

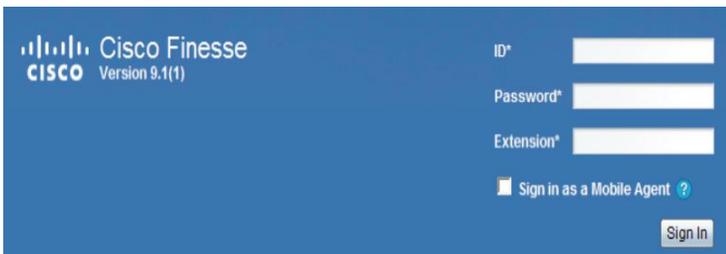
CISCO'S AGENT QUICK REFERENCE

Step 1: Login to the Phone using Extension Mobility

1. Press the Service Key
2. Select Extension Mobility
3. Enter user ID= Windows login
4. Enter your Pin= PID
5. Press Submit

Step 2: Logging On to Finesse

1. Open **Internet Explorer**
2. In the "Address Field" enter <https://bcc-uccx1.ads.brookdalecc.edu:8445/desktop>
Then press "**Enter**"
(You will be redirected to the "Log On" Screen)



ID = Windows ID

Password = PID

Extension = xxxxx

Then click "**Sign In**"

You are now "**Signed In**"



Important: Only open Cisco Finesse in a single Internet browser session.

If you need to use a browser for the internet or other programs, open a new browser session.

Agent States

Not Ready Agent is "Not Ready" to take calls

System places an agent in "Not Ready" when he/she logs on.

Ready Agent is "Ready" to take calls

Calls are assigned 1st in, 1st out.

Switching States

Click the "down" arrow



Click the state that you wish to switch to...

(An agent can switch states while connected to a call)

Contact your supervisor to find out if "Not Ready" reasons have been programmed for your team.

Logging Off

1. Switch to “**Not Ready**”
2. Click “**Sign Out**” (if a reason is required, select the correct reason)
3. Close the window

Call Handling

Making Calls

1. Switch to “**Not Ready**”
2. Click “**Make a New Call**”



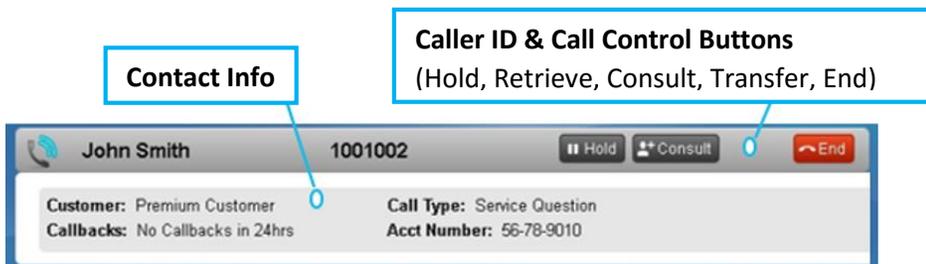
The dialer window opens up...



Dial the telephone number or extension.
(Using the number keys on the keyboard)

Then press “**Enter**”

When connected to a call, you will see...



Call Handling



Ending a Call - Click



Answering a Call -Click

Placing a Call on Hold

Click  Hold

Click  Retrieve to return to the call

Transfer

Warm Transfer (Announced)

Ask party to hold...

1. Click  Consult
2. Enter the extension, then press  Transfer
(Call is now on hold)
3. Announce your call, then press

Canceling a Transfer

1st Call is on hold. 2nd call is connected (to Voicemail)



Click  to “hang up” on the 2nd call

Click  to reconnect to the 1st call

Blind Transfer (Non Announced)

Ask party to hold...

1. Click 
2. Enter the extension, then press “**Enter**”
(Call is now transferred)

Conference

Ask party to hold...

1. Click 
2. Dial the outside number (or the , then press “**Enter**”
(Call is now on hold)
3. Announce your call, then click

Other Features

 Allows you to enter “**Touch Tones**” when connected to a menu driven system.
Example: Press “1” for Billing
Press “2” for New Accounts

 Sets **Finesse desktop** layout to **Call Information** view (dial pad & Phonebook)

 Sets **Finesse desktop** layout to view only the **Inbound Call information & eTime**
(Feature must be configured)

