

Cisco Agent Desktop for Cisco Unified Contact Center Express 9.0

Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, enabling easy collaboration every time from any workspace.

Product Overview

Cisco Agent Desktop is the tightly integrated computer telephony integration (CTI)-enabled productivity and management software suite for Cisco Unified Contact Center Express. The packaged components provide customer contact teams with powerful tools to increase productivity, reduce operating costs, and improve customer satisfaction.

Deployed as a co-resident component of Cisco Unified Contact Center Express, the suite includes a comprehensive collection of applications that deliver a rich set of services and call-event data to contact center agents and supervisors operating in a Microsoft Windows, web, or IP phone service environment.

For contact center agents the suite offers:

- Cisco Agent Desktop: Windows-based agent desktop application that includes Agent E-Mail, collaboration and Cisco Unified Presence integration, and work-flow and enterprise application integration.
- Cisco Agent Desktop Browser Edition: Java-based agent desktop application supported in Windows and Red Hat Linux environments.
- Cisco IP Phone Agent: IP phone-based agent application.

For contact center supervisors the suite offers:

- Cisco Supervisor Desktop: Windows-based supervisor desktop application that provides team management, monitoring, and collaboration capabilities.

For contact center administrators the suite offers:

- Cisco Desktop Administrator: Browser-based administrator configuration module.
- Cisco Work Flow Administrator: Windows-based administrator application that manages application work flow and enterprise application integration.

The agent and supervisor desktop products can be displayed in English as well as Brazilian Portuguese, Canadian French, simplified and traditional Chinese, Danish, Dutch, Finnish, French, German, Italian, Japanese, Korean, Norwegian, Polish, Russian, Swedish, Spanish, and Turkish. (Note: Only a single language may be deployed within a system. All agent and supervisor desktops will display the same language.)

The Cisco Agent Desktop suite comes in three versions: Standard, Enhanced, and Premium. Application and feature availability within these versions varies; your selection of a version should match your management requirements for customer contact interaction.

This document applies only to Cisco Unified Contact Center Express 9.0.

Features and Benefits

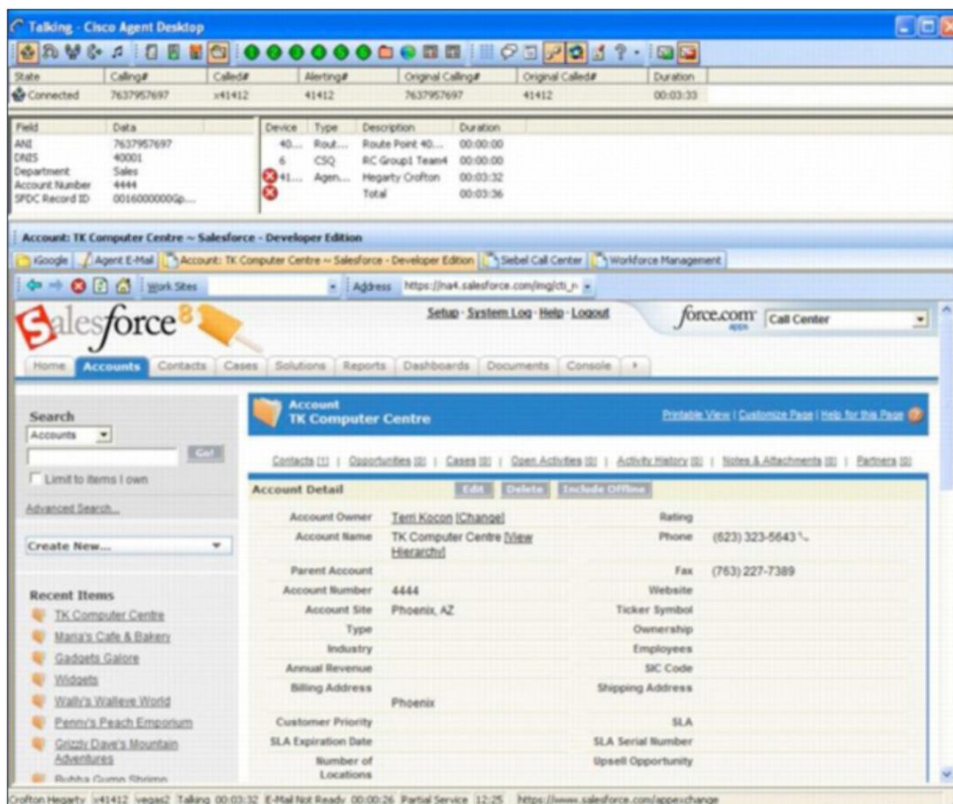
The Cisco Agent Desktop suite encompasses the following applications and features:

