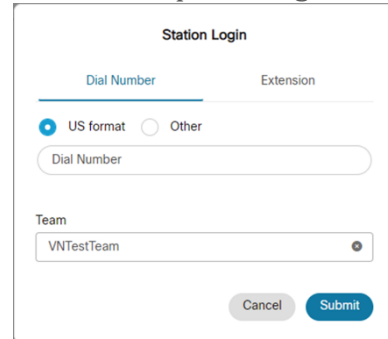


Webex Contact Center Agent Desktop Quick Guide

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.

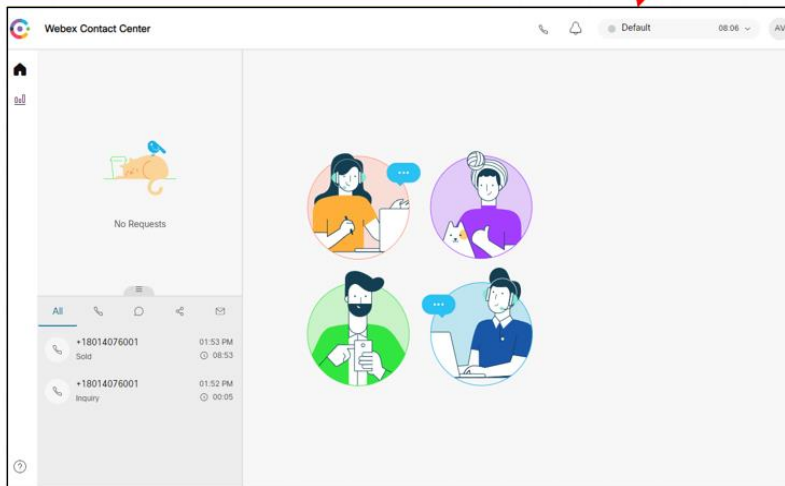
- Step 1** In the address bar of your browser, enter the URL <http://desktop.cjp.cisco.com>
Enter you email address and password.
- Step 2** Enter a **Dial Number** to be used for inbound and outbound calls.
- Step 3** Select your team from the **Team** drop-down list and click **Submit**.



The Station Login form includes fields for Dial Number and Extension, radio buttons for US format and Other, a Team dropdown menu (currently showing 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.

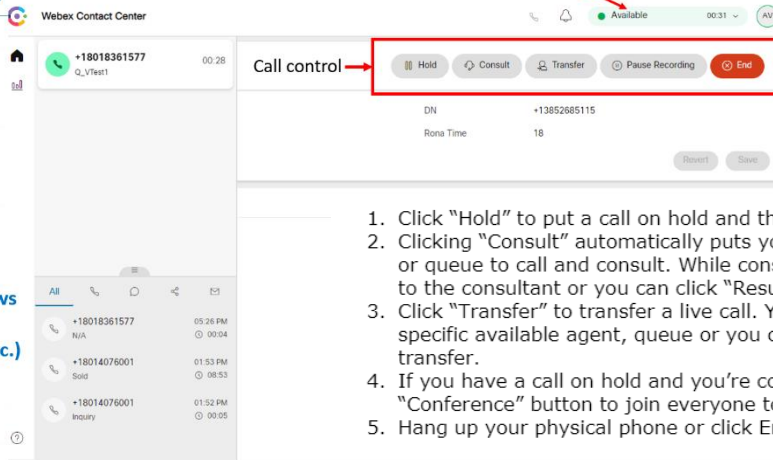


Change the Availability State

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, pull-down in the field in the upper right corner.

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

Call Detail



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

The image shows three screenshots of the Veracity interface. The first screenshot, titled 'Consult Request', shows a form with radio buttons for 'Agent', 'Queue', and 'Dial Number'. The 'Agent' option is selected. Below the radio buttons is a dropdown menu labeled 'Choose from a list of agents'. The second screenshot, also titled 'Consult Request', shows the same form but with the 'Queue' option selected. Below the radio buttons is a dropdown menu labeled 'Choose from a list of queues'. The third screenshot, titled 'Transfer Request', shows a form with radio buttons for 'Agent', 'Queue', and 'Dial Number'. The 'Dial Number' option is selected. Below the radio buttons is a text input field containing the number '1385'. A list of queues is visible in the background of the second screenshot.

Can reach:

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

During a call

VERACITY

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

The screenshot shows the 'Wrap Up Reasons' interface. At the top, there is a search bar. Below it is a list of radio buttons for various reasons: Customer Care, Disconnected, Do Not Call List, Follow Up next season, Inquiry (which is selected), Manager - Saved, Call Back, Call Campaign, Re-Sign, and Transfer. At the bottom right of the list is a blue button labeled 'Submit Wrap Up'.

Agent Desktop – Keypad Access

The screenshot shows the Agent Desktop keypad interface. At the top, there is a status bar with a red phone icon, a bell icon, and a green dot next to the word 'Available'. Below the status bar is a keypad with a dropdown menu labeled 'Enter number to dial'. The keypad has buttons for digits 1-9, 0, and #. Below the keypad are three circular icons representing different agents: a woman in an orange shirt, a man in a green shirt, and a man in a blue shirt.

Making a call

VERACITY NETWORKS