



Introduction



Attention

As part of our efforts to improve your experience we are bringing in new Webex Contact Center digital channels. The social channels - Facebook Messenger and SMS will be temporarily unavailable. You can continue using the Chat and Email services.

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Agent Desktop Overview

The Agent Desktop provides a single browser-based application that enables agents to interact with customers using voice, chat, email, or social messaging conversation.

When you sign in to the desktop, the appearance of the desktop depends on how the Webex Contact Center administrator has configured the desktop layout. The recommended display size for using the Agent Desktop is 500 x 400 pixels (width x height) or higher. For more information, see [Responsiveness](#).



Note

The administrator configures the agent profile for the permissions and desktop settings. The agents are assigned to a specific team that supports a specific function. For example, the group of agents in a team that supports Gold customers or manages billing.

The administrator specifies the following agent profile permissions and settings:

- Inbound (incoming) call capabilities
- Idle state reasons
- Queue transfer

- Agent consult and transfer
- Wrap up and wrap up timer details
- Agent auto available
- Outbound (outgoing) call capabilities
- Dial number and address book capabilities
- Access to agent performance statistics reports
- Access to widgets

**Note**

- A queue is where active contacts are kept and distributed to agents, while contacts wait to be responded by an agent.
- Your administrator configures the idle reasons that are appropriate for your enterprise. The idle state indicates that you are signed in but not ready to accept any routed requests. For example, Lunch Break.

Agent Desktop Requirements

The Agent Desktop requires the following setup to ensure that all features work as expected before attempting to sign in for the first time.

System Requirements

The following are the minimum system requirements:

- Memory—2 GB overall application RAM, excluding the operating system allocation.
- Operating System—The supported operating systems (OS) are:
 - Windows 10
 - macOS 10.12, 10.13, and 10.14
 - Chrome OS 70 (64-bit) and later

Browser Requirements

The following table lists the supported browsers.

Table 1: Supported Browsers

Operating System	Browser Version
Windows 10	<ul style="list-style-type: none"> • Google Chrome V76.0.3809 and later • Firefox Extended Support Release (ESR) V68 and later • Edge Chromium (MS Edge V79 and later)

Operating System	Browser Version
macOS	<ul style="list-style-type: none"> • Google Chrome V76.0.3809 and later • Firefox Extended Support Release (ESR) V68 and later • Edge Chromium (MS Edge V79 and later)
Chrome OS	<ul style="list-style-type: none"> • Chromium V73 and later • Google Chrome V76.0.3809 and later



Note Agent Desktop is responsive in supported browser versions, irrespective of the device used to access the Agent Desktop. For example, Agent Desktop works similarly on a mobile phone, tablet, laptop, or an iPad if you access Agent Desktop using Google Chrome (V76.0.3809 or later). For more information, see [Responsiveness](#).

The following browser options must be configured:

- Cookies and site data is enabled.
- Security level is set to *Medium*.
- Image option is enabled.
- Pop-up blocker is disabled.
- JavaScript is enabled.

Virtual Desktop Infrastructure (VDI)

The following virtual desktops are supported:

- Citrix XenDesktop V7.x
- Parallels Desktop for Mac V16
- VMware Fusion V11.5.1
- VMware View V5.x
- VMware Horizon V6.x
- VMware Horizon V7.x

Phone Requirements

Agents handling voice interactions must have a phone. To ensure connectivity, call your Dial Number (DN) from another phone and validate your voice connectivity. The same DN must be entered in the **Station Login** dialog box (**Station Login > Dial Number**) when you sign in. For more information, see [Sign In to the Agent Desktop](#).

Agent Devices

Cisco Webex Contact Center supports the following agent devices for Webex Calling:

- Webex Calling Desk Phone
- Webex Calling Desktop App (PC Audio)
- Webex Mobile App on the cell phone
- Webex Client that is integrated with Webex Calling (PC Audio)

If you are using a Webex Calling device, enter the Webex Calling extension that is configured by your administrator in the **Station Login** dialog box (**Station Login** > **Extension**) when you sign in. For more information, see [Sign In to the Agent Desktop](#).

Localization

The Agent Desktop user interface supports localization in 27 languages.

The following are the supported languages:

Bulgarian, Catalan, Chinese (China), Chinese (Taiwan), Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, and Turkish.