Cisco Agent Desktop (Enhanced and Premium)

Cisco Agent Desktop is a Microsoft Windows-based client application that provides agents with a full-featured user interface for managing their calls and work state directly from their desktops, using supported Cisco Unified IP Phones or the Cisco IP Communicator soft phone. Flexible in presentation, the Cisco Agent Desktop can be easily configured to meet the varied and specific needs of the customer contact center.

Essential customer information is presented to the agent through an enterprise data window and integrated screen pops. Screen pop to a third-party application can be achieved using the Cisco Agent Desktop powerful CTI work-flow engine that initiates a variety of integration actions with call metadata to other Windows and web-based applications with minimal software development (Figure 1).

Figure 1. Cisco Agent Desktop with Integrated Multitabbed Browser (Premium)



Cisco Agent Desktop features include:

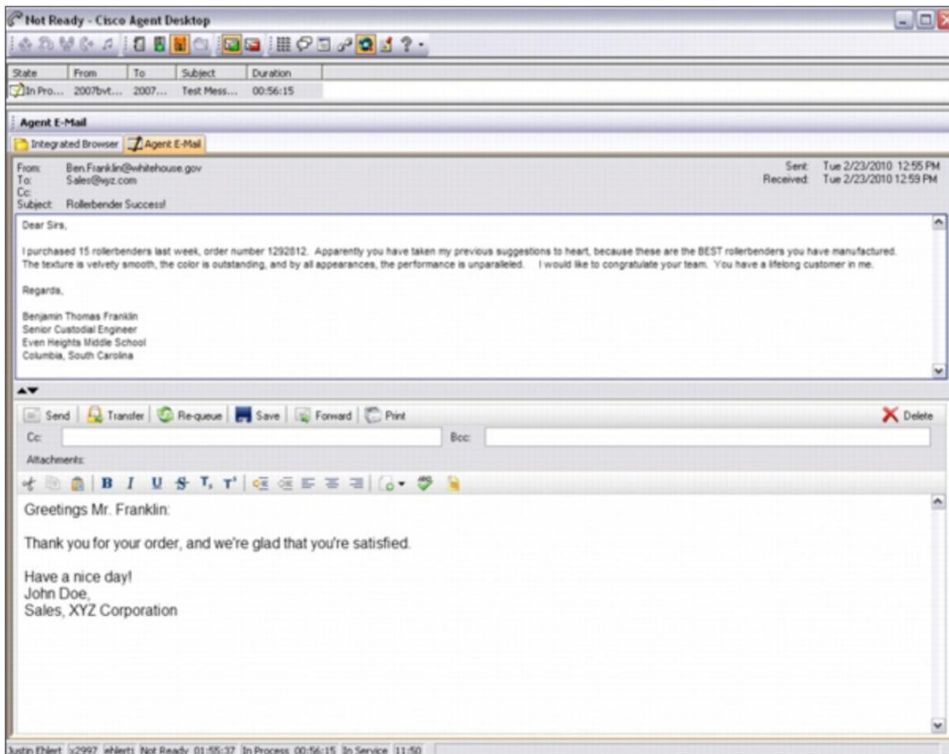
- Call control: Agents can perform third-party call control, including answer, hold, conference, and transfer calls using dashboard toolbar buttons.
- Agent automatic-call-distributor (ACD) state control: Agents can log in, control their ready state, and provide reason codes for these state changes.
- Screen pop options include displaying caller data and caller-entered information.

