ITS Training

Cisco Agent Desktop

Objectives

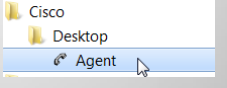
- Introduction
- Define CAD
- Login CAD
- Getting Started
- Ready / Not Ready Status
- Call Management
- Chat
- Reports
- Preferences
- Logging Out

Cisco Agent Desktop (CAD)

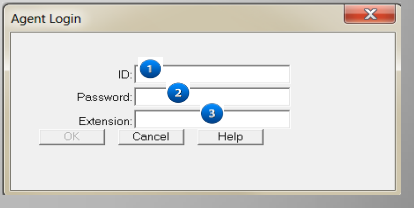
- CAD is a computer-based software designed to connect callers with to (agent).

How to Login

- To launch CAD:
  - Start Button
  - All Programs > Cisco > Desktop >Agent

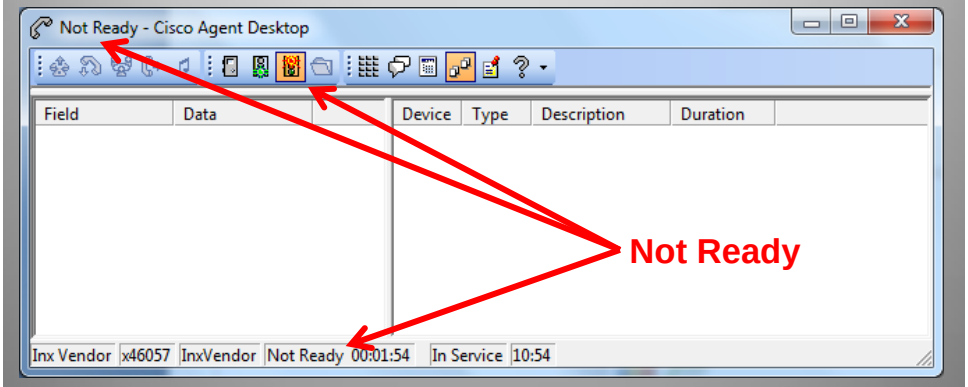


- Login to CAD:
  1. **ID:** Network Username
     - Case-sensitive
  2. **Password:** Network Password
  3. **Extension:** Provided during training



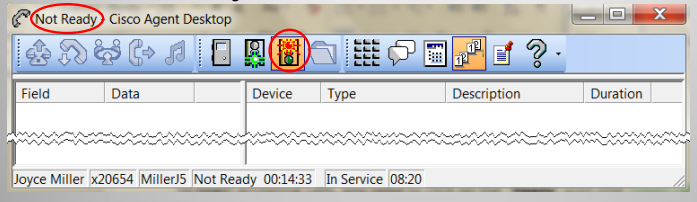
Getting Started

- Cisco Agent Desktop is opened, but minimized
- Once logged in, default status is “Not Ready”

