Using Avaya Agent for Desktop

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Contents

Chapter 1: Introduction ... 6
Purpose ... 6
Change history ... 6
Intended audience ... 6
Related resources ... 7
Viewing Avaya Mentor videos ... 7
Support ... 7
Chapter 2: Getting started ... 8
Avaya Agent for Desktop overview ... 8
Avaya Agent for Desktop usage scenarios ... 8
Avaya Workspaces for Elite use case overview ... 14
New features in 2.0.6.7 release ... 14
Section 508 Compliance support ... 15
Prerequisites for using Avaya Agent for Desktop for standalone usage ... 15
Prerequisites for using Avaya Agent for Desktop for VDI usage ... 17
Prerequisites for using Avaya Agent for Desktop for remote agent usage ... 18
Logging in to Avaya Agent for Desktop ... 20
Agent states ... 22
Reason codes ... 24
Familiarizing with the Avaya Agent user interface ... 24
Avaya Agent user interface ... 24
Avaya Agent for Desktop tray icon and action bar items ... 29
Avaya Agent for Desktop user interface controls ... 30
User interface modes ... 31
Avaya Agent for Desktop settings ... 32
Setting the language for Avaya Agent for Desktop ... 32
Greetings configuration ... 32
Chapter 3: Using Avaya Agent ... 36
Managing the contact list ... 36
Viewing contacts ... 36
Adding a contact ... 37
Editing contacts ... 38
Removing a contact ... 38
Handling calls ... 38
Making a call from the text input field ... 39
Making a call using Speed dial ... 39
Making a call using the Contact List ... 40
Using headset buttons for handling calls ... 40
Making a call using a click-to-dial feature ... 41

Making call transfers..... 42
Transferring calls..... 42
Creating conferences..... 42
Creating a conference..... 43
Using the dial pad..... 43
Using the feature buttons..... 44
Changing the agent state..... 44
Managing the call history..... 45
Viewing the call history..... 45
Making a call from the Call History window..... 46
Removing an entry from the call history..... 46
Message waiting indicator overview..... 47
Using shared control mode between Avaya Agent for Desktop and Avaya one-X Agent..... 47
Using Avaya Agent for Desktop in shared control mode with Avaya Agent for Desktop..... 48
Avaya Agent for Desktop supervisor feature overview..... 48
Using the supervisor feature..... 50
Avaya Agent for Desktop Presence feature overview..... 51
Viewing the Presence feature..... 52
Glossary..... 54

Chapter 1: Introduction

Purpose

This document describes how to use product features and capabilities.

Change history

Issue	Date	Summary of changes
1, Release 2.0.6	August, 2020	The following sections have been updated/added in this release: • Agent States • Logging in to Avaya Agent for Desktop • Prerequisites for using Avaya Agent for Desktop for standalone agent usage • Prerequisites for using Avaya Agent for Desktop for VDI usage • Prerequisites for using Avaya Agent for Desktop for remote agent usage
2, Release 2.0.6.7	Dec, 2020	Only Avaya Agent for Desktop overview section is refined in this release.

Intended audience

This document is intended for the personnel who deploy the product at a customer site.

Related resources

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

- To find videos on the Avaya Support website, go to https://support.avaya.com/ and do one of the following:
  - In **Search**, type `Avaya Mentor Videos`, click **Clear All** and select **Video** in the **Content Type**.
  - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Content Type**.

    The **Video** content type is displayed only when videos are available for that product.

  In the right pane, the page displays a list of available videos.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:
  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
  - Scroll down Playlists, and click a topic name to see the list of videos available for the topic. For example, Contact Centers.

  Note:

  Videos are not available for all products.

Support

Go to the Avaya Support website at https://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Chapter 2: Getting started

Avaya Agent for Desktop overview

Avaya Agent for Desktop is a client application for contact centers. An agent can use Avaya Agent for Desktop for handling incoming and outgoing calls, changing work states, and managing other UI controls. However, only an administrator can manage the configurations and settings of the application.

