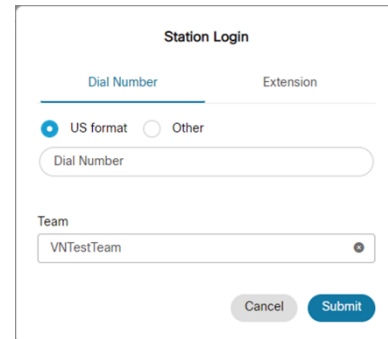


Webex Contact Center Agent Desktop Quick Guide

To sign-in to the Agent Desktop

Before you begin Ensure that your phone is ready to receive calls. If you use a softphone login.

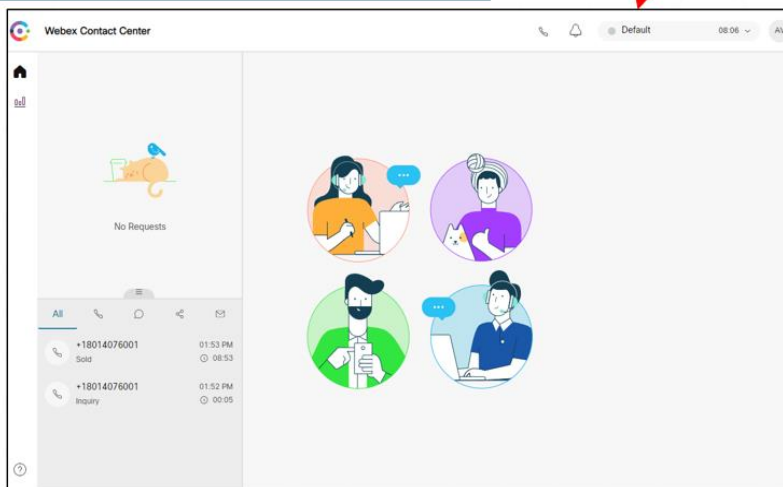
- Step 1** In the address bar of your browser, enter the URL <https://desktop.wxcc-us1.cisco.com/>
- Step 2** Enter your email address and password.
- Step 3** Enter a **Dial Number** to be used for inbound and outbound calls. Select your team from the **Team** drop-down list and click **Submit**.



The Station Login form includes fields for Dial Number and Extension, radio buttons for US format (selected) and Other, a Team dropdown menu (set to VNTesTeam), and Cancel and Submit buttons.

Agent Desktop

When you log in to the Agent Desktop, the system automatically places you in the default **Idle** state.

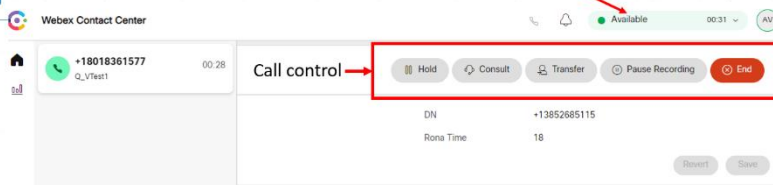


Change the Availability State

When you sign-in to the Agent Desktop, your state is set to the default idle state (status) configured by your administrator. To accept any call, chat, email, or social messaging conversation requests, you must set your state to **Available**. To change your state, select the drop-down in the upper right corner.

Call Detail

The status shows Available, but the system knows not to send any other calls to you while you are connected.



This section shows the agent's contacts today (calls, chats, etc.)

1. Click "Hold" to put a call on hold and then "Resume" to go back to the caller.
2. Clicking "Consult" automatically puts your call on hold. You would then choose an agent or queue to call and consult. While consulting, clicking "Transfer" would send your call to the consultant or you can click "Resume" to return to your original call.
3. Click "Transfer" to transfer a live call. You will get a pop-up where you can choose a specific available agent, queue or you can enter a phone number in DN to receive the transfer.
4. If you have a call on hold and you're consulting with another agent, you can use the "Conference" button to join everyone together on the same call.
5. Hang up your physical phone or click End Call to end the call.

Consult/Transfer

Can reach:

- Agent
- Queue
- DN – a full number, with country code

During a call



Select a Wrap-up Code

After a call

- You must select a Wrap-up code
- Then click the Submit Wrap Up button
- Another call cannot be taken until WRAP-UP is submitted
- When you complete wrap up you will automatically be set back to Available

Agent Desktop – Keypad Access

Making a call