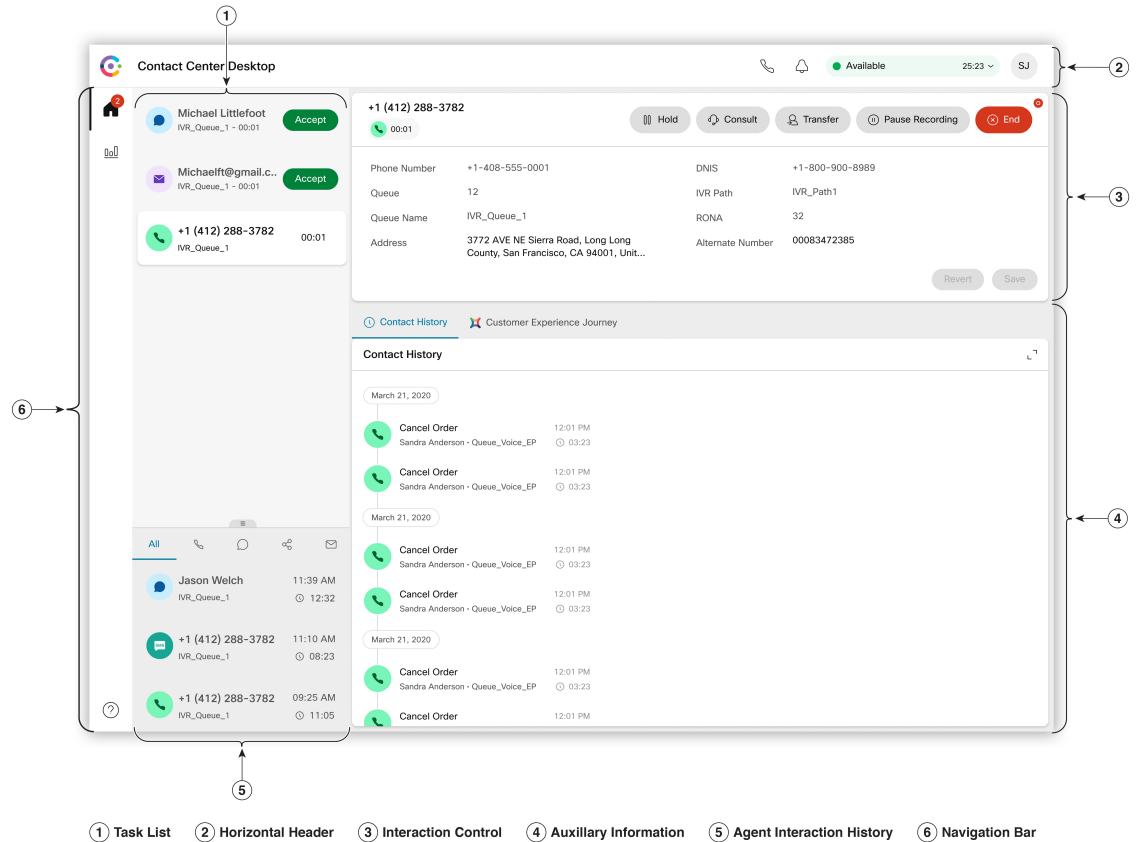
The Agent Desktop user interface language will be based on the language preference settings on your browser. For example, let us consider that you have selected the preferred language as French on the Firefox browser. When you launch the Agent Desktop in the Firefox browser, the Agent Desktop user interface appears in Français (French).

Agent Desktop Interface

The Agent Desktop user interface is divided into the following sections:

- [Horizontal Header, on page 5](#)
- [Navigation Bar, on page 6](#)
- [Task List, on page 7](#)
- [Agent Interaction History, on page 8](#)
- [Interaction Control, on page 9](#)
- [Workspace, on page 10](#)
- [Auxiliary Information, on page 10](#)

Figure 1: Agent Desktop Interface



Horizontal Header

The horizontal header is the area which runs along the top of the Agent Desktop interface. The following options are available on the horizontal header:

- **Title and logo**—Displays the Cisco Webex Contact Center logo and name (default) at the top-left corner of your screen. Your administrator can customize the title and logo based on the desktop layout settings.
- **Availability State**—Displays your availability status to receive and accept contacts across all communication channels (voice call, chat, email, or social messaging conversation). When you sign in to the Agent Desktop, your state is set to **Idle** by default. For more information, see [Agent Availability States](#), on page 15.
- **Outdial Call**—Displays an option to make an outdial call. The **Outdial Call** icon is displayed based on your agent profile configuration. For more information, see [Make an Outdial Call](#).
- **Notification Center**—Displays the number of new messages you have received. When you click the **Notification Center** icon, the dialog box displays the desktop alerts and notifications. For more information, see [Access Notification Center](#).

You can also access earlier screen pop using the screen pop URL. For more information, see [Access Screen Pop](#).

- **User Profile**—Displays your information and settings. For more information, see [User Profile](#).



Note If your administrator has configured the header widgets, then the widgets are displayed on the horizontal header. For more information on widgets, see [Manage Widgets](#).


Navigation Bar

The Navigation bar is displayed at the left side of the Agent Desktop interface.



Note The availability of icons on the Navigation bar depends on how your administrator has configured the desktop layout.

The following icons are available to access the main features:

- **Home**—Displays the agent dashboard where you can access your completed or assigned contacts that require your attention. You can perform actions such as communicating with customers across various channels, and viewing customer information. The icon displays a badge indicating the number of requests that you have not accepted across various channels. For example, .
- **Agent Performance Statistics**—Displays the **Agent Performance Statistics** widget which details the historical and real-time statistics of an agent. If your profile is configured for statistics reporting, the **Agent Performance Statistics** icon is displayed in the Navigation bar. For information about the statistics reports, see [Agent Performance Statistics Reports](#).
- **Reload**—If you are accessing the Agent Desktop in an iFrame, click **Reload** to refresh the Agent Desktop web page. An iFrame is an HTML element that lets you nest one web page in another web page.



Note The **Reload** icon is displayed only when you access the Agent Desktop in an iFrame.

- **Help**—Displays the Help topics in the **Help Center** dialog box. To view the PDF format of the Help topics, click **View as PDF**.



Note

- Based on the **Desktop Layout** configuration, the custom icons (for example, the Customer Experience Analytics icon) are displayed in the Navigation bar above the **Help** icon.
- When the Agent Desktop is accessed for the first time or the cache cleared, the custom title, the custom logo, and the custom icons on the Navigation bar load a few seconds later, onto the default icons list.
- The custom icons or custom widgets are loaded based on the cache first, and then based on the server synchronization. If the Desktop Layout configuration is updated by your administrator, you must clear the cache and reload the Agent Desktop to view the latest custom icons or custom widgets. Trying to reload without clearing the cache may cause screen flickers and may also lead to unexpected behavior.




