Avaya Aura Agent Desktop

I.   Creating a shortcut to the Agent Desktop
II.   Logging on to Agent Desktop
III. Taking Contact Center Calls
- **Hold**
- **Transfer**
- **Conference**

IV.   Break/Not Ready Time
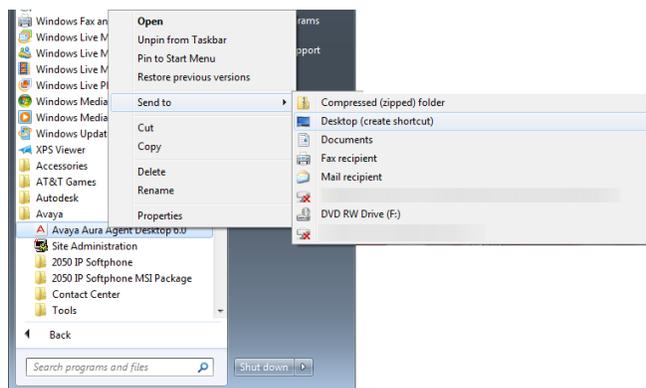**V.   Web Stats**
VI.   Logging Off Agent Desktop

I. Creating a shortcut to the Agent Desktop

Before you begin•
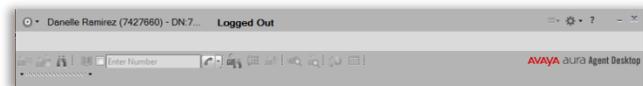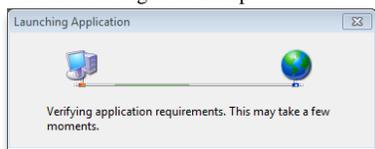Ensure that you install Agent Desktop
Procedure
1. Click Start > Programs > Avaya. Right-click Agent Desktop Select Send To > Desktop (create shortcut).

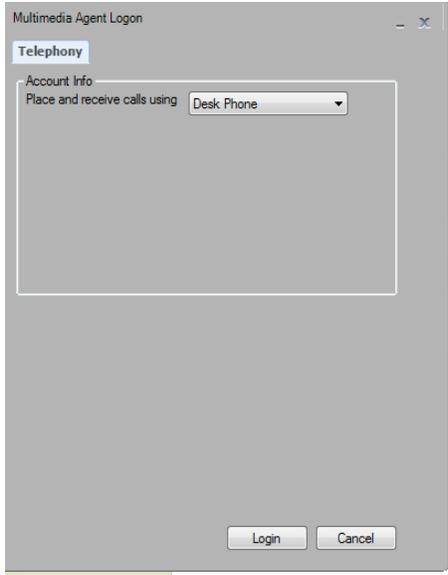## II. Logging on to Agent Desktop

Procedure
1. Launch the Agent Desktop.

2. On the Agent Desktop Top bar, from the Status list, select Login.

3. From the Telephony Tab.

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"
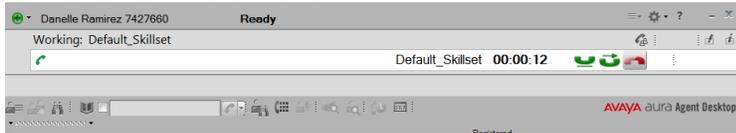

AAAD is now logged in and ready to take calls.

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.
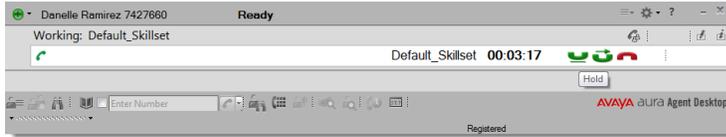