- Task automation: Using a single-click method, agents can execute frequently performed predefined actions, such as a blind transfer to a specific extension or launching another desktop application, etc.
- Event-triggered work flows: This feature enables a sequence of actions to take place automatically when a specific call event occurs, such as displaying a screen pop when a call is delivered to an agent, changing agent work states when a call is dropped, or starting call recording when a call is answered.
- On-demand recording: This feature enables agents to record any call on demand.*
- Wrap-up codes: At the conclusion of the call, the Cisco Agent Desktop can present the agent with wrap-up dialogs to categorize the nature of the call.
- Agent chat: Agents can exchange instant messages with other agents or supervisors on their team, or with Cisco Unified Presence-enabled subject matter experts.
- Phone directory: The searchable phone directory displays the phone book to automate dialing of an outgoing call.
- Real-time reporting: Agents can see consolidated queue statistics directly on their desktop application.
- Contact appearance: The application displays data about the agent's current call.
- Integrated browser (Premium): A simplified multitabled browser application within Cisco Agent Desktop improves productivity in processing a customer request. You can also use the integrated browser in event-triggered work flows to automate a screen pop.
- Hot-desking and extension-mobility support: This feature provides the flexibility for agents to sit at any available agent station while maintaining their unique settings.
- MSI-based deployment model: This model keeps implementation costs to a minimum; Cisco Agent Desktop installs and upgrades more quickly and easily than traditional CTI and desktop work-flow technologies.

Cisco Agent Desktop and Agent E-Mail (Premium)

Agent E-Mail is an email queuing and response system tightly integrated into the Cisco Agent Desktop Premium and specifically designed for use in the Cisco Unified Contact Center Express platform (Figure 2). Agents with Agent E-Mail skills can review and respond to email messages directed to the contact center. By mixing and matching their independent voice and email states, the agents can control the contact type they wish to handle. Additionally, experienced agents can be configured to review and approve email replies from less experienced agents prior to delivering the response.

Figure 2. Cisco Agent Desktop with Agent E-Mail (Premium)



With agent desktop controls built into the toolbar and display, Agent E-Mail provides contact centers with an essential feature set that:

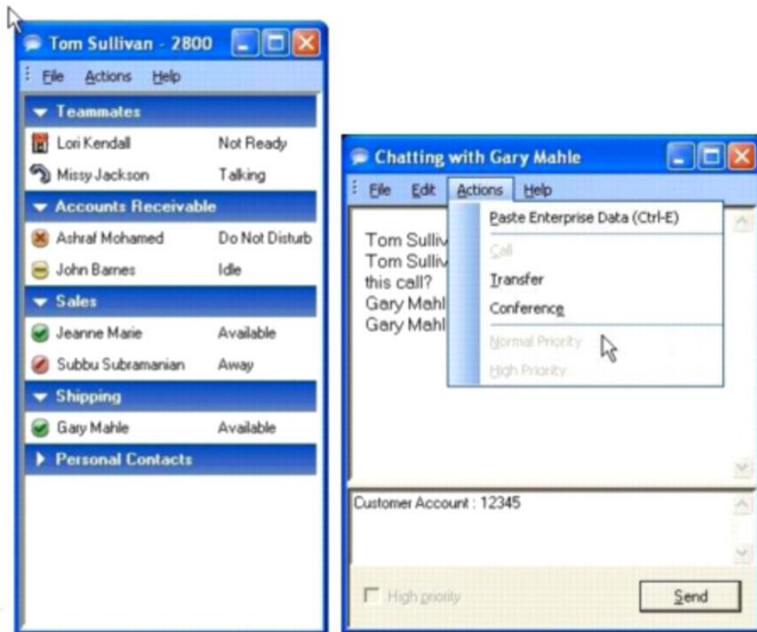
- Queues and routes email messages to staffed and skilled agents, helping achieve a balance between email and call-handling activities.
- Facilitates the creation and review of the agent's response, to help control quality.
- Provides a collection of real-time and historical reports that can help you accurately measure your center's email performance.