Task List

The Task List pane is displayed at the top-left corner of the Agent Desktop interface.

When a request is routed to your queue and you are available, a new request appears in your Task List pane. You must accept the request to start communicating with the customer. By default, the Task List pane is expanded. If the Task List pane is collapsed, you can see a popover at the bottom-right corner of the desktop to accept the request. For more information, see [Popover, on page 8](#).



If you have multiple requests, the latest request is displayed at the top of the Task List pane, and the order is calls, chats, social messaging conversations, and emails.

The request displays the following details:

- **Calls**—Displays the  (Call) icon, the phone number of the customer, DNIS (Dialed Number Identification Service), path ID, the queue that routed the call to you, IVR path ID, and a timer indicating the time elapsed since you received the call. You can see the status of the incoming call as **Ringling**.
- **Chats**—Displays the  (Chat) icon, the name of the customer, the email address, the queue that routed the chat to you, and a timer indicating how long the chat has been awaiting your acceptance.
- **Social Messaging Conversations**—The following details are displayed:
 - **Facebook Messenger**—The request displays the  (Messenger) icon, the name of the customer, the queue that routed the chat request to you, the app user ID, and a timer indicating the time that has elapsed since you received the chat request.





Note The customer name is displayed in the desktop only if the customer's profile information on Facebook Messenger is set as public.

- **SMS**—The request displays the  (SMS) icon, the phone number of the customer, the queue that routed the SMS chat request to you, and a timer indicating the time that has elapsed since you received the chat request.
- **Emails**—Displays the  (Email) icon, the name of the customer, the queue that routed the email to you, and a timer indicating the time that has elapsed since you received the email request.



Note

- When you place the pointer on the request in the Task List pane, the  (expand) icon is displayed. Click  to view the request details.
 - You are alerted with a sound notification when you receive a chat, a social messaging conversation, or an email request.
 - A badge in each chat and social messaging conversation task displays the number of unread messages.
-

The Task List pane displays the following options:

- **Accept All Tasks**—Click **Accept All Tasks** to accept all requests (chats, emails, or social messaging conversations) together. The **Accept All Tasks** button appears when you have more than five new requests.
- **New Replies**—Click **New Replies** to scroll to view unread messages (chats or social messaging conversations).


After you have accepted the request, the timer displays the time that has elapsed since you accepted the request. For more information, see [State and Connected Timers](#), on page 11.



Note

- If you are unable to accept the request within the specified time displayed in the timer, the request flashes for a few seconds and your state changes to **RONA** (Redirection on No Answer). For more information on RONA, see [Agent Availability States](#), on page 15.
- Consider that you sign out when the Task List pane is collapsed. If you sign in to the Agent Desktop without clearing the cache, the Task List pane retains your earlier selection, which is the collapsed state.

Popover

If the Task List pane is collapsed, you can see the popover at the bottom-right of the desktop. The popover is the pop-up dialog box that is displayed when a call, chat, email, or social messaging conversation request is routed to you. The popover displays the details, the action buttons or the links based on the configuration that is defined for each channel. For example, the chat request popover displays the **Accept** button, the  (Chat) icon, the name of the customer, the email address, the queue that routed the chat to you, and a timer indicating how long the chat has been awaiting your acceptance.

When you have multiple requests, the popovers are stacked. If you have more than five requests at any point in time, the requests are displayed as 1-5 of <total number>. Click the > icon to view the next requests. You can accept the email, chat, or social messaging conversation by clicking the **Accept** button in each popover. To accept all requests together, click **Accept <number> requests**. The earliest request is displayed at the top. The order is emails, social messaging conversations, chats, and calls from top to bottom.

Agent Interaction History

The Agent Interaction History pane is displayed at the left-bottom of the Agent Desktop interface. You can view your previous communications with a customer across all the channels (voice, email, chat, and social) in this pane. The pane displays details for the last 24 hours.

To view your previous communications based on a channel for the past 24 hours, select the following tabs:





- **All**—Displays your previous communications across all channels along with the total connected time, and the timestamp on when you accepted the request. This is the default selection.
- **Calls**—Displays your voice calls along with the customer phone number, wrap up reason, the total connected time, and the timestamp on when you accepted the request.
- **Chats**—Displays your chats along with the customer name, wrap up reason, the total connected time, and the timestamp on when you accepted the request.

- **Social Messaging Conversations**—Displays your Facebook Messenger and SMS (Short Message Service) chats along with the customer name (Facebook Messenger), customer phone number (SMS), wrap up reason, the total connected time, and the timestamp on when you accepted the request.
- **Emails**—Displays your emails along with the customer email address, wrap up reason, the total connected time, and the timestamp on when you accepted the request.

For more information, see [State and Connected Timers, on page 11](#).



Note

- The Agent Interaction History pane fetches all the completed interactions with the respective wrap up reason. If the contact is not wrapped up, the wrap up reason will appear as NA. For more information, see [Apply Wrap Up Reason](#).
- When you hover the mouse pointer either on the Task List pane or the Agent Interaction History pane, the  (collapse) icon is displayed. Click  to close the pane.
- Place the pointer on the Agent Interaction History pane border. When the pointer changes to  (sizing handle), click and drag the  to resize the Agent Interaction History pane vertically. The resized Agent Interaction History pane is retained until you sign out, close the browser, or clear the browser cache.


Interaction Control

The Interaction Control pane is displayed at the top center of the Agent Desktop interface.