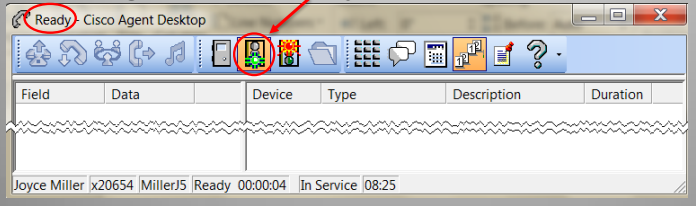


Getting Started

- “Not Ready” status - default

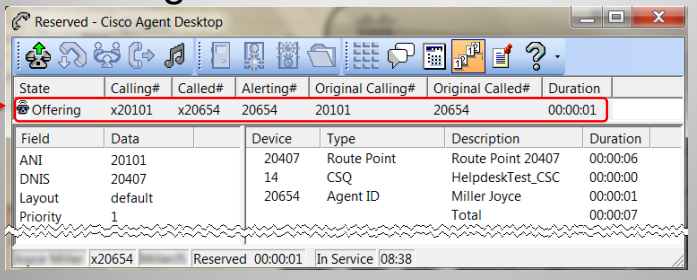


- Change to “Ready” status



Call Management

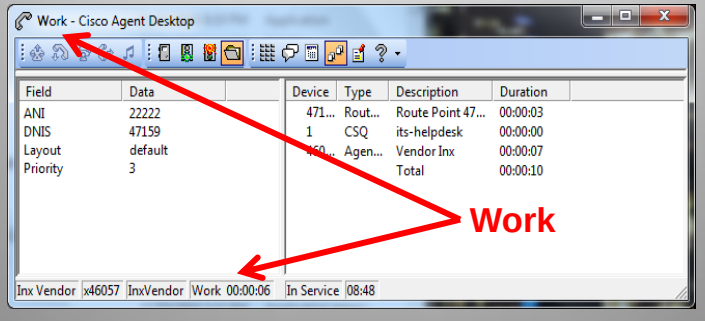
- Incoming Call



- Answer Call
- Transfer Call
- End Call

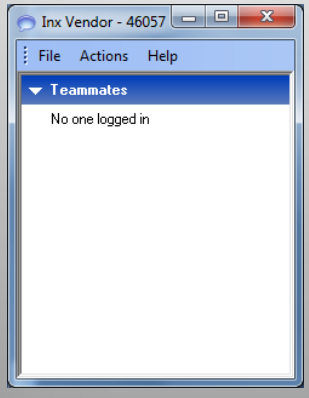
Work

- Status goes to Work after call is ended
  - Allows you to wrap up before getting a new call
    - Set to 45 seconds by default



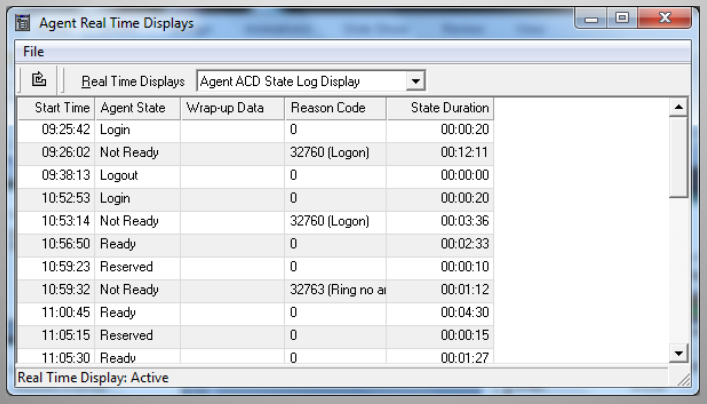
Chat with Teammates

- Click Chat to initiate a text chat with other agents



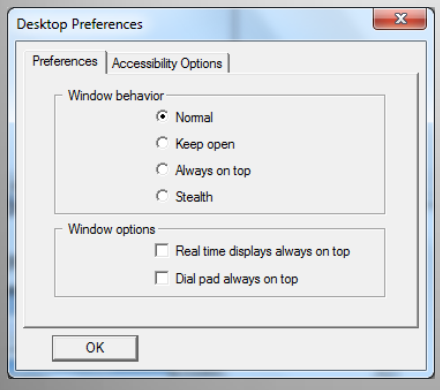
Agent Reporting

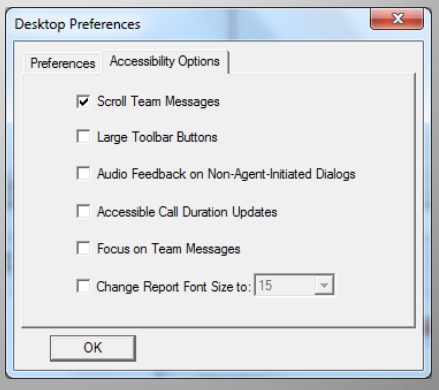
Access reports on your own activity



Preferences

Change application behavior





IMPORTANT!

- Be sure to logout of CAD
- Close the application

What We Covered…

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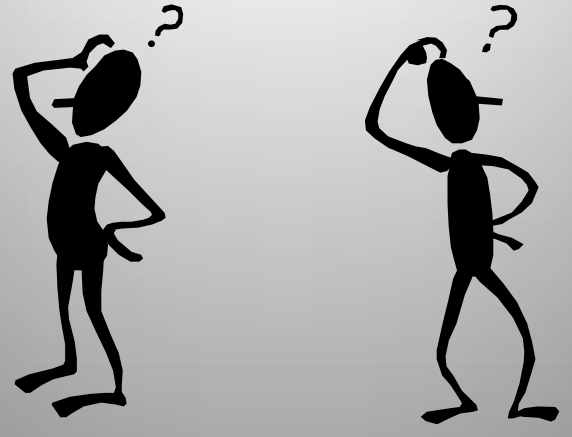
Questions



Final Thoughts