CISCO SYSTEMS

Cisco Agent Desktop Quick Reference

Release 7.1

1 Toolbar

Button	Name	Shortcut	Description
	Answer/Drop	Ctrl-A	Answers or drops a call.
	Hold/Unhold	Ctrl-H	Puts a call on hold or takes it off hold.
	Make Call	Ctrl-M	Displays the dial pad so that you can dial a call.
	Conference	Ctrl-F	Puts a call on hold and adds other parties to it for a conference call.
	Transfer	Ctrl-T	Puts a call on hold and transfers it to a third party.
	Touch Tones	Ctrl-D	Sends touch tones during a call. **Note**: No audible tones are generated.
	Login	Ctrl-L	Logs you into the ACD (alternates with Logout).
	Logout	Ctrl-L	Logs you out of the ACD (alternates with Login).
	Ready	Ctrl-W	Changes your state to Ready—you are available to receive ACD calls.
	Not Ready	Ctrl-O	Changes your state to Not Ready—you are not available to receive ACD calls.
	Work Ready	Ctrl-Y	Changes your state to Work Ready—you are in wrap-up work after a call and will be available to receive ACD calls after you're finished.
	Work Not Ready	Ctrl-Z	Changes your state to Work Not Ready—you are in wrap-up work after a call and will not be available to receive ACD calls after you're finished.
	Task Buttons	Alt-[number]	(Enhanced and Premium only) Task buttons are configured to perform various functions by the administrator. There can be up to ten task buttons, and each button can have more than one function assigned to it.
	Chat	Ctrl-J	Initiates a chat session with another member of your team, your supervisor, or a member of a conference call.
	Real-Time Displays	Ctrl-Q	Displays the Agent Real-Time Displays window, where you can view your own call logs and statistics.
	Show/Hide Contact Mgmt	Ctrl-G	Shows or hides the Contact Management pane.
	Show/Hide Browser	Ctrl-B	(Premium only) Shows or hides the Integrated Browser pane.
	Preferences	Ctrl-P	Displays the Preferences dialog box, where you can set the Agent Desktop window and team message behavior.
	Help/About	Alt-Ctrl-H	Accesses the Help and the About window.

2 Common Tasks

Transferring a Call

Step 1 With a call active, click **Transfer**.

Step 2 In the Name:Number field, enter the phone number that will receive the transferred call, and then click **Dial**.

Step 3 For a supervised transfer, wait for the third party to pick up, then click **Transfer**. For a blind transfer, click **Transfer** while the phone is ringing.

Conferencing a Call

Step 1 With a call active, click **Conference**.

Step 2 In the Name:Number field, enter the phone number of a person that you want to add to the conference call, and then click **Dial**.

Step 3 Click **Add to Conf.** when the phone rings (for a blind conference) or after the person answers (for a supervised conference).

Step 4 Repeat Steps 2 to 4 until all parties are added to the conference.

Alternating Between Calls

The Alternate function enables you to switch between two parties before transferring a call, or between a conference call and another party before adding that party to the conference.

Before finalizing a supervised transfer or supervised conference, click **Alternate** to switch between the two calls.

Sending a Chat Message

Step 1 On the toolbar, click **Chat**. The Chat Selection window opens, listing all the people that are available to chat.

Step 2 Double-click the name of the person with whom you want to chat. A Chat Session window opens.

Step 3 Type your message in the text entry field. If you want your message to pop on the recipient's screen, check the **High priority** check box.

Step 4 Click **Send** or press **Enter**.