The Interaction Control pane includes the following details:


- Customer information with all Call-Associated Data (CAD) variables for voice calls.
- Connected timer which includes the duration of your contact with the customer until you end the communication.
- Along with the connected timer, the Interaction Control pane displays another timer based on the state set by the system and how you proceed with your communication. For example, when you place a call on hold, the timer shows the hold time next to the **Consult on Hold** state.
- The control buttons used to perform tasks based on the configuration of your profile. For example, on an active voice call, you can record a call.

When you accept a voice call (inbound or outbound), by default, the Interaction Control pane is expanded, and remains persistent even when you switch between options in the Navigation bar.

When you accept an email, chat or social messaging conversation request, by default the Interaction Control pane is collapsed. Use the  (expand) icon to expand the Interaction Control pane to view the customer information.



Note

To copy the customer information, hover the mouse pointer on the field value and then click .

For more information on the connected timer, see [State and Connected Timers, on page 11](#). For updating the CAD variables, see [Call-Associated Data Variables](#).

Workspace

The Workspace pane is displayed at the center of the Agent Desktop interface only when you accept an email, chat or social messaging conversation request.





Note When you accept a voice call (inbound or outbound), the center pane displays the Auxiliary Information pane.

The center pane displays details based on your selection of the contact card in the Task List pane. For example, when you select an active email contact, the center pane displays details of the received email.

The center pane can also display information based on your selection in the Navigation bar. For example, when you select **Agent Performance Statistics** (if your profile is configured), then the center pane displays your reports.



Note When you hover the mouse pointer either on the Task List pane or the Agent Interaction History pane, the  (collapse) icon is displayed. Click  to close the pane, and to increase your work space area.

Auxiliary Information

The display position of the Auxiliary Information pane on your Agent Desktop interface depends on the active request.

When you accept an email, chat, or social messaging conversation request, the Auxiliary Information pane is displayed at the right side of the desktop, and the Workspace pane is displayed at the center of the desktop. When you accept a voice call (inbound or outbound) the Auxiliary Information pane is displayed at the center of your desktop.


The widgets are displayed in the Auxiliary Information pane on your desktop. Each tab in the pane can have one or more widgets based on the default desktop layout settings configured by your administrator. For more information, see [Manage Widgets](#).

The details of the tabs are:

- **Contact History** (default)—Displays the history of previous communications with the customer during the last 90 days. When you are on a digital channel conversation (email, chat, or social messaging) with the customer, the **Contact History** tab displays the consolidated history of all digital channel conversations. When you are on a voice call, the **Contact History** tab displays the history of only voice calls.

When you accept a contact, the **Contact History** tab displays the customer details in chronological order. The customer history details include name of the customer, wrap up reason, queue name, connected time, and end time. You can also view the previous emails by clicking the **View email message** link.

**Note**

- The **Contact History** tab fetches all the completed interactions with the respective wrap up reason. If the contact is not wrapped up, the wrap up reason will appear as NA. For more information, see [Apply Wrap Up Reason](#).
- Click  to maximize your content view in the Auxiliary Information pane.

- **Screen Pop**—Displays the screen pop tab based on the default desktop layout settings.
- Custom widgets—Displays custom tabbed widgets based on your default desktop layout or organizational settings. For more information, see [Manage Widgets](#).

**Note**

The Auxiliary Information pane retains your tab selection for a specific interaction even when you switch between interactions or custom pages. For example, consider that you are on a voice interaction and have accessed the **Screen Pop** tab in the Auxiliary Information pane. Later, you switch to a chat interaction and access the **Contact History** tab. When you return to the voice interaction, the **Screen Pop** tab selection is still retained.

The tab selection is retained when you reload the Agent Desktop. However, when you clear the cache, the tab selection is lost.

State and Connected Timers

The following are the timers that are displayed on the Agent Desktop:

- **State timer**—The agent state timer appears next to the agent availability state on the horizontal header. The timer displays the time you have been in the current state. The state includes **Available**, any **Idle**, or **RONA**. The state timer is updated every second and the format is mm:ss. If you are connected for more than one hour, the format changes to hh:mm:ss (for example, 01:10:25). When you change state (for example, from **Available** to any **Idle**), the timer resets to 00:00.
 - **Idle timer**—If you are in the **Idle** state and switch between any other idle states, the timer displays the current time and the total time you were in the idle state. For example, consider that you are in the **Idle** state for 10 minutes, and then you take a **Lunch Break** (configured idle state) of 20 minutes. Then, the timer is displayed as 20:00/30:00. The **Lunch Break** time is 20 minutes (configured idle state), and the total time that you were in the **Idle** state is 30 minutes.
- **Connected timer**—When you accept a call, chat, email, or social messaging conversation request, the timer appears next to the request in the Task List pane. The timer displays the time that has elapsed since you accepted the request. The connected timer is updated every second and the format is mm:ss. If you are connected for more than one hour, the format changes to hh:mm:ss (for example, 01:10:25). The connected timer is also displayed in the Interaction Control pane.

Along with the connected timer, the Interaction Control pane displays another timer based on the state set by the system and how you proceed with your communication. For example, when you place a call on hold, the timer shows the hold time next to the **Consult on Hold** state. For more information on states set by the system, see [Voice Call States, on page 17](#) and [Email and Chat States, on page 17](#).

The Agent Interaction History pane displays the connected time which includes the duration of your contact with the customer until you end the communication. For example, consider that during a customer call, you consult with another agent before you end the communication with the customer. The connected time includes the time that you have been connected with the customer and the consult time with the other agent.



