Avaya Aura Agent Desktop AAAD

I. Installing AAAD to your 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. To Download AAAD to your Desktop Before you begin. Ensure that you install Agent Desktop Procedure 1. Go to Internet Explorer and type in: <u>https://install.ttuhsc.edu</u>

- Log in using your eRaider Credentials
 At the drop down box for Organization go to your Desktop/IT Support Group
 In the Library console about midway there is the Install AAAD Installation
- 5. Double Click to install
- 6. It will take a little while to install and launch AAAD. (It will also install a shortcut on your desktop)

II. Logging on to Agent Desktop

Procedure

Launching Application	
Verifying application requirements. This may take a few moments.	
Avaya Aura Agent Desktop Version 6.3	
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2. On the Agent Desktop Top bar, from the Status list, select Login.



- 3. From the Telephony Tab.
- 4. Select Other Phone from the Place and receive calls using drop-down list.
- 5. At Telephone at drop-down list select the phone or highlight and type in the extension where you are
- 6. Password: Use "12345"
- 7. Press "Login"

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lace and receive calls using	Other Phone	-
Extension:	7427660	
elephone at:	7427640	-
assword:		
erver Address:	69.175.182.8	_
icense Type:	Agent	

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:

Press the Green Unhold handset icon.

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NEW AGENT DESKTOP TRANSFER SCREEN SHOT

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Hit Transfer icon – You will see new dropdown menu "Supervised Transfer". Press Supervised Transfer

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You will receive option to "Enter Value" or "Phonebook"

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If you choose "Enter Value" you are taken to the box to enter the extension you want and then press

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Phone icon to dial number entered.



If you choose "Phonebook" you are taken to the phonebook

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You can choose an entry from the Phonebook or Call History Section (to choose an entry press the Green Telephone Icon

All	•	Display Name	Narrow Search			Reset
Tagged	Display Name 🔺	First Name	Last Name	Phone	Mobile	IP Phon
	Aaron, Ashley	Ashley	Aaron	+12549136212		
	Ababaf, Shaghayegh	Shaghayegh	Ababaf	+19724236186		
	Abbasi, Toni	Toni	Abbasi	+12813025028		
	Abbe, Aldercy	Aldercy	Abbe	+18065430652		
	Abbey, James	James	Abbey		+14697676090	
	Abbie, Laurinda	Laurinda	Abbie	+19034678006		
	Abdel-Raziq, Yousef M	Yousef M	Abdel-Raziq	+19724790604		
	Abdulhussain, Mariam	Mariam	Abdulhussain	+12818970552		
	Abercrombie, Samuel	Samuel	Abercrombie	+18063006750		
	Abers, Kevin	Kevin	Abers	+12108467219		
	Abiero, Bernard	Bernard	Abiero	+14692587176		
	Abney, Jennifer	Jennifer	Abney	+13257952990		
	Abney, Natasha L	Natasha L	Abney	+18327151532		
	Aboubkar, Hanan	Hanan	Aboubkar	+19725303255		
	Abraham, Divya	Divya	Abraham	+12816501779		
	Abraham, Jenson	Jenson	Abraham		+19729000756	
	Abraham, Shalin	Shalin	Abraham	+18323664801		
	Abraham, Susan	Susan	Abraham	+19728992071		
	Abshier, Zack	Zack	Abshier	+18067840055		
	Abukhaled, Marwan	Marwan	Abukhaled	+97165152531		

To complete the transfer go back to the original call line and press "Complete Transfer"

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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.

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Conferencing another person in with you and the Contact Center call

You have answered the Skillset call then press the Conference icon Danelle Ramirez 7427660 Ready • Q • 7 - ×

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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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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"



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

To see if calls are waiting in your assigned skillsets:

Click the screenshot button on AAAD:	
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It will automatically scroll thru your assigned skillsets and in () tell you how many calls are waiting:

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Then Click 💌 User 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

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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 down and Press Log Out

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Shows Successfully logged out

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