To Hang-up with a Caller:
Press the Red Release handset icon

- ==**Placing Caller on Hold:**==

Press the left Green Hold handset icon

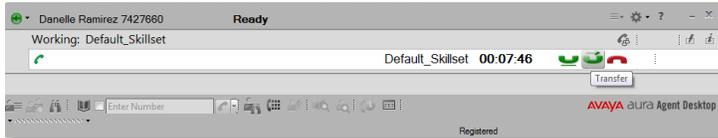**To take them off Hold:**

Press the Green Unhold handset icon.
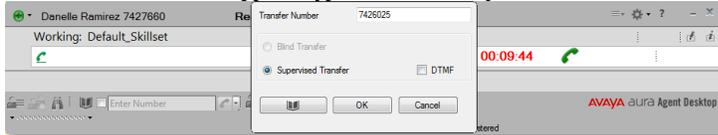

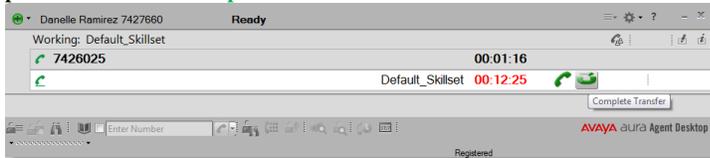- ==**Transferring A Call**==

Press the middle Green Transfer handset icon

A Transfer Number box appears type in the number you want to transfer the caller to and press OK

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 2nd 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"
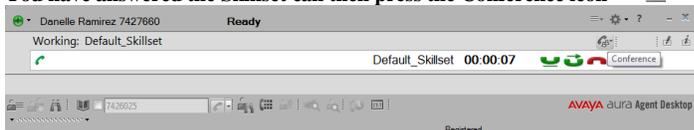

From your desktop keyboard type in the number you wish to dial and hit Enter on your keyboard. Your phone will ring and when you pick up your handset it rings the number you dialed.

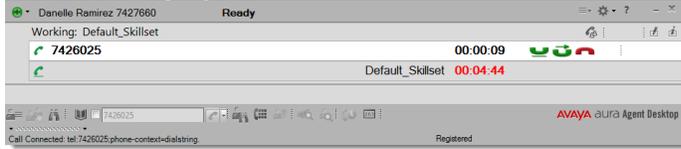- ==**Conferencing another person in with you and the Contact Center call**==

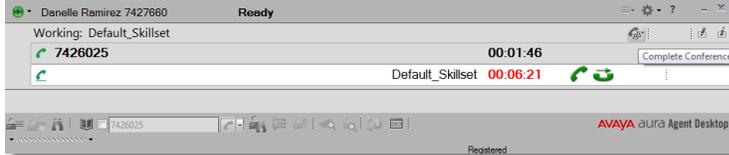**You have answered the Skillset call then press the Conference icon**

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

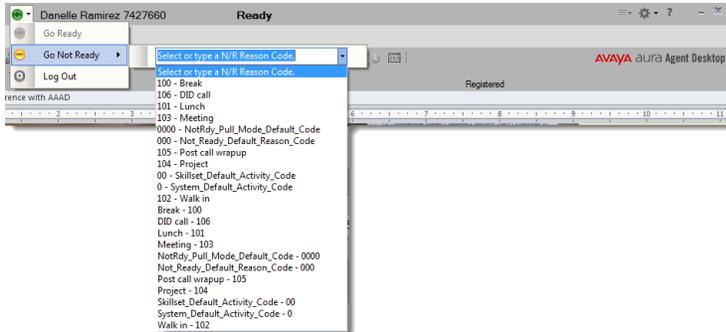
When the second party answers the Skillset call is on a hold

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

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:
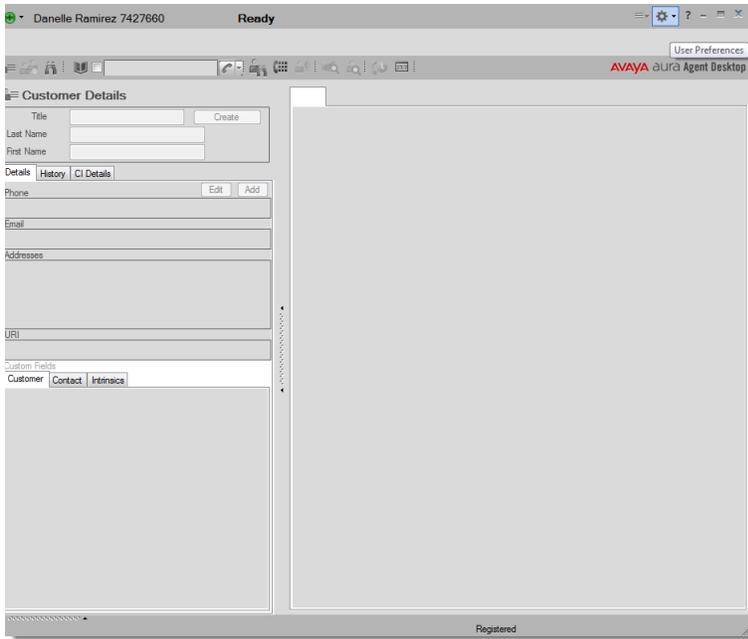**Go to Status drop down and press "Go Ready"**