Note Your system time must be synchronized with the network time for the agent state timer and the contact request connected timer to be displayed correctly.

Notifications

Notifications alert you on new desktop events that require your attention. Notifications appear irrespective of whether you are using an application or not.

Toaster Notification—Browser

Toaster is a native browser notification that appears only if the desktop's browser tab is in the background. Browser toaster notifications are displayed if the Agent Desktop is not the active browser window or tab. The Agent Desktop browser window or tab is inactive when,

- You are working on other browser windows or tabs.
- You are working on other applications.
- You have minimized the Agent Desktop browser window.

If the Agent Desktop is not the active browser window or tab, you are alerted with a sound notification on the browser taskbar based on your browser settings. You must click on the toaster notification to make your Agent Desktop window or tab active. The following are the browser toaster notification behaviour and restrictions:

- Display of browser toaster notification is based on your operating system and browser settings.
- You must enable browser toaster notification permissions for the operating system and the browser.
- You must allow the browser permissions when prompted.
- Positioning of the browser toaster notification pop-ups depends on the operating system.
- Browser toaster notifications cannot be stacked. A new notification replaces the existing notification pop-up.

For more information on supported browsers, see [Browser Requirements, on page 2](#).

**Note**

- Toaster notifications are applicable for calls, chats, emails, and social messaging conversations. Toaster notifications include the alert message, phone number, name or email address of the customer. For example, Incoming email from johndoe@gmail.com.
- Your administrator configures the time interval for the toaster notifications to close automatically. The timeout value is honored in the Chrome browser across Windows OS, Chrome OS, and macOS. However, the other supported browsers do not honor the configured notification timeout value consistently.

Browser Settings for Chrome

The toaster notifications may not pop up in the Chrome browser for Windows 10. To display the notifications on your desktop, and not in the **Manage Notifications** pane of Windows 10, disable the **Enable native notifications** feature in the Chrome browser (version 86 and earlier). The toaster notifications that are displayed on your desktop will be in the native format.

Procedure

- Step 1** Open Chrome and enter `chrome://flags/#enable-native-notifications` in the address bar.
- Step 2** Press the **Enter** key on your keyboard.
- Step 3** Select the **Disabled** option from the labeled box drop-down list.
- Step 4** Click **Relaunch Now**.

The notifications are displayed on your desktop in the native format.

Desktop Notification

Desktop or application level notifications are displayed at the top-right corner of the Agent Desktop. The following are the desktop notification behaviour and restrictions:

- Desktop notifications can be stacked.
- Desktop notifications can be automatically dismissed or closed by you.
- Desktop notifications in the Agent Desktop are displayed based on the **Notification Settings**. For more information, see [Enable or Disable Notification Settings](#).

Your administrator configures the following:

- The number of desktop notifications to be displayed at a time.
- The time interval for the desktop notifications to close automatically. The configured timeout for notifications is applicable for supported browsers in Windows OS and Chrome OS. In macOS, the supported browsers automatically close the notifications.

Desktop notifications are applicable for calls, chats, emails, and social messaging conversations. The notification includes the name of the customer, the phone number, chat message, or information on the request. The following are examples:

Action	Notification
When a call recording is resumed.	Auto Resume Recording Recording will resume in 5 seconds.
When multiple users edit the Call-Associated Data (CAD) variable values at the same time.	Customer Information has been Updated Your changes are overwritten with the updated call data.
When a screen pop is delivered successfully to you.	Screen Pop Delivered Screen pop was delivered to you. Reopen Screen Pop or <Screen Pop hyperlink> Note Based on the routing configuration that your administrator has set in Flow Designer, you can see either the customized display text or the Reopen Screen Pop hyperlink.
When another agent accepts your consult request.	Consult Connected Your consult request has been accepted.
When another agent accepts your conference request.	Conference Connected Your conference request has been accepted.
When a consult call request is put on hold.	Consult Call on Hold Your consult call has been put on hold.
When a call is automatically wrapped up.	Auto Wrap Up Your call has been wrapped up automatically.
When you receive a chat message from the customer.	Messages from John Doe Ok I got it. Thank you!
When you send an attachment to the customer.	Messages from John Doe Sent an attachment.
When you send the conference chat message to another agent.	Messages from Barbara Hecker Hey, this is Barbara Hecker. How may I ...
When the customer ends a chat message.	End Chat from Jason Welch Your chat has ended.
When you change your team.	Changed Team Successfully You are now signed in to Sales_Team.

**Note**

- In the Task List pane, a badge in each chat and social messaging conversation task displays the number of unread messages.
- You are alerted with a sound notification when you receive a chat, a social messaging conversation, or an email request.

Agent States

The agent state refers to your work status while using the Agent Desktop. The following are the agent states:

- **State set by you**—Determines whether you can receive and accept contacts across all communication channels (call, chat, email, or social messaging conversation request). For more information, see [Agent Availability States, on page 15](#).
- **State set by the system**—The state that the system assigns to you based on the channel through which you are communicating. For more information see, [Voice Call States, on page 17](#) and [Email and Chat States, on page 17](#).

Agent Availability States

The following are the agent availability states:

- **Idle**—Indicates that you are signed in but not ready to accept any routed requests. When you sign in to the desktop, your state is set to the default idle reason configured by your administrator.

Your administrator configures more idle state reasons that are appropriate for your enterprise. If you must go offline for a meeting, training, or lunch break, change your state to an idle reason by selecting an option from the drop-down list. The administrator-defined idle state reasons are preceded by a gray (●) icon.