Cisco Agent Desktop and Cisco Unified Presence Integration (Enhanced and Premium)

Agents and supervisors can effectively collaborate within the Cisco Unified Contact Center by using the chat services built into their desktop applications. In addition, Cisco Agent Desktop can be integrated with Cisco Unified Presence, enabling agents and supervisors to extend their reach into the broader enterprise and collaborate with relevant colleagues and subject matter experts outside the contact center. The feature helps agents connect with experts on the first try by knowing beforehand whether they are available and how they prefer to be reached.

Both parties use familiar applications; contact center personnel use the Cisco Agent Desktop and Cisco Supervisor Desktop (Figure 3), while subject matter experts outside of the contact center use the Cisco Unified Personal Communicator or Cisco IP Phone Messenger.

Figure 3. Desktop Contact Selection and Chat Windows (Enhanced and Premium)



Collaboration and Unified Presence integration features include:

- Shared contact lists provide visibility only to those enterprise colleagues appropriate for agents to access.
- Agents can quickly and easily share caller data with subject matter experts.
- Agents can also use this dialog to conference an expert into the call, or even transfer the caller to the contact.
- Cisco Unified Presence clients such as Cisco Unified Communicator are supported, as well as external users who exist in a foreign domain, such as a Microsoft Office Communicator client that exists in an intercluster peer or federated domain.

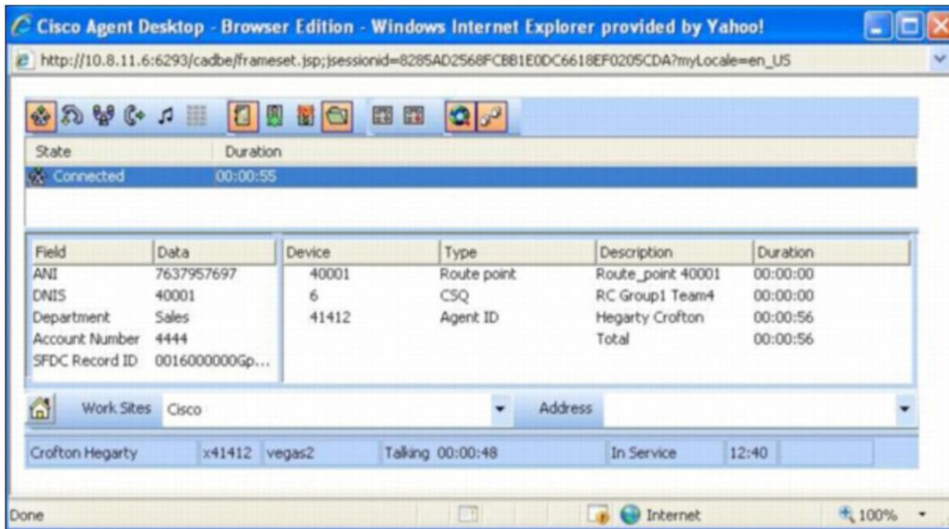
Cisco Agent Desktop Browser Edition (Enhanced and Premium)

The Cisco Agent Desktop Browser Edition (Figure 4) executes as a thin client from within the Internet Explorer or Firefox web browsers, making it easy to deploy and maintain. Although it is not as comprehensive as the full Windows client, the capabilities of Cisco Agent Desktop Browser Edition include core features, making it an ideal solution in some contact center environments.

