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

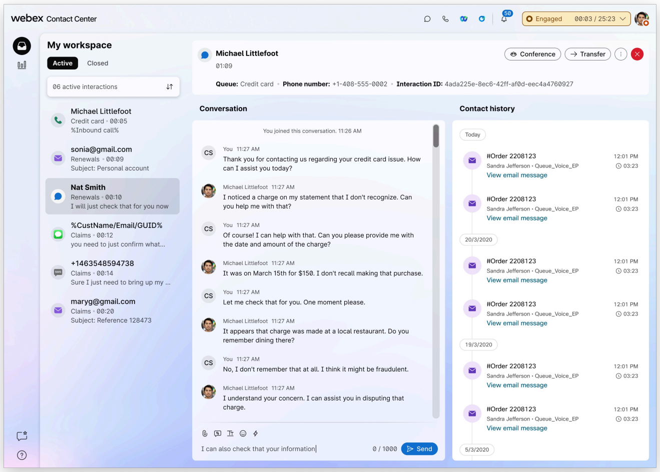
Login may vary based on your organization's setup.

1. Ensure that your phone is ready to receive calls and 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. Choose your calling preference from the **Handle calls** using drop-down list. The options displayed are dynamically shown based on your user profile configuration.
4. Choose your team from the **Team** drop-down list, or use the search field.
5. Click **Save & Continue**.

When you sign in, the homepage displays widgets based on the layout configured by your administrator.

When you're ready to sign out, change your availability state to **Idle**, click the **User Profile,** and click **Sign Out**.

Get to know the desktop interface



Webex Contact Center Agent Desktop is where agents manage customer interactions including calls, chats, emails, and more. Enable the new and improved desktop experience from **Settings → Switch to New Look**.

- **Navigation Bar:** Access your workspace with the Task List, view performance stats (if enabled), share feedback, and explore Help Center resources.
- **Task List Pane:** View all incoming, active, and closed interactions; sort or search tasks; edit customer details; and initiate outbound calls.
- **Details View Panel:** Manage your tasks, schedule callbacks, and view conversation transcripts for better context and follow-up.

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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.

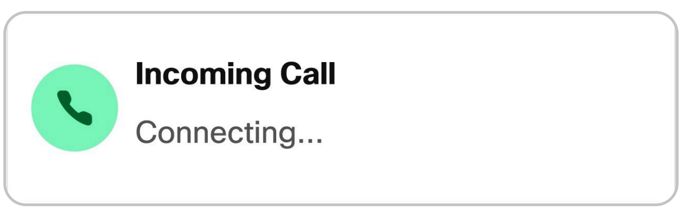
Engaged - You're busy and connected with a customer. When you're engaged in the **Available** state, you can continue to receive active requests on other channels, depending on the channel capacity.

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.



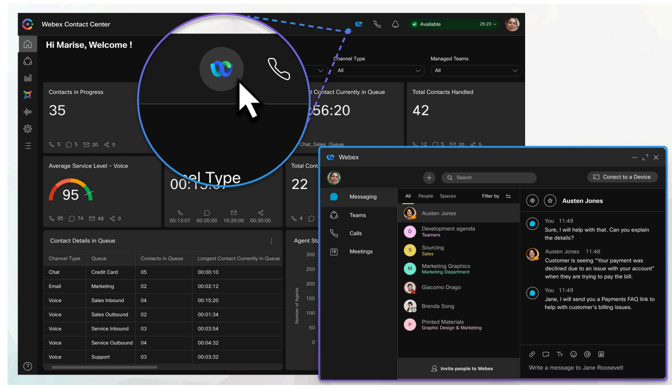
2. To reject customer calls, click **Decline** in the incoming call popover.

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