Avaya Aura Agent Desktop
AAAD

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: https://install.ttuhsc.edu
2. Log in using your eRaider Credentials
3. At the drop down box for Organization go to your Desktop/IT Support Group
4. 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)
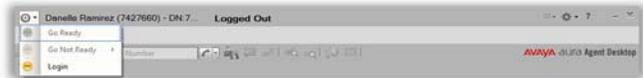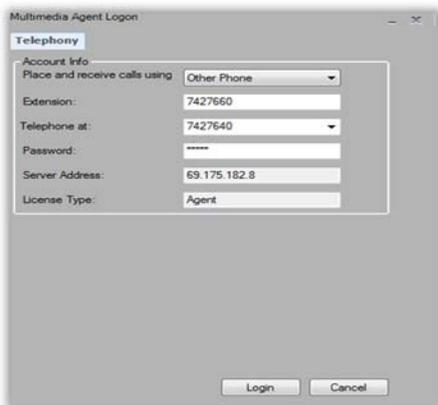
Procedure
1. Launch the Agent Desktop.
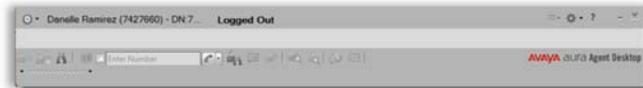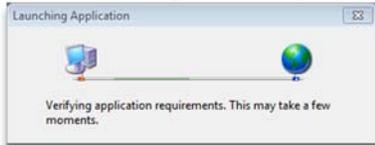
2. On the Agent Desktop Top bar, from the Status list, select Login.

3. From the Telephony Tab.
4. 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"

Status light will be yellow for "Not Ready Status"

When Ready to take Contact Center Calls:
Click Status drop-down and "Go Ready"
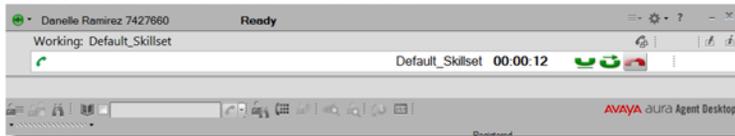Status light will go green and "Ready"

AAAD is now logged in and ready to take calls.

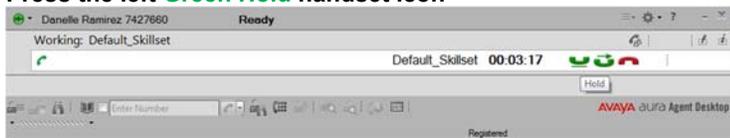## III. Taking Contact Center Calls

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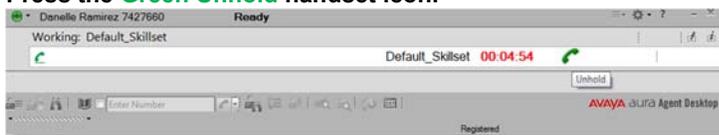
To Hang-up with a Caller:
Press the Red Release handset icon

Placing Caller on Hold:
Press the left Green Hold handset icon

To take them off Hold:
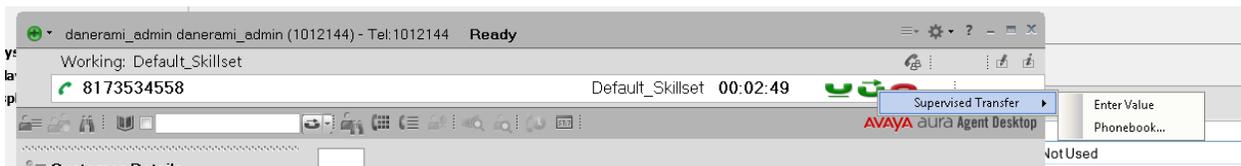**Press the Green Unhold handset icon.**
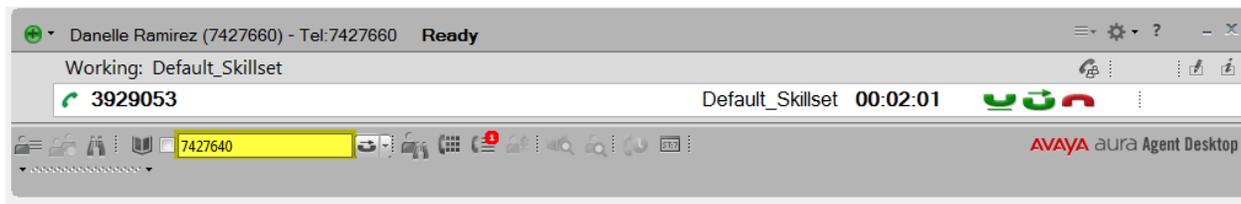
NEW AGENT DESKTOP TRANSFER SCREEN SHOT

