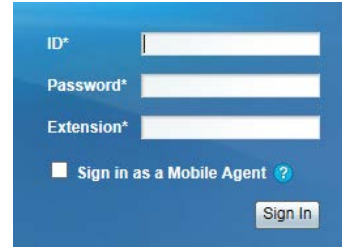


Cisco Contact Center Finesse – Agent Desk Guide

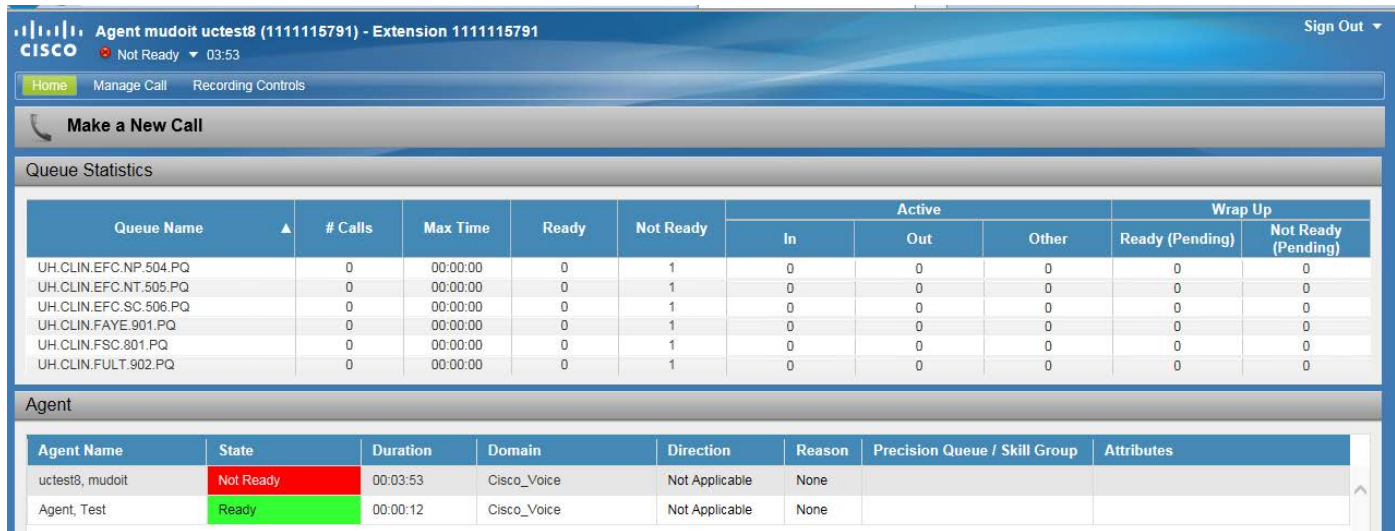
SIGN IN

1. Navigate to **ucagent.missouri.edu**.
2. Enter your user **ID**, **Password** and **Extension**.
3. Do NOT check the box to sign in as a Mobile Agent.
4. Click **Sign In**.
5. The Home screen is displayed; this is the main work screen.



Sign In form with fields for ID*, Password*, and Extension*. A checkbox labeled "Sign in as a Mobile Agent" is present, along with a "Sign In" button.

QUEUE STATISTICS GADGET



The screenshot shows the Cisco Finesse interface. At the top, it displays "Agent mudoit uctest8 (111115791) - Extension 111115791" and "Not Ready" with a timer at 03:53. Below this is a "Make a New Call" button. The "Queue Statistics" section contains a table with columns for Queue Name, # Calls, Max Time, Ready, Not Ready, Active (In, Out, Other), and Wrap Up (Ready (Pending), Not Ready (Pending)). The "Agent" section below shows a table with columns for Agent Name, State, Duration, Domain, Direction, Reason, Precision Queue / Skill Group, and Attributes. The current agent's state is "Not Ready" (red), and another agent's state is "Ready" (green).

Queue Name	# Calls	Max Time	Ready	Not Ready	Active			Wrap Up	
					In	Out	Other	Ready (Pending)	Not Ready (Pending)
UH.CLIN.EFC.NP.504.PQ	0	00:00:00	0	1	0	0	0	0	0
UH.CLIN.EFC.NT.505.PQ	0	00:00:00	0	1	0	0	0	0	0
UH.CLIN.EFC.SC.506.PQ	0	00:00:00	0	1	0	0	0	0	0
UH.CLIN.FAYE.901.PQ	0	00:00:00	0	1	0	0	0	0	0
UH.CLIN.FSC.801.PQ	0	00:00:00	0	1	0	0	0	0	0
UH.CLIN.FULT.902.PQ	0	00:00:00	0	1	0	0	0	0	0

Agent Name	State	Duration	Domain	Direction	Reason	Precision Queue / Skill Group	Attributes
uctest8, mudoit	Not Ready	00:03:53	Cisco_Voice	Not Applicable	None		
Agent, Test	Ready	00:00:12	Cisco_Voice	Not Applicable	None		

The Queue Statistics gadget provides information on current queues and call statistics.

