-digit number).
- Select the green telephone button to place the call. Your phone will ring first; answer it and the system will then call the destination.

Signing Out:

- It is important to **Sign Out** of WCC rather than clicking the  to logout. Select your initials in the top left-hand corner of the WCC app.
- Then select **Sign Out**

