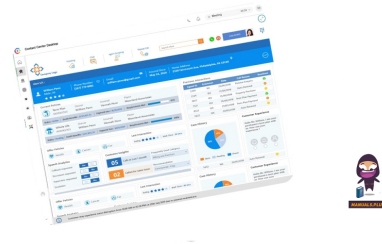


Cisco Webex Contact Center Agent Desktop Application



Cisco Webex Contact Center Agent Desktop Application User Guide

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Cisco Webex Contact Center Agent Desktop Application

Cisco-Webex-Contact-Center-Agent-Desktop-Application-PRODUCT

Specifications

- Product Name: Agent Desktop
- Supported Languages: Chinese (Hong Kong), Japanese, Korean, Portuguese (Brazil), Spanish

Product Usage Instructions

Agent Desktop Prerequisites

Agents handling voice interactions require a telephone in addition to the Cisco Webex Contact Center Agent Desktop Application (ADA) interface.

Log In to Agent Desktop

1. Ensure that your phone is ready to receive calls.
2. Open the Agent Desktop interface from a web browser using the URL provided by your Organization Administrator.
3. Enter your username and password, and then click Login.
4. The Submit Dial Number and Team dialog box appears.
5. Enter your telephone number in DN (you only need to enter it the first time you log in).
6. Select the format for your phone number based on your location.
7. Select a team from the drop-down list.
8. Click Save Changes to access the Agent Desktop home page with enabled channels in your profile.

Log Out of Agent Desktop

You cannot log out from Agent Desktop if you have an active contact. Ensure all active contacts are wrapped up before logging out. Click Sign Out in the Agent Desktop title bar to log out.

FAQ

Q: Can I access Agent Desktop on multiple browser sessions simultaneously?

A: No, accessing Agent Desktop on multiple browser sessions with the same login credentials will make all existing sessions invalid. You must log out from all sessions and log in again to the Agent Desktop.

Q: What should I do if I'm in the Available or Idle state without any ongoing conversations and my supervisor logs me out?

A: If your supervisor logs you out in this scenario, you must log in again to access the Agent Desktop.

About Agent Desktop

The Agent Desktop provides a single browser-based application that enables agents to interact with customers using voice, chat, or email. Depending on the configuration of your agent profile by the Cisco Webex Contact Center administrator, you can communicate with customers through one, two, or all the three channels. The Agent Desktop user interface is divided into three sections. The left and right sections have the contact and contact information respectively. You can see all the conversations in the center pane.

Note

Agents handling voice interactions require a telephone in addition to the Cisco Webex Contact Center Agent Desktop Application (ADA) interface.

Agent Desktop Prerequisites

Webex Contact Center Agent Desktop requires the following setup:

- Microsoft Windows 10:
 - Google Chrome V76.0.3809 and higher
 - Firefox Extended Support Release (ESR) V68 and higher
 - Microsoft Edge V44 and higher
- Mac OS X:
 - Google Chrome V76.0.3809 and higher
 - Firefox ESR V68 and higher
- Chromebook:
 - Chromium V73 and higher
 - Google Chrome V76.0.3809 and higher

Also, ensure that the following browser options are configured:

- Browser cache is cleared before deploying the current release of Agent Desktop for the first time.
- Cookies are enabled.
- Security level is set to Medium.
- Show Pictures option is enabled.
- Disable Pop-up Blocker is disabled.
- Javascript is enabled.

We recommend that you add the Agent Desktop URL to the list of always active tabs in your browser. You can avoid the agent desktop URL getting disconnected because of the browser's sleeping tab feature. Depending on your browser, you can learn more about active and sleeping tabs from [Learn about performance features in Microsoft Edge](#) and [Personalize Chrome performance](#).

Localization

User Interface

- 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).

User Guide

- The Agent Desktop user guide supports localization in five languages.
- The following are the supported languages:
 - Chinese (Hong Kong), Japanese, Korean, Portuguese (Brazil), and Spanish. For more information, see [Translated End-User Guides](#).

Log In to Agent Desktop

To log in to Agent Desktop:

Before you begin

Ensure that your phone is ready to receive calls.

Procedure

- **Step 1** Open the Agent Desktop interface from a web browser using the URL provided by your Organization Administrator.
- **Step 2** Enter your username and password, and then click Login.
The Submit Dial Number and Team dialog box appears.
- **Step 3** Enter your telephone number in DN.
You have to enter your phone number only the first time you log in.
- **Step 4** Select the format for your phone number.
If your phone number has the following format: dialing prefix + area code + 7-digit number, for example, 1-800-555-1212, select US Format, else select Other.

Note

The format of the telephone number usually depends on your location. Your enterprise might not have a format setting. Check with your supervisor for formats.

- **Step 5** Select a team from the drop-down.
You can only select the teams that the Organization Administrator has mapped for your profile. If you cannot see any teams or the required team, contact your Organization Administrator.
- **Step 6 Click Save Changes.**
The Agent Desktop home page appears. It displays the channels that are enabled in your Webex Contact Center agent profile. By default, your status is set to an idle state when you log in to Agent Desktop.

Note

If you try to access Agent Desktop on multiple browser sessions with the same login credentials, then all the existing login sessions become invalid. You must log out from all the sessions and log in again to the Agent Desktop.

Log Out of Agent Desktop

You cannot log out from Agent Desktop if you have an active contact. Wrap up all the active contacts before you log out. For more information, see Wrap-Up Email and Chat Conversations and Wrap-Up Voice Communication. To log out, click Sign Out in the Agent Desktop title bar.

Note

If you are in the Available or Idle state without any ongoing conversations, your supervisor can log you out of the Agent Desktop. You must log in again to access the Agent Desktop.


The system logs you out in the following scenarios:

- **Supervisor requested logout**—When your supervisor logs you out of the Agent Desktop.
- **Browser closed**—When you close the browser directly.

- **Logging out Another Instance**—When any of the server instances or components are down.
- **Not valid credentials**—When you enter invalid login credentials.
- **Agent account is locked**—When you exceed three unsuccessful login attempts. The number of authentication failures required to lock a user account is three.
- **Bad or Missing Desktop Configuration For This Enterprise**—When you have an invalid configuration for your enterprise.
- **passwordExpired** —When your password has expired. Password expires when you exceed the maximum length of time that you can have the same password. Example, 90 days.
- **Forced Password Change** —When you are forced to create a new password after the password has expired. Example, after 90 days.
- **Lost Connection** —When the network connectivity is lost for more than 2 to 3 minutes.
- **User requested logout** —When you log out of the Agent Desktop.
- **Agent Logging In From a Different Location** —When you try to login from a different device or browser with the same credentials.
- **System Cleanup**—When the logout session events are not successful, the system automatically cleans up the agent session records and logs you out of the Agent Desktop.

Note The default values of the Common Identity password policy cannot be modified.

Documents / Resources

 <p>Get Started with Agent Desktop</p> <p>About Agent Desktop</p> <p>Agent Desktop Prerequisites</p>	<p>Cisco Webex Contact Center Agent Desktop Application [pdf] User Guide</p> <p>Webex Contact Center Agent Desktop Application, Webex, Contact Center Agent Desktop Application, Center Agent Desktop Application, Agent Desktop Application, Desktop Application</p>
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References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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