- Call control: Agents can perform third-party call control, including answer, hold, conference, and transfer calls using dashboard toolbar buttons.
- Agent ACD state control: Agents can log in, control their ready state, and provide reason codes for these state changes.
- Wrap-up codes: At the conclusion of the call, the Cisco Agent Desktop can present the agent with the wrap-up dialog to categorize the nature of the call.
- On-demand recording: This feature enables agents to record any call on demand.
- Contact appearance: The application displays data about the agent's current call.

- Associated browser: Event-triggered work flows can automate a screen pop to web pages that are displayed in a separate browser window that, unlike Cisco Agent Desktop Browser Edition itself, contains the web browser toolbar and menu bar.

Figure 4. Cisco Agent Desktop Browser Edition



Cisco IP Phone Agent (Premium, Enhanced, and Standard)

The Cisco IP Phone Agent (Figure 5) provides essential ACD functions as a phone service on supported Cisco IP Phones; it is available as an alternative to installing Cisco Agent Desktop on the agent's PC.

The Cisco IP Phone Agent is the sole agent interface for Standard systems. (Cisco Agent Desktop and Cisco Agent Desktop Browser Edition are not available to Standard systems.) Cisco IP Phone Agent is also available for Cisco Unified Contact Center Express Enhanced and Premium deployments, where it is sometimes used as an alternative approach to provide agent services if the agent's computer or the network fails.

Figure 5. Cisco IP Phone Agent



The Cisco IP Phone Agent does not support all features of the full Cisco Agent Desktop client, but it may be appropriate in nontraditional contact center environments with relatively simple requirements, or in contact centers that are unable to meet the supported infrastructure requirements. Cisco IP Phone Agent capabilities include:

- Agent ACD state control: Agents can log in, control their ready state, and provide reason codes for these state changes.
- Contact appearance: The application displays data about the agent's current call.
- Real-time reporting: Agents can see consolidated queue statistics directly on their desktop application.

Enhanced and Premium also include these additional features:

- Wrap-up codes: At the conclusion of the call, the Cisco Agent Desktop can present the agent with the wrap-up dialog to categorize the nature of the call.
- Agent-initiated recording: Agents can start and stop recordings of any call on demand.*

Cisco Supervisor Desktop (Premium, Enhanced, and Standard)

Cisco Supervisor Desktop for Cisco Unified Contact Center Express (Figure 6) provides contact-center managers with an extensive collection of tools to interactively collaborate with their agent teams to efficiently manage and improve performance metrics. Through the Cisco Supervisor Desktop, the supervisor can view a display of agent states (login, logout, and ready), change agent states, and view call information. Additional features available to Enhanced and Premium users allow the supervisor to silently monitor agent-client interaction, status, enterprise data, and call history, as well as record agent-customer conversations. When intervention or assistance is necessary, the Cisco Supervisor Desktop also provides the means to silently communicate with agents through text chat and with the entire team through team messaging.

Cisco Supervisor Desktop for Cisco Unified Contact Center Express Standard includes the following features:

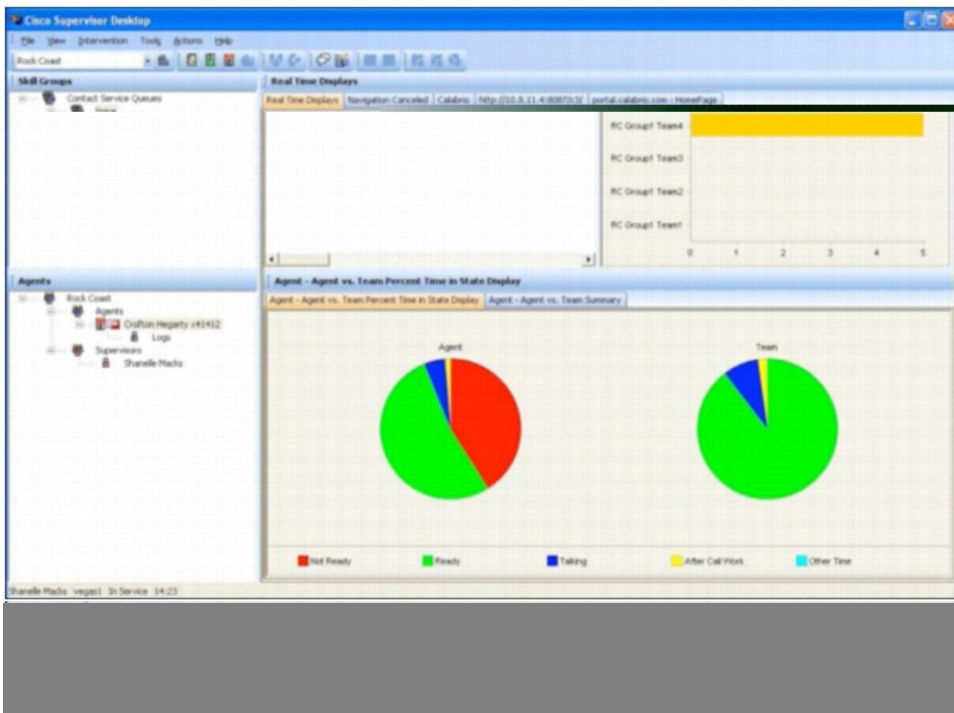
- Real-time display: Supervisors can view agent and skill-group statistics.
- Changing the agent state: Supervisors can view and control an active agent's ACD state.
- Hot-desking and extension mobility support: This feature gives organizations flexibility by allowing supervisors to sit at any available workplace on the network while maintaining their unique settings.
- Collaboration with Cisco Unified Presence clients: In environments where Cisco Unified Presence is installed, collaboration can be extended beyond the contact center, and supervisors can interact with subject matter experts throughout the enterprise.
- Integrated multitabbed browser: Agents can quickly access web pages to facilitate their reskilling, or they can view other web-based material within the Supervisor Desktop application.

In addition, Cisco Supervisor Desktop for Cisco Unified Contact Center Express Enhanced and Premium includes these features:

- Collaboration with agents in real time: Improve performance and customer satisfaction through the use of advanced agent observation features.
- Silent monitoring: Supervisors can silently monitor agent and caller voice interaction.
- Barge in: Supervisors can join any call in progress.
- Call intercept: Supervisors can move any call from any agent to themselves.
- Recording: Supervisors can perform on-demand recording and playback of agent calls.*
- Chat: Supervisors can use instant messaging to coach agents.

- Scrolling marquee team messages: Supervisors can broadcast important news to the agents on their team who use Cisco Agent Desktop.
- Contact-service-queue (CSQ) alerts: CSQ alerts that exceed supervisor-managed thresholds are highlighted in the display. The Premium version offers advanced alerts such as audio or email notification.
- Web push (Premium): Supervisors can push a webpage to a dedicated tab on the agent's browser as an alternative means of communication with team members.

Figure 6. Cisco Supervisor Desktop (Premium)



Cisco Desktop Administrator and Cisco Desktop Work Flow Administrator (Premium, Enhanced, and Standard)

The Cisco Desktop Administrator and Cisco Desktop Work Flow Administrator allow system administrators to define and configure the behavior of agents' desktops and work flow from a centralized location. The functions exposed within these administrative modules reflect the feature sets available within the deployed version (Standard, Enhanced, or Premium).

From the Cisco Desktop Administrator interface, the web-based Cisco Desktop Administrator is integrated with the general Cisco Unified Contact Center Express application administration. From this application, administrators perform initial setup and configuration for essential features, such as the display of enterprise data, monitoring, and recording settings; integration of Agent E-Mail with Microsoft Exchange services; and integration with Cisco Unified Presence and configuration of contact lists. In addition, the Cisco Desktop Administrator is used to manage the assignment of agents to work-flow groups.