Avaya Agent for Desktop supports multiple platforms and is designed to function in the following use cases:

- **Virtual Desktop Infrastructure (VDI):** Avaya Agent for Desktop provides a solution to deliver real-time media with VDI support in Citrix and VMware Horizon environments on HP and Dell based thin clients running on Windows and Linux based operating systems. An administrator can use Avaya Agent for Desktop for VDI to enable desktop virtualization that encompasses the hardware and software systems required to support the virtualized environment in a contact center.
- **Standalone Contact Center Client:** Avaya Agent for Desktop provides a full set of features for a contact center agent and can be used as a primary client application on Windows and Mac operating systems.

Avaya Agent for Desktop uses Avaya Aura® Communication Manager to store station configuration settings and manage agent profiles locally. You can also choose to use Avaya Control Manager for managing agent profiles.

Avaya Agent for Desktop usage scenarios

The following diagrams depict the various methods of using the Avaya Agent for Desktop application:

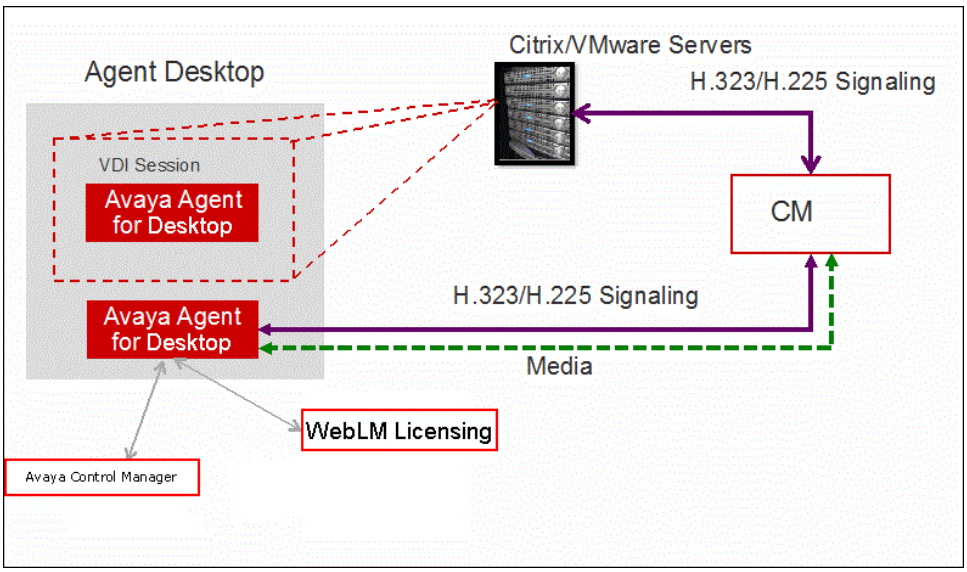


Figure 1: Avaya Agent for Desktop VDI solution with H.323

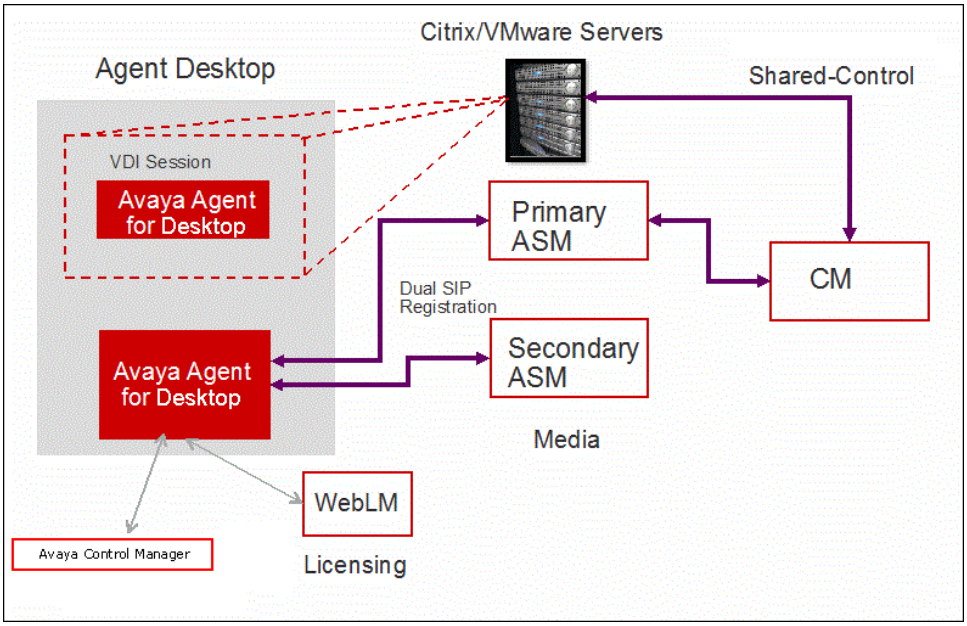


Figure 2: Avaya Agent for Desktop VDI solution with SIP

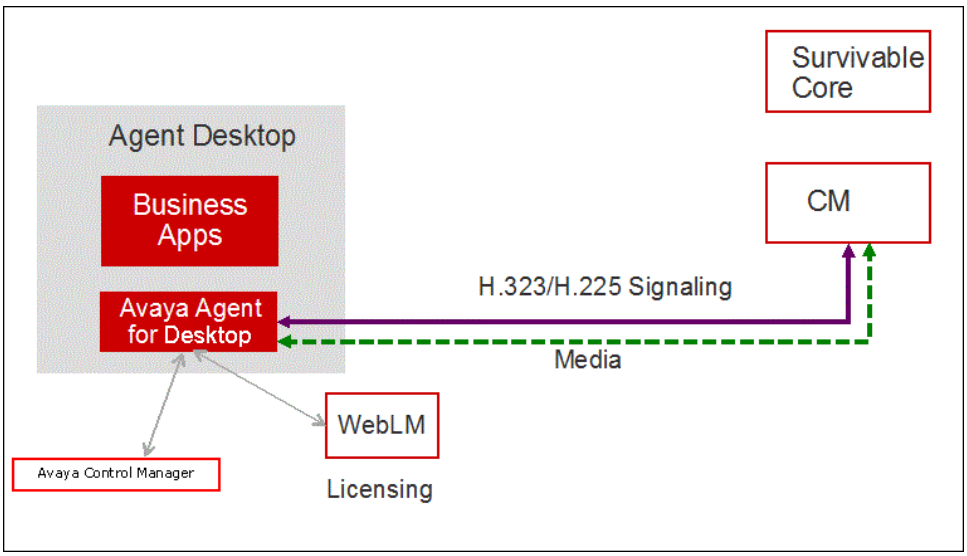


Figure 3: Avaya Agent for Desktop standalone solution for H.323

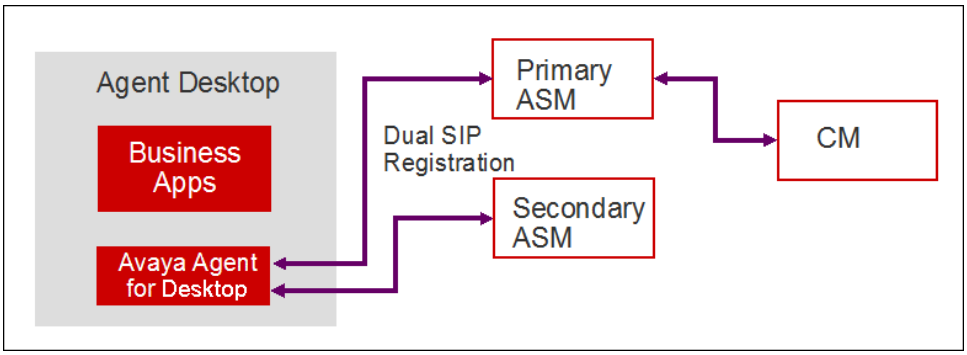


Figure 4: Avaya Agent for Desktop standalone solution for SIP