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

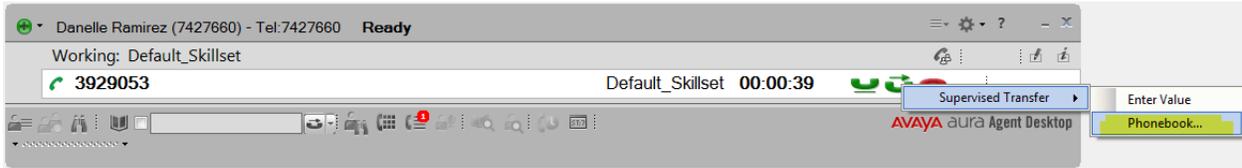**You will receive option to "Enter Value" or "Phonebook"**

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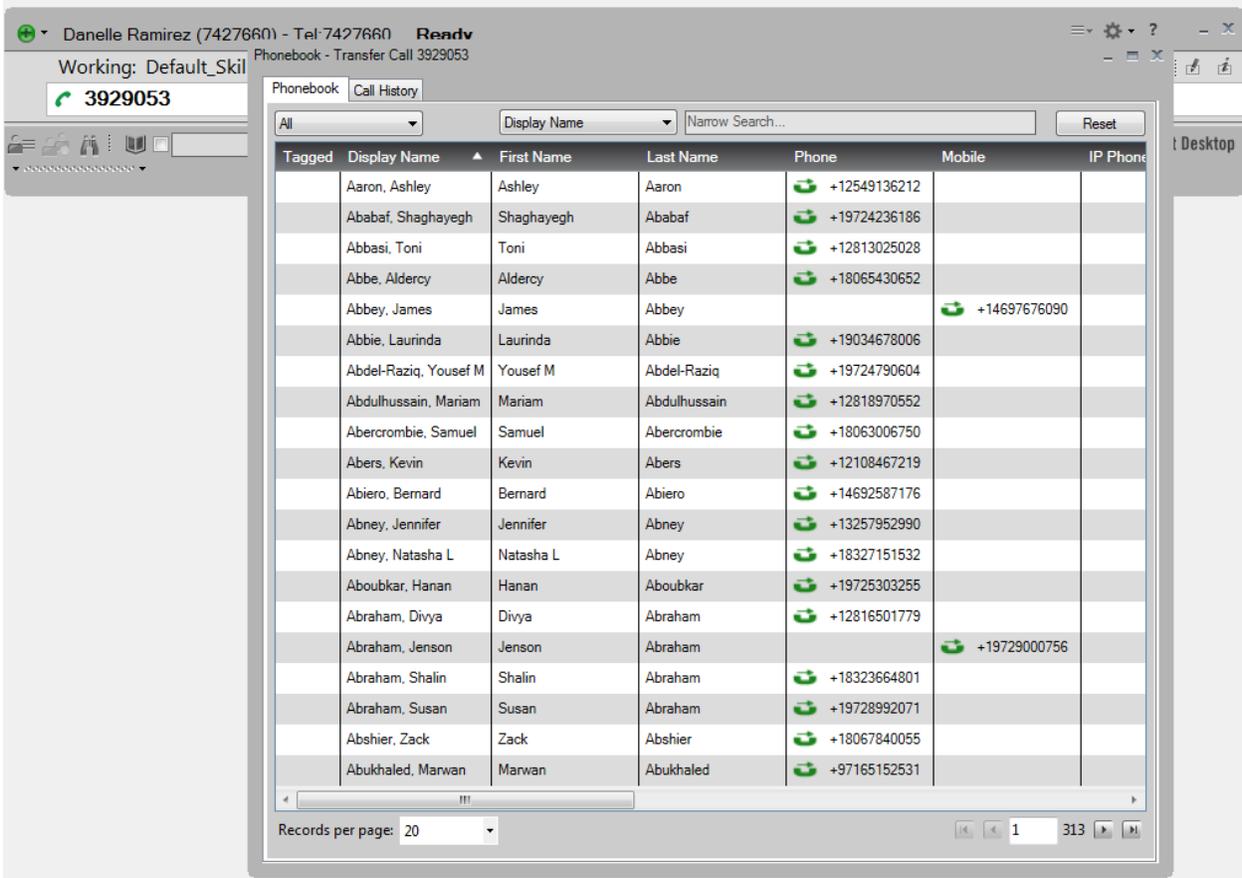

