Logging in/out

- Select **Start > Programs > Cisco > Desktop > Agent**
- Type in ID followed by password

Setting Ready/Not Ready Status

- Click on the Ready icon to enter the "Ready State" which allows you to receive calls.

- Click on the Not Ready icon to enter a Not Ready state. When you click "Not Ready" you will be prompted to select a reason code for going Not Ready.

Placing a Call

You can place a call with the Cisco IP Phone 7962/7965 in any of the following ways:
- Lift the handset
    Or
- Press a line button
    Or
- Press the *NewCall* soft key
    then
- Dial the number using 9 to get an outside line.

To use a Headset
- Press *HEADSET*
- Dial the number using 9 to get an outside line.

To use the Speakerphone
- Press *SPEAKER*
- Dial the number using 9 to get an outside line

Using the Agent Desktop

- Press the ▦ button and the dial pad will be loaded. To place an outside call, type in the number as it is to be dialed then check *Dial Number As Entered* and Click **Dial.**
- If you need to press a menu option after dialing, check the **Touch Tones** checkbox and click the appropriate number.

Answering a Call

When a call comes in, you can answer a call using one of the following, handset, headset, or speakerphone.

- Lift the *Handset*
- Press *HEADSET*
- Press the *Line Button* of the incoming call.
- Press the *Answer soft key*
- Press *SPEAKER* button.
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Using the Agent Desktop:

- Click the ⬆ to answer the phone call.

Ending a Call

You can end a call using any of the following ways:
Handset
- Hang up the *Handset*.
Headset
- Press the *EndCall* soft key.
Speakerphone
- Press *SPEAKER*.

Using the Agent Desktop:

- Click the ⬆ button to end the call.

Placing a Call on Hold

While on a call, you can place the call on hold, so that the caller cannot hear you and you cannot hear the caller.

To place a call on hold
- Press the **Hold** soft key.

To return to the call
- Press the **Resume** soft key.
- Select the line button of the call on hold.

Multiple calls on hold
- Select the Line button of the call on hold

Using the Agent Desktop

- Press the ↻ to place the call on hold, to resume the call press the button again.

Transferring a Call

Transfer allows you to send a call to another extension.

To perform a transfer:
- Press the **Trnsfer** soft key.
- Dial the number to which you wish to transfer the call
- Listen to ringing
- Announce the caller
- Press **Trnsfer** soft key again
- Hang up

If the party refuses the call
- Press the **Resume** soft key to return to the original call.

Using the Agent Desktop

- Press the ☎→ button.
- The dial pad will then appear, either type in the number or select from your phone book.
- Then select *Dial*, once that happens you will hear the phone ringing and the Transfer button will appear.
- Select *transfer* to complete the transfer.

Conference Calling

Conferencing a call allows up to 3 different people on one phone call.

- To conference answer the call
- Press the **More** soft key.
- Press **Conf** soft key
- Type in who you want to conference (outside line 8) or extension.

- Then hit **Conf** to bring in all the users.
- Repeat process for multiple users to join in on conversation.

Using the Agent Desktop
- While on an active call press the

 button and the dial pad button is loaded.
- Select the number or type the number using the dial pad, and click **Dial**
- Then you will see the option for Add to Conf, select **Add to Conf**.

Touch Tones

If you need to send touch tones during a call you can do so using the Touch Tones button. This button activates a number pad on which you enter the required numbers.

To use touch tones during a normal phone call:
- To enter touch tones click the

 button
- The number pad will then appear, type the required numbers/symbols (Note: You will not hear the touch tones being pressed) and click done when you are finished.

To use touch tones during a transfer/conference
- During your call select the option you want transfer/conference

- Check the touch tones box in the dial pad box
- Type in the touch tones you would like to enter (Note: You will not hear the touch tones)
- Then uncheck the touch tones box.

Using the Chat Window

Use a chat window to exchange messages with your supervisor and conference call participants. Receive messages from your supervisor including attention getting scrolling marquee messages.

To use chat pane to talk to supervisor/conference call participants
- Type your message in the text pane.
- Select whether to go to conference call participants or supervisor only.
- Click **Send**
- Click **High Priority** before sending to make the instant message pop to the front of the screen.

To see a list of Presence-enabled users, click on the section below the Agent Chat List

Call Log/Statistics

You can view your statistics for the previous seven days.

To view the call log viewer

- Click the **Reports** button
- Click on **Agent Call** Log from the dropdown list. This will show you activity to your account for the past seven days.

To see how many calls are in queue

- Click the **Reports** button
- Click on **Skills Statistics Report** from the dropdown list. This will show you how many calls are in queue.