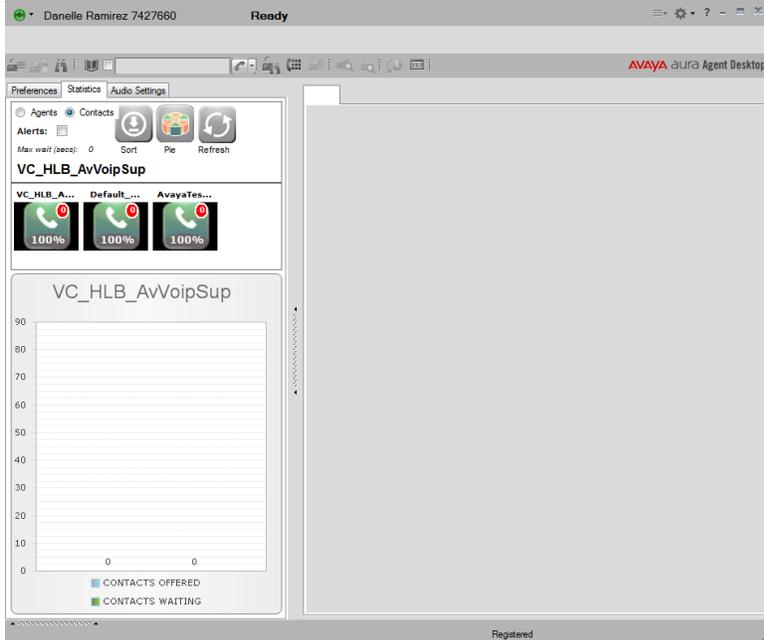## V. Web Stat Views of your Skillsets, Calls and Agents
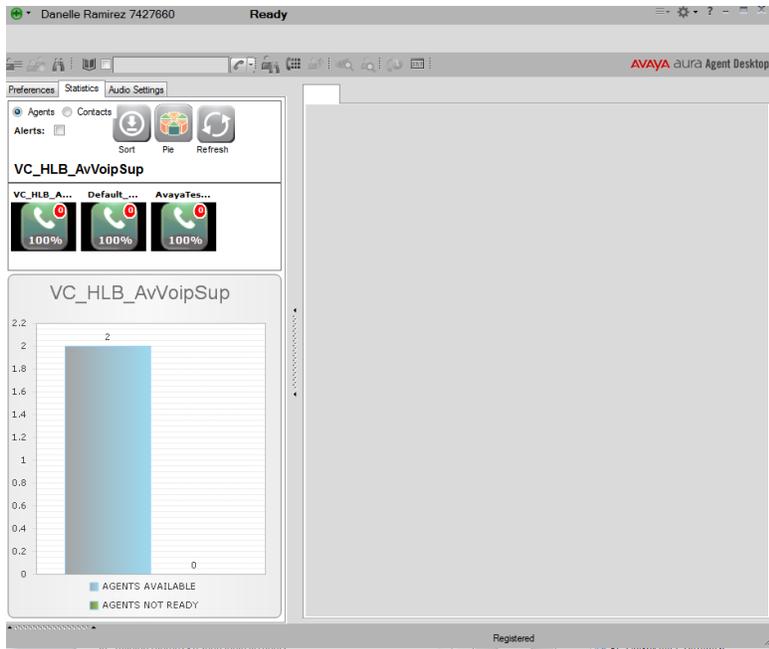
Click drop down

Then Click **User Preferences icon Click "Preferences"**

Then Statistics. You can see stats by <u>Contact View</u> **(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

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 down and Press Log Out

Shows Successfully logged out

Click the "X" to exit and close down AAAD.