Send a Chat Message During a Conference Call

Step 1 While on a conference call, enter your message in the Call/Chat text pane.

Step 2 Check the message recipient: **Supervisor**, **Conference**, or both.

Step 3 Click **Send**.

Note Your message will be sent only to conference participants who are in your logical contact center. Other participants will not receive it.
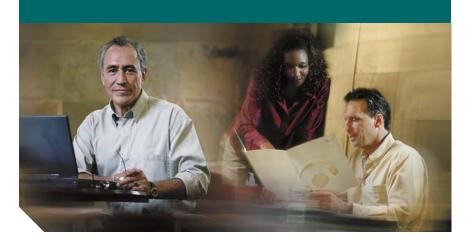
Send a Chat Message to Your Supervisor

Step 1 In the Call/Chat window, enter your message in the text pane.

Step 2 Click **Send**.

Note Your supervisor must be monitoring your team to receive the message.

CISCO SYSTEMS

Enhanced Version

Cisco Agent Desktop Quick Reference Guide

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CISCO SYSTEMS

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1 Toolbar

Call Control Buttons

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.

Agent State Buttons

Button	Name	Shortcut	Description
	Login	Ctrl-L	Logs you into the Integrated Contact Distribution (ICD) server. (Toggles with the Logout button.)
	Logout	Ctrl-L	Logs you out of the ICD server. (Toggles with the Login button.)
	Ready	Ctrl-W	Puts you into the Ready state. (You are available to receive routed calls.)
	Not Ready	Ctrl-X	Puts you into the Not Ready state. (You are not available to receive routed calls.)
	Work	Ctrl-Y	Puts you into the Work state. (You are in wrapup work after a call, and are not available to receive routed calls.)

Task Buttons

Task buttons perform functions set up by the system administrator. For example, a task button may be set up to launch an application or record a call. Task buttons are located on the toolbar, to the right of the Agent State buttons.

2 Menus

Menu	Options Available
File	• **Logout/Login.** Logs you out of and into the ICD. • **View.** Accesses the Call Log, Agent State Log, and Automatic Call Distribution (ACD) Statistics. • **Exit**. Closes Agent Desktop.
Options (present only if enabled by administrator)	• **Window Behavior.** Changes how the Agent Desktop window behaves on your desktop. • **Local Admin.** Sets your local extension and shows your assigned work flow group, team, and configuration file path. • **Status Bar.** Displays or hides the status bar.
Help	• **Contents**. Accesses the online help. • **About Cisco Agent Desktop**. Displays version and copyright.

3 Common Tasks

Transfer 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.
Step 3	Click **Dial**.
Step 4	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.

Set Up a Conference 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.
Step 3	Click **Dial**.
Step 4	Click **Add to Conf.** when the phone rings (for a blind conference) or after the person answers (for a supervised conference).
Step 5	Repeat Steps 2 to 4 until all parties are added to the conference.
Step 6	Click **Done**.