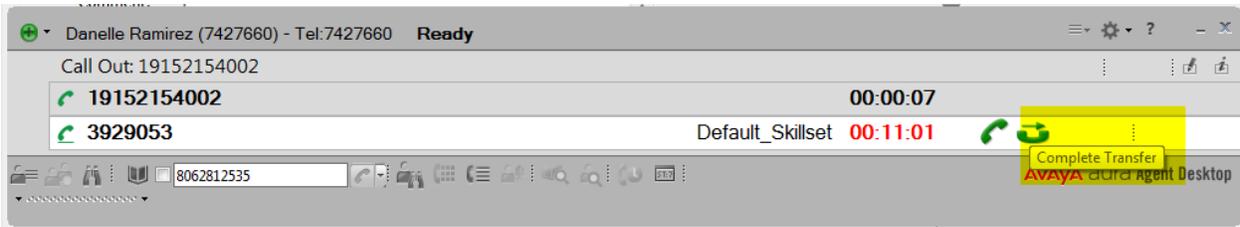**Phone icon to dial number entered.**

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

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

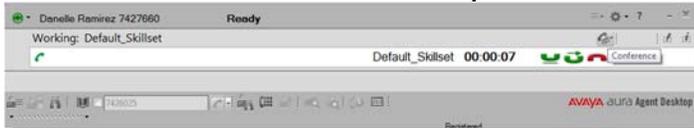**To complete the transfer go back to the original call line and press "Complete Transfer"**

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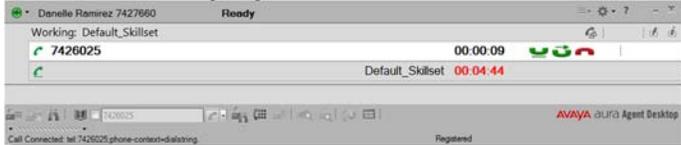
You have answered the Skillset call then press the Conference icon
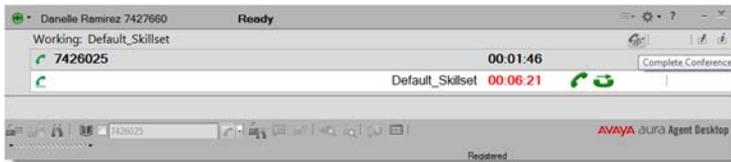

Type in the number you wish to conference in on your keyboard and press OK

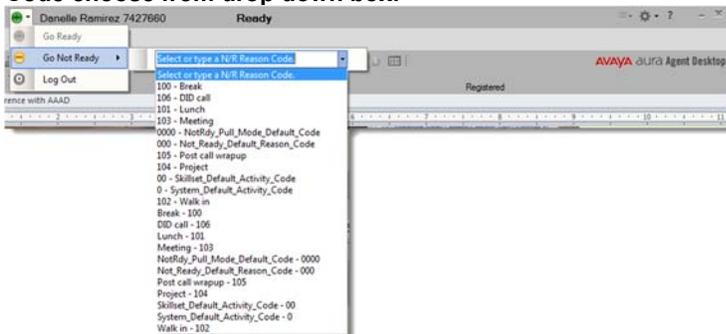**When the second party answers the Skillset call is on a hold**

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"

To see if calls are waiting in your assigned skillsets:
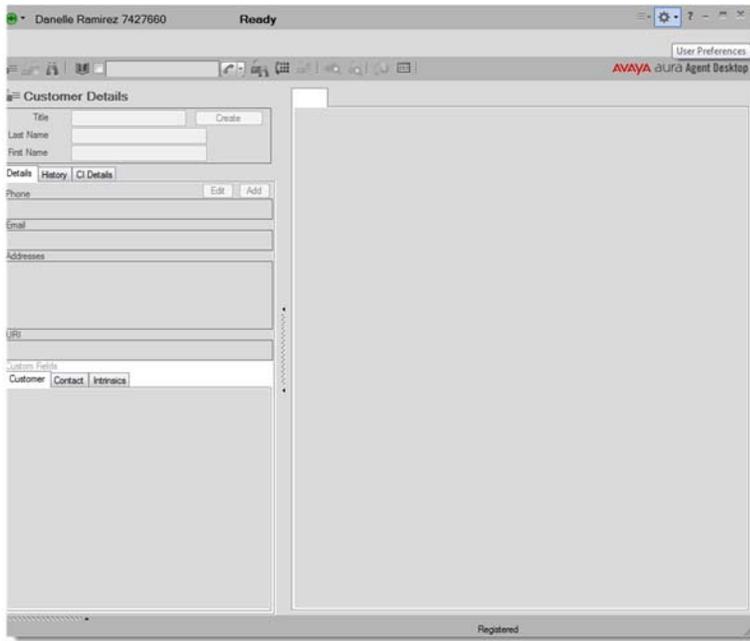
Click the screenshot button on AAAD:

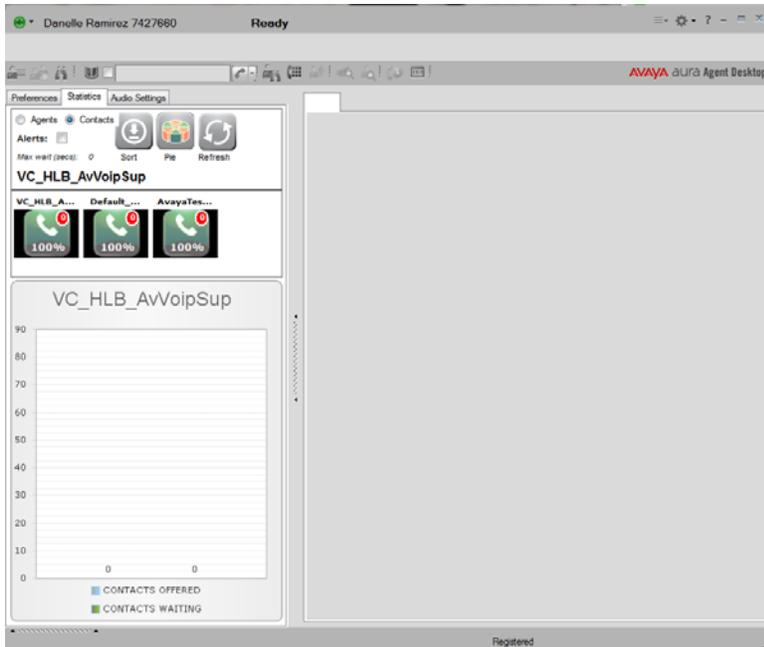**It will automatically scroll thru your assigned skillsets and in () tell you how many calls are waiting:**
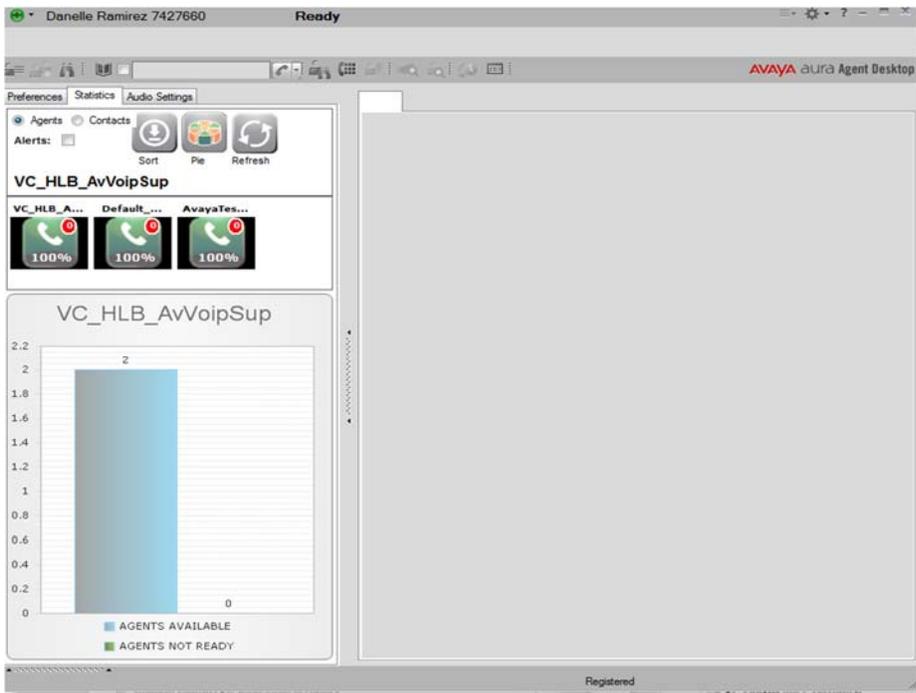
Click drop down

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

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

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

Go to Status drop down and Press Log Out

Shows Successfully logged out

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