In addition, you can select an idle state reason while you are interacting with a customer; for example, during a chat session with the customer or when responding to an email message. For more information on which idle state reason to use, contact your supervisor.

**Note**

If you are in the **Available** or **Idle** state without any ongoing conversations, your supervisor can sign you out of the Agent Desktop. You must sign in again to access the Agent Desktop. For more information, see [Sign In to the Agent Desktop](#).

- **Available**—Indicates that you are ready to accept and respond to contact requests routed to you. After you sign in, you must select **Available** from the drop-down list to accept voice call, chat, email, and social messaging conversation requests. The **Available** state is preceded by a green (●) icon.

**Note**

- Any communication such as voice call, chat, email, social messaging conversation, or campaign is routed to you only when your state is set to **Available**. For more information, see [Change the Availability State](#).
- If you reload the Agent Desktop when you are in the **Available** state, the default idle state is initially displayed, and then the state changes to **Available**. The delay is subject to network connectivity.

- **RONA** (Redirection on No Answer)—Indicates that you have not accepted a voice call, chat, email, or social messaging conversation request within the specified time. The voice call, chat, email, or social messaging conversation request is returned to the queue. The system changes your state from **Available** to **RONA**. The **RONA** state is preceded by a red (●) icon.

**Note**

The maximum available time to accept a voice call request is 18 seconds. The maximum available time to accept a digital channel request (chat, email, or social messaging conversation) is 32 seconds.

If you are unable to accept the request within the specified time displayed in the timer, the request flashes for a few seconds and your state changes to **RONA** (Redirection on No Answer). The request is returned to the queue.

The system cannot deliver any new contact requests to you under the following conditions:

- The request is not answered during the **Available** state.
- The **Dial Number** or **Extension** provided is incorrect.

When your state changes to **RONA**, a popover appears with the following options:

- **Go To Idle**—When you click **Go To Idle**, your state changes from **RONA** to the default idle reason configured by your administrator.
- **Go To Available**—When you click **Go To Available**, your state changes from **RONA** to **Available**. The **Available** state indicates that you are ready to accept and respond to contact requests routed to you.

When an incoming call request is not delivered to you due to a failure of network, phone, or other devices, your state is set to **RONA**. You can click **Go To Idle** displayed on the popover and contact your administrator to investigate the situation.

**Note**

- You cannot change your state to **RONA** manually.
- To accept a voice call, chat, email, or social messaging conversation request, you must change your state from **RONA** to **Available** manually.
- If the Agent Desktop application is not the active browser window or tab, you are alerted with a toaster notification when your state changes to **RONA**. For more information, see [Toaster Notification—Browser, on page 12](#).

Voice Call States

Voice call states are initiated by the system. The call state changes depending on your action on the call, and whether you are communicating with a customer or another agent. For example, when you place the customer call on hold, the Interaction Control pane displays the state as **Call on Hold**.

Connected timer—When you accept a call, chat, email, or social messaging conversation request, the timer appears next to the request in the Task List pane. The timer displays the time that has elapsed since you accepted the request. The connected timer is updated every second and the format is mm:ss. If you are connected for more than one hour, the format changes to hh:mm:ss (for example, 01:10:25). The connected timer is also displayed in the Interaction Control pane.

When you are communicating with the caller (customer) or another agent, based on your action, the following voice call states are set by the system:

- **Ring**ing—Indicates that the incoming call popover is being displayed at the bottom right corner of the desktop. If you are unable to answer the call within the time configured by your administrator, the call is returned to the queue. The system changes your state from **Available** to **RONA**.
- **Call on Hold**—Indicates that you have placed the customer on hold.
- **Consult Requested**—Indicates that you have initiated a consult call.
- **Consulting**—Indicates that you are consulting with another agent.
- **Consult on Hold**—Indicates that you have placed the agent with whom you are consulting on hold.
- **Conference** icon with *<phone number or name of the agent>*—Indicates a three-way communication between you, the customer and another agent.
- **Wrap Up**—Indicates that you have ended your voice call with the customer.

Email and Chat States

The chat and email request states are initiated by the system and change as you proceed with your communication.

Email State

- **Wrap Up**—Indicates that you have ended your email communication with the customer.

Chat States

The following are the chat request states:

- **Conference Requested**—Indicates that you have initiated a conference chat.
- **Conference**—Indicates a three-way communication between you, the customer and another agent.
- **Wrap Up**—Indicates that you have ended your chat, or social messaging conversation with the customer.

Accessibility

The Agent Desktop supports features that improve accessibility for low-vision and vision-impaired users. The following table shows how to navigate within the Agent Desktop using the accessibility features.

Web Accessibility

Agent Desktop Element	To Perform the Following Actions	Use the Following Keys
Sign In	Scroll through the saved email address from the drop-down list.	Up and Down arrows
	Select an email address.	Enter
	Change the selected email address.	Mac keyboard: Command + Left arrow Windows keyboard: Alt + Left arrow
	Sign in to Agent Desktop.	Enter
Station Login	Select either Dial Number or Extension .	Right arrow and Enter
	To focus on the option within the Dial Number or Extension dialog box.	Tab
	Select a Dial Number format (radio button options).	Right and Left arrows
	Navigate through elements within the Dial Number or Extension dialog box.	Tab
	Select a team name from the Team drop-down list.	Up and Down arrows
	Select an option.	Enter
	Close the Station Login dialog box.	Esc
Notification Center	Access Notification Center .	Tab and Enter
	Scroll through the notifications.	Up and Down arrows
	Mark all notifications as read, reopen a screen pop, close a notification, and ignore notifications.	Tab and Enter or Space Bar
	Close the Notification Center dialog box.	Esc or Enter or Space Bar

