

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)



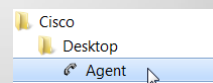
- CAD is a computer-based software designed to connect callers with to (agent).



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

Agent Login

ID:

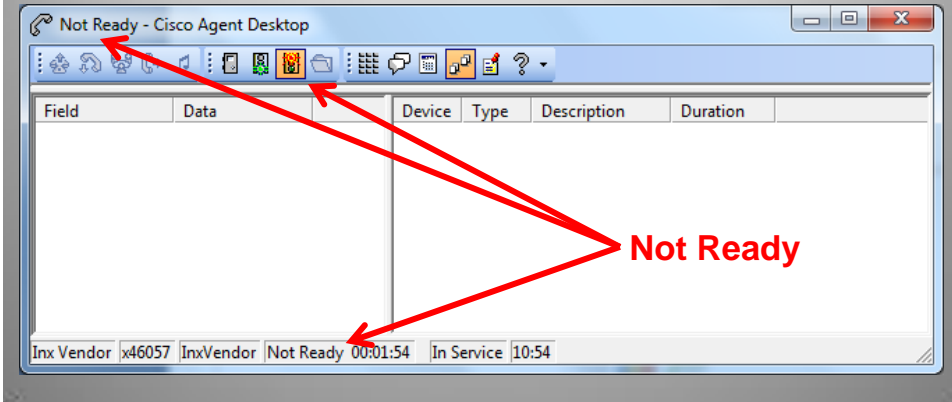
Password:

Extension:

OK Cancel Help

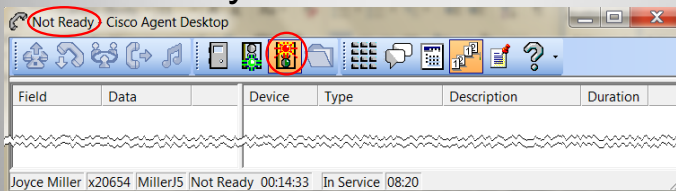
Getting Started

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

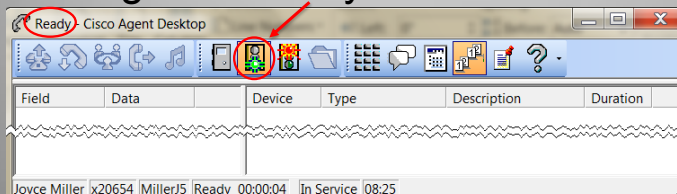


Getting Started

- “Not Ready” status - default



- Change to “Ready” status



Call Management

- Incoming Call

State	Calling#	Called#	Alerting#	Original Calling#	Original Called#	Duration
Offering	x20101	x20654	20654	20101	20654	00:00:01

Field	Data	Device	Type	Description	Duration
ANI	20101	20407	Route Point	Route Point 20407	00:00:06
DNIS	20407	14	CSQ	HelpdeskTest_CSC	00:00:00
Layout	default	20654	Agent ID	Miller Joyce	00:00:01
Priority	1		Total		00:00:07

x20654 Reserved 00:00:01 In Service 08:38

- 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

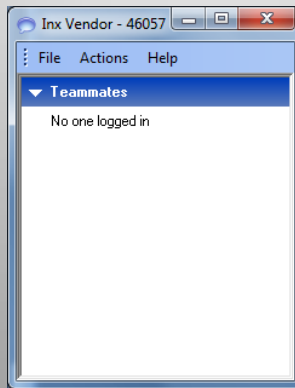
Field	Data	Device	Type	Description	Duration
ANI	22222	471...	Rout...	Route Point 47...	00:00:03
DNIS	47159	1	CSQ	its-helpdesk	00:00:00
Layout	default	460...	Agen...	Vendor Inx	00:00:07
Priority	3		Total		00:00:10

Inx Vendor x46057 InxVendor Work 00:00:06 In Service 08:48

Chat with Teammates



- Click Chat to initiate a text chat with other agents



Agent Reporting



Access reports on your own activity

The screenshot shows a window titled "Agent Real Time Displays" with a menu bar containing "File". Below the menu bar is a section titled "Real Time Displays" with a dropdown menu set to "Agent ACD State Log Display". The main content is a table with the following data:

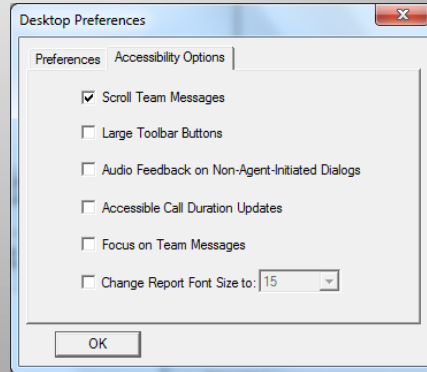
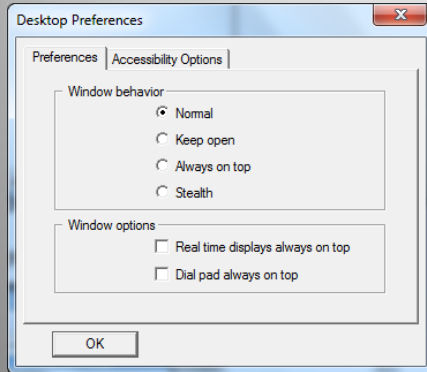
Start Time	Agent State	Wrap-up Data	Reason Code	State Duration
09:25:42	Login		0	00:00:20
09:26:02	Not Ready		32760 (Logon)	00:12:11
09:38:13	Logout		0	00:00:00
10:52:53	Login		0	00:00:20
10:53:14	Not Ready		32760 (Logon)	00:03:36
10:56:50	Ready		0	00:02:33
10:59:23	Reserved		0	00:00:10
10:59:32	Not Ready		32763 (Ring no ar	00:01:12
11:00:45	Ready		0	00:04:30
11:05:15	Reserved		0	00:00:15
11:05:30	Ready		0	00:01:27

Real Time Display: Active

Preferences



Change application behavior



IMPORTANT!

- Be sure to logout of CAD
- Close the application



What We Covered...



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Questions



Final Thoughts