Using the Cisco Desktop Work Flow Administrator, administrators can choose which controls are visible on the agent's toolbar, define unique icons for agent toolbar buttons, configure reason codes and the phone directory, and customize the user interface of agent desktops. Cisco Desktop Work Flow Administrator is also a Microsoft Windows-based client that provides simplified administration for high-end functions such as screen pops, task automation, reminder and utility actions, web integration, and launch of external applications.

Cisco Agent Desktop and Work Flow and Enterprise Application Integration (Enhanced and Premium)

Cisco Agent Desktop for Cisco Unified Contact Center Express Enhanced and Premium integrates easily with third-party applications with minimal or no custom software development. Integration is achieved using a powerful real-time programmable CTI work-flow engine that monitors call and agent state events and data, evaluates associated rules, and initiates actions when those rules are met. For example, consider the following example work flow:

- Step 1.** A call is received by Cisco Unified Contact Center Express.
- Step 2.** Call data is collected and delivered by Cisco Unified Contact Center Express to Cisco Agent Desktop.
- Step 3.** Cisco Agent Desktop uses call data to execute one or more work-flow actions to a third-party customer relationship management (CRM) system.
- Step 4.** The CRM system retrieves the customer-specific records or data and performs a screen pop to display information to the agent before the agent answers the call.

Integration actions that can be performed in step 3 include the following:

- Web integration action (Premium): Integration with applications accessible from the integrated browser.
- Launch external application action: Integration that starts custom or standard Windows applications on agent's PC and passes data to it.
- Interprocess communication action (Premium): Integration that allows applications to communicate and coordinate their execution by passing information embedded in User Datagram Protocol (UDP) messages.
- Keystroke macro action: Integration with applications on the agent's PC that automates the steps for repeatable, recurring actions between Cisco Agent Desktop and Windows rich-client applications.

For more information about these specific actions and integration methods, please refer to the tech note: [Cisco Agent Desktop: Methods for Integrating Third-Party Enterprise Applications](#). Together, Cisco Desktop Administrator and Cisco Desktop Work Flow Administrator allow for the flexible configuration of Cisco Agent Desktop to meet various operational needs and maintain overall work-flow automation efficiently and cost-effectively.

Platform Support and Compatibility

Cisco Agent Desktop client hardware and operating system software requirements are specified in the [Cisco Unified Contact Center Express Software and Hardware Compatibility Guide](#), which details supported product combinations for the active Cisco Unified Contact Center Express product sets sorted by version. This document is periodically updated to reflect compatibility changes due to new service releases.

Licensing

Features of the Cisco Agent Desktop software packages differ in the three versions of Cisco Unified Contact Center Express to meet the price and performance needs of today's call centers (Table 1).

Each Standard seat license provides for concurrent operation of:

- Cisco IP Phone Agent
- Cisco Supervisor Desktop
- Cisco Desktop Administrator*
- Cisco Desktop Work Flow Administrator*

Each Enhanced or Premium seat license provides for concurrent operation of:

- Cisco Agent Desktop, Cisco IP Phone Agent, or Cisco Agent Desktop Browser Edition
- Cisco Supervisor Desktop
- Cisco Desktop Administrator*
- Cisco Desktop Work Flow Administrator*

* Only one administrator can view or edit data in it at any one time.

Table 1. Feature Content for Cisco Agent Desktop Software Packages

Feature Summary	Standard	Enhanced	Premium
Cisco Agent Desktop			
Agent E-Mail			X
Agent-initiated chat		X	X
Cisco Unified Presence integration		X	X
Cisco IP Communicator support		X	X
Searchable phone directory		X	X
Real-time agent report displays		X	X
Wrap-up data and reason codes		X	X
Task buttons		X	X
Event-triggered work flows		X	X
Enterprise data thresholds		X	X
Automated call recording (as part of work flow)**		X	X
Agent-initiated call recording (Switched Port Analyzer [SPAN] or endpoint)		X	X
Configurable multiline settings to manage non-ACD calls		X	X
Team messages		X	X
Cisco Unified Outbound Dialer			X
Integrated multitabled browser			X
Application-integration actions: Integrated browser integration action			X
Application-integration actions: External application action		X	X
Application-integration actions: Interprocess communication interaction action			X
Application-integration actions: Keystroke macro action		X	X
Cisco IP Phone Agent			
Agent E-Mail			
Agent-initiated chat			
Cisco Unified Presence integration			