Agent Desktop Element	To Perform the Following Actions	Use the Following Keys
Agent State	Scroll through the agent state from the drop-down list.	Up and Down arrows
	Select an agent state.	Enter
	Close the agent state dialog box.	Esc or Enter or Space Bar
User Profile	Access the user profile dialog box.	Enter or Space Bar
	Navigate through options in the user profile dialog box.	Tab and Enter
	Close the user profile dialog box.	Esc
Notification Settings	Access Notification Settings .	Tab and Enter
	Enable or disable options (toggle buttons) in the Notification Settings .	Tab and Space Bar
	Increase or decrease the sound volume.	Arrow keys
	Mute, unmute, or play sound.	Tab and Enter or Space Bar
Dark Mode	Switch to dark mode (toggle button).	Tab and Space Bar
Keyboard Shortcuts	Access the Keyboard Shortcuts dialog box.	Tab and Enter
	Navigate through elements in the Keyboard Shortcuts List dialog box.	Tab and Enter
	Clear the search criterion in the search field.	Tab and Enter or Space Bar
	Sort columns in the Keyboard Shortcuts List dialog box.	Tab and Enter
	Scroll through the keyboard shortcuts list.	Tab and Up or Down arrows
	Maximize, restore, and close the Keyboard Shortcuts List dialog box.	Tab and Enter or Space Bar
Error Report	Download error report.	Tab and Enter
Agent Performance Statistics Reports	Navigate through the reports.	Left or Right arrows
	Select a report.	Enter
Task List	Toggle between tasks.	Arrow keys
	Select a task.	Enter or Space Bar

Agent Desktop Element	To Perform the Following Actions	Use the Following Keys
Agent Interaction History	Navigate across all the channels within the Agent Interaction History.	Right and Left arrows
	Select a channel.	Enter
	Toggle between the contact history in a specific channel.	Tab
Popover	Accept a popover request.	Enter
	Toggle between popover requests.	Tab
Interaction Control	Navigate through elements in the Interaction Control.	Tab
	Select an option.	Enter
CAD Variables	Toggle between CAD variable values.	Tab
	Select a CAD variable value.	Enter or Space Bar
Transfer, Consult, or Conference	Select a radio button option.	Right and Left arrows
	Select from the drop-down list.	Up and Down arrows
	Select an option.	Enter
	Close the dialog box.	Esc
Chat and Social Messaging Conversation	Navigate through options.	Tab and Enter or Space Bar
	Expand or collapse contact information.	Tab and Enter or Space Bar
Email	Navigate through options.	Tab and Enter or Space Bar
	Expand or collapse contact information.	Tab and Enter or Space Bar
	Select the rich text formatting style.	Tab and Enter or Space Bar
Outdial Call	Select either Address Book or Dialpad .	Right and Left arrows
	Scroll through the Address Book entries or dialed number in Dialpad .	Up and Down arrows
	Clear the search criterion in the search field.	Tab and Enter or Space Bar
	Select a contact from the Address Book to make a call.	Tab and Enter
	Navigate through the keypad number buttons on the Dialpad to make a call.	Tab and Enter or Space Bar
	Close the Outdial Call dialog box.	Esc

Agent Desktop Element	To Perform the Following Actions	Use the Following Keys
Auxiliary Information	Maximize and restore widgets.	Tab and Enter or Space Bar
	Navigate across tabs in the Auxiliary Information pane.	Right and Left arrows
	Select a tab.	Enter or Space Bar
	Navigate through elements within the tab.	Tab or Up and Down arrows
	Access the View email message link in the Contact History tab.	Tab and Enter
	Navigate through the Edit Layout options.	Tab and Enter or Space Bar
Rest Desktop Layout	Reset the entire desktop layout.	Tab and Enter
	Navigate through and select elements in the Reset Layout Confirmation dialog box.	Tab and Enter or Space Bar
Wrap Up	Expand and collapse the Wrap Up Reasons dialog box.	Tab and Enter or Space Bar
	Navigate through elements in the Wrap Up Reasons dialog box.	Tab
	Cancel auto wrap up.	Tab and Enter or Space Bar
	Select a radio button option.	Up and Down arrows
	Submit Wrap Up.	Tab and Enter or Space Bar
Help	Navigate through elements in the Help Center dialog box.	Tab
	Select an option.	Enter
	Access a specific help topic in a new tab.	Shift + Tab and Enter
	Close the Help Center dialog box.	Esc
Sign Out	Sign out from the Agent Desktop.	Tab and Enter or Space Bar

Screen Reader Support

Agent Desktop also supports the JAWS screen reading software for the elements listed below.

For more information on the supported JAWS version, see the Voluntary Product Accessibility Templates (VPAT) report for [Cisco Webex Contact Center](#).