Queue Name: Name of the queue, some agents will see multiple queues

Calls: Number of calls waiting in the queue

Max Time: Maximum amount of time the oldest call has been in the queue

Ready: Number of agents in a Ready state in a queue

Not Ready: Number of agents in Not Ready state in a queue

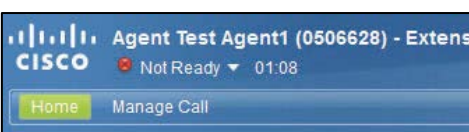
Active In / Out / Other: Number of agents on active incoming, outgoing and consult calls

Wrap Up Ready / Not Ready: Number of agents completing work for a call and going into a Ready or Not Ready state when finished

AGENT GADGET

The Agent gadget provides information about the other agents in the queue, including name, readiness state and length of time in that state.

AGENT STATES



The screenshot shows the Cisco Finesse interface for "Agent Test Agent1 (0506628) - Extension 0506628". The state is "Not Ready" with a timer at 01:08. The "Home" button is highlighted.

When first signing in, agents are defaulted to the Not Ready state and cannot take calls until they manually select a Ready state.

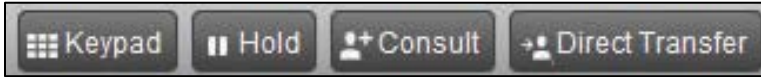
To change the state, click the drop down arrow. When **Ready** is selected, the call bar will change to *Ready to accept incoming calls*. For the **Not Ready** state, it will show *Manage Call*. To step away for a break, select the appropriate **Not Ready** state for supervisor and team awareness.

RECEIVING NEW CALLS

To answer a new incoming call, click **Answer**, which displays in the upper right corner of the call control area.

When a new call is received, the call control area will display information about the caller. Agents will be able to see the length of the call, Caller ID, the Queue Name and data about the system.

ACTIVE CALL OPTIONS



While in a call, agents have the following options:

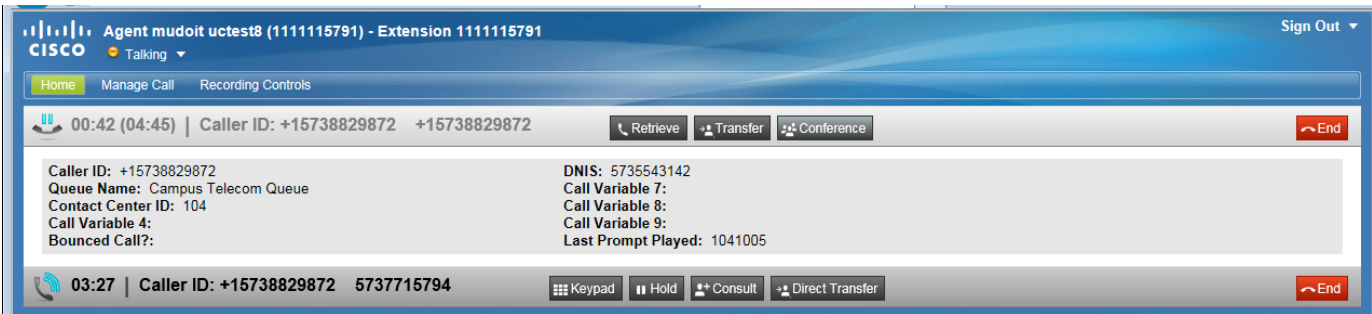
Keypad: Opens the dial pad.

Hold: Places the call on hold.

Consult: Opens the keypad so another agent may be consulted, or can be used to transfer a call to another number while remaining on the call.

Direct Transfer: Allows a call to be transferred to another number without remaining on the call.

CONSULTING A COLLEAGUE



When the consulted agent answers, the call control area will change to show both calls. Agents can:

- Click **Hold** to place the consulted agent on hold.
- Click **Retrieve** to return to the original caller.
- Click **Transfer** to transfer the caller to the consulted agent.
- Click **Conference** to join the consulted agent and the caller in a conference call.
- **End** the call with the consulted agent or the caller.

WRAP-UP

An agent enters a wrap-up state when a call is ended to give the agent time to finish call activities before being presented with the next call. The amount of time allotted for wrap-up is determined by the supervisor.

SIGN OUT



To sign out, select a **Not Ready** state.

In the top-right of the screen, select a **Sign Out** reason.

Note: If an agent just closes the browser, the agent will remain in the queue until signed out either by the agent or the supervisor, and could result in calls not being processed correctly.