Feature Summary	Standard	Enhanced	Premium
Team messages			
Caller-data display	X	X	X
Queue-statistics display	X	X	X
Reason codes	X	X	X
Work wrap-up agent state		X	X
Agent-initiated call recording (SPAN only) #		X	X
Cisco Agent Desktop Browser Edition			
Agent E-Mail			
Agent-initiated chat			
Cisco Unified Presence integration			
Team messages			
Cisco IP Communicator support		X	X
Wrap-up data and reason codes		X	X
Task buttons		X	X
Event-triggered work flows		X	X
Enterprise data thresholds		X	X
Agent-initiated call recording (SPAN only) #		X	X
Configurable multiline settings to manage non-ACD calls		X	X
Integrated (associated) browser		X	X
Application-integration actions: Integrated (associated) browser integration action		X	X
Application-integration actions: External application action			
Application-integration actions: Interprocess communication interaction action			
Application-integration actions: Keystroke macro action			
Cisco Supervisor Desktop			
Supervisor-agent chat		X	X
Cisco Unified Presence integration	X	X	X
Change agent state	X	X	X
Team messages		X	X
Real-time skill and agent statistics, logs, and report displays (text-based)	X	X	X
Real-time skill and agent report displays (graphical)			X
CSQ threshold alerts (tree control node)		X	X
CSQ threshold alerts (audible, email, message box, and report)			X
Silent monitor, barge in, and intercept		X	X
Call recording and playback (up to 32 simultaneous recordings and playbacks) #		X	X
Call recording and playback (up to 80 simultaneous recordings and playbacks) #			X
Webpage push to agent			X
Integrated multitab browser	X	X	X

* The actual maximum number of simultaneous recording or silent-monitoring sessions that can be deployed on a given hardware server depends on the performance and capacities of that server as well the number and type of other features also deployed on that server. Your Cisco or Cisco partner account team can assist you in determining the maximum number of simultaneous recording or silent-monitoring sessions available for your deployment.

All Cisco Agent Desktop recording functionality is intended for "on demand" use only, and not for recording all calls in the contact center. Cisco Unified Workforce Optimization, an optional add-on for Unified Contact Center Express, includes full compliance recording features. For more information about Cisco Unified Workforce Optimization, visit http://www.cisco.com/en/US/products/ps8293/products_data_sheets_list.html.

Summary

The Cisco Agent Desktop software suite provides agents, supervisors, and administrators with powerful tools to increase productivity and reduce costs in the contact center. Cisco Supervisor Desktop provides the management framework for monitoring, coaching, collaborating, and training centralized or virtual teams in performance metrics. Cisco Agent Desktop provides accurate information to agents' desktops for more efficient, personalized contact handling. It can also reduce wait times and hold times and facilitate quicker call resolution, leading to enhanced customer experience and improved customer satisfaction. Transparent integration with Cisco Unified Contact Center Express allows companies to quickly and easily deploy CTI and desktop work-flow functions at new locations as customer contact operations expand, continuing the evolution toward a true customer interaction network.

Cisco Services

Adapt to market changes while increasing productivity, improving competitive advantage, and delivering a rich-media experience across any workspace.

The combined strengths of Cisco and our partners provide a portfolio of services that can help you prepare your infrastructure for future changes aligning to long-term business goals. Together we create innovative, network-centric architecture solutions that result in a scalable and responsive foundation that can help you realize the full value of your IT and communication investment.

For more information about Cisco Unified Contact Center Services, visit <http://www.cisco.com/go/uccservices>.

For More Information

For more information about Cisco Agent Desktop, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps427/index.html> or contact your local Cisco account representative.



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