# Avaya Aura Agent Desktop

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- II. Logging on to Agent Desktop
- **III. Taking Contact Center Calls** 
  - Hold
  - Transfer
  - Conference
- IV. Break/Not Ready Time
- V. Web Stats
- VI. Logging Off Agent Desktop

## I. Creating a shortcut to the Agent Desktop

Before you begin• Ensure that you install Agent Desktop

Procedure

1. Click Start > Programs > Avaya. Right-click Agent Desktop Select Send To > Desktop (create shortcut).





- 2. On the Agent Desktop Top bar, from the Status list, select Login.
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- 3. From the Telephony Tab.

Multimedia Agent Logon		- x
Account Info Place and receive calls using	Desk Phone	
	Login Cancel	]

4. Press "Login"

Status light will be yellow for "Not Ready Status"

# When Ready to take Contact Center Calls:

Click Status drop-down and "Go Ready" Status light will go green and "Ready"

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AAAD is now logged in and ready to take calls.

## **III. Taking Contact Center Calls**

When a call is presented to your Desktop you will see the Skillset you are answering. Pick-up the handset of your telephone and the call is accepted on the AAAD.

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#### To Hang-up with a Caller: Press the Red Release handset icon

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#### • **Placing Caller on Hold:**

Press the left Green Hold handset icon

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#### To take them off Hold:

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### • **Transferring A Call**

Press the middle G	reen Transfer handset icon	
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A Transfer Number box appears type in the number you want to transfer the caller to and press OK

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When the other person answers and you want to complete the transfer go back to the Skillset call by pressing the line with "Skillset" and press the 2<sup>nd</sup> Green Complete Transfer handset icon



To make a call using AAAD Click the drop down box next to the phone icon and press "Initiate Call"

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		Initiate Email		
	3	Transfer Call		
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From your desktop keyboard type in the number you wish to dial and hit Enter on your keyboard. Your phone will ring and when you pick up your handset it rings the number you dialed.

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Conferencing another person in with you and the Contact Center call



#### Type in the number you wish to conference in on your keyboard and press OK

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#### When the second party answers the Skillset call is on a hold

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Call Connected: tel:7426025;phone-context=d	7 대 삶 (III 과 1 40, 쇼) (A	Re	gistered	AVAYA dura Age	nt Desktop

To complete the conference press the Skillset Line and then "Complete Conference" icon

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### IV. Break and Not Ready

Go to Status drop down and press "Go Not Ready" If required by Supervisor to activate with N/R Reason Code choose from drop down box:



#### To take calls again:

Go to Status drop down and press "Go Ready"

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# V. Web Stat Views of your Skillsets, Calls and Agents



Then Click 'Der Preferences icon Click "Preferences"

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Then Statistics. You can see stats by Contact View (How many callers are queued to your Skillset and Skillset Service Level) or



Agent View (How many agents are logged into your Skillset, Available and how many or Not Ready

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To end Web Stat Screen Press the arrows up at the bottom of the page

# VI. To Log Out of AAAD

Go to Status drop dow	n and Press Log Out							
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Click the "X" to exit and close down AAAD.