Webex Contact Center: Get started with Agent Desktop

Use this guide to quickly get the hang of Agent Desktop basics, so you feel confident handling customer interactions.

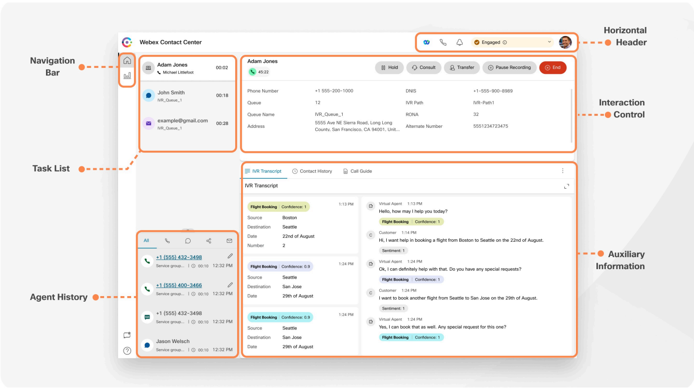
Sign in

Login may vary based on your organization's setup.

1. Enter the provided URL into your browser.
2. Enter your email and click **Sign In**. Then, enter your password and click **Sign in** again.
3. Select a telephony option: enter a phone number or Webex Calling extension that you already use for inbound and outdial calls. For WebRTC, select the **Desktop** option (most common).
4. Choose your team from the **Team** drop-down list, or use the search field.
5. Click **Submit**.
6. When you're ready to sign out, change your availability state to **Idle**, click the **User Profile,** and click **Sign Out**.

   Note: You can't sign out if you are in an active conversation.

Get to know the desktop interface



Navigation bar: Access home, performance statistics, feedback, or help articles.

Task list: See requests routed to queue(s) you're configured to cover.

Agent history: Review your interactions across all channels from the last 24 hours.

Horizontal header: Access additional controls, availability, and profile options.

Interaction control: View customer information, connected timer, control buttons, and more during an active call.

Auxiliary Information: Review the details of your current interaction.

webex by CISCO

Understand agent states

States represent agent availability or the activities that take place.

Available - Select this option once you're signed in and ready to accept interactions immediately.

Idle - You're signed in but not ready to accept interactions.

Redirection on No Answer (RONA)- When you don't accept an interaction request within the time frame specified by your admin, the call request is returned to the queue, and your agent status changes from available to RONA.

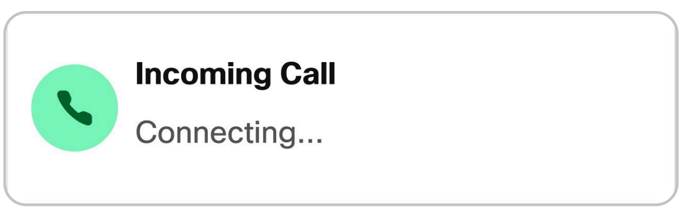
Engaged - You're busy and connected with a customer. When you're engaged in the **Available** state, you can continue to receive active requests on other channels, depending on the channel capacity.

Answer a call

Depending on your telephony option, there are multiple ways to answer a call.

If you're using Desktop as a calling capability:

1. Click **Answer** in the incoming call popover.



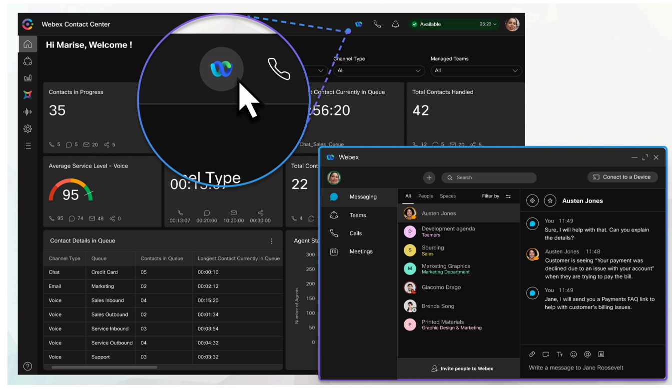
2. To reject customer calls, click **Decline** in the incoming call popover.

3. Click **Keypad** to view the phone keypad.

4. Click **Mute** to mute yourself.

Collaborate

Get help from other agents, your supervisors, and subject matter experts without having to navigate away from your Agent Desktop.



To access Webex App, click the logo in the header, or use the keyboard shortcut **Ctrl+Shift+3**.

Contact your Webex Admin to enable the Webex App icon if you don't see it.

Transfer a call

You can transfer calls to other agents or supervisors for additional help or if you can't resolve an interaction.

1. Click **Transfer** and choose one of the following options:
   - **Agent** - Select an available agent from the list or search for one.
   - **Queue** - Transfer the call to a queue from the list or use the search field.
   - **Dial Number** - Enter a phone number or name. The list displays your company address book.

2. Select **Transfer** and apply a wrap up reason.

Explore other resources on getting started, handling digital interactions, managing settings, and more.

Go to the Help Center

webex by cisco