Pane or Page or Widget	Element	Notes
Agent Desktop	Icons and user interface	The screen reader reads the icon name, heading, field name, combo box, drop-down list, toggle button, text box, search option, error message, number of listed items, help text, expand or collapse, and keyboard shortcut to proceed. Note The JAWS screen reader does not read the autocomplete drop-down list displayed based on the search criterion.
Sign In	Field names	The screen reader reads the email address and the next action item to proceed.
Station Login	Error in Station Login dialog box.	The screen reader reads the error message which results from unsuccessful submission of the Station Login details. Example, when the dial number is invalid.
Notification Center	Messages count	The screen reader reads the unread messages count and the options in the dialog box.
Agent State	List	The screen reader reads the agent state drop-down list.
User Profile	Options	The screen reader reads the profile options.
	Channel capacity	The screen reader reads the descriptive help text of the routing type associated to the profile.
Notification Settings	Help text	The screen reader reads the descriptive help text of the notification settings options: Enable Notifications , Enable Silent Notifications , and Enable Sound Notifications .
Keyboard Shortcuts	Column header and rows	The screen reader reads the column header title and the row values.
Download Error Report	Status	The screen reader reads the error report download status.
Agent Performance Statistics	Title	The screen reader reads the widget title.
	Table	The screen reader reads each table header and each cell in the table.
Task List and Popover	Contact request	The screen reader reads the contact request name, phone number or the email address, and the channel type. Example, Email from johndoe@gmail.com.
Agent Interaction History	Contact history	The screen reader reads the contact request name, phone number or the email address, the channel type, and other details.
Widget	Title and content	The screen reader reads the title of a widget and its contents.

Pane or Page or Widget	Element	Notes
Outdial Call	Address Book	The screen reader reads the contents of the address book.
	Dialpad	The screen reader reads the number on the dial pad.
Help	Dialog box	The screen reader reads the options in the Help Center dialog box, the table of contents, and the hyperlink text.

Access Keyboard Shortcuts

Use the keyboard shortcuts for easy access to the desktop features. The keyboard shortcuts define an alternative way to perform a specific action on the desktop. To execute a keyboard shortcut, ensure that focus is inside the desktop screen.

To access the keyboard shortcut list:

Before you begin

You must be signed in to the Agent Desktop. For more information, see [Sign In to the Agent Desktop](#).

Procedure

Step 1 Click **User Profile** at the right top corner of your desktop.




Step 2 In the **Help** section, click **Keyboard Shortcuts**.
The **Keyboard Shortcuts List** dialog box lists the following:


- Predefined keyboard shortcuts
- Conflicting keyboard shortcuts

Note

- You can access **Keyboard Shortcuts List** using the keyboard shortcut Ctrl + Alt + F.
- Keyboard shortcuts do not respond if there are same keys that are assigned to perform more than one action. You must contact your administrator to resolve conflicting keyboard shortcuts.
- Use the search field to filter the list.

Step 3 (Optional) To drag or resize **Keyboard Shortcuts List** dialog box, perform the following:

- To drag the dialog box, hover the mouse pointer over the dialog box. The mouse pointer changes to . Click and drag the dialog box to the required position.
- To resize the dialog box, hover the mouse pointer over the border of the dialog box. The pointer changes to  or  (sizing handle) based on the placement of the pointer. Click and drag the sizing handle to resize the dialog box.
- You cannot resize the dialog box beyond the minimum width and height of 480 x 320 pixels. This ensures that the content in the dialog box remains readable always.

- To maximize the dialog box, click .

Agent Keyboard Shortcuts

The following table lists the agent-specific keyboard shortcuts:



Note If you are using the Mac keyboard, then press **Option** instead of **Alt**. For example, to go to Available state, press Control + Option + F.

Table 2: Agent Desktop Keyboard Shortcuts List (Windows)

Group	Action	Keyboard Shortcuts
Agent State	Go to Available State	Ctrl + Alt + R
	Go to Idle State	Ctrl + Alt + N
Application	Accept All (visible) Popovers	Ctrl + Shift + 4
	Accept Chat/Email/Social	Ctrl + Alt + A
	Switch between Popovers	Ctrl + Alt + P
	Expand/Collapse the Popover	Ctrl + Shift + 9
Connector View	Open Navigation Tab	Ctrl + Alt + T
	Refresh	Ctrl + Alt + B
Email Handling	Reply	Ctrl + Shift + 6
	Reply All	Ctrl + Shift + 5
	Send Email	Ctrl + Alt + S

Group	Action	Keyboard Shortcuts
Interaction Control	Conference Request for Call/Chat	Ctrl + Alt + H
	Consult Request for Call	Ctrl + Alt + C
	End for All Channels	Ctrl + Alt + E
	Expand/Collapse	Ctrl + Alt + Y
	Hold/Resume Call	Ctrl + Alt + V
	Pause/Resume Recording	Ctrl + Shift + Z
	Revert Edited CAD Variable Values	Ctrl + Alt + Z
	Save Edited CAD Variable Values	Ctrl + Alt + M
	Transfer Request for All Channels	Ctrl + Alt + X
	Wrap Up Reason	Ctrl + Alt + W
Navigation	Open Agent Performance Statistics	Ctrl + Alt + 2
	Open Home	Ctrl + Alt + 1
Notification	Enable Silent Notifications	Ctrl + Alt + D
	Open Notification Center	Ctrl + Alt + I
Outdial	Open Outdial Call	Ctrl + Alt + O
Task List	Expand/Collapse the Task Panel	Ctrl + Shift + 7
	Switch between Active Tasks	Ctrl + Shift + 8
User Profile	Download Error Report	Ctrl + Shift + 2
	Open Keyboard Shortcuts List	Ctrl + Alt + F
	Open User Profile	Ctrl + Alt + U
	Sign Out	Ctrl + Alt + L

**Note**

- The order of the shortcut key number in your Navigation bar is based on the order in which the related widget or custom page is configured in the Desktop Layout. For example, if the Customer Experience Analytics icon is the third item in your navigation bar, Ctrl + Alt + 3 opens the Customer Experience Analytics page.
- The letters that are used in the keyboard shortcuts are not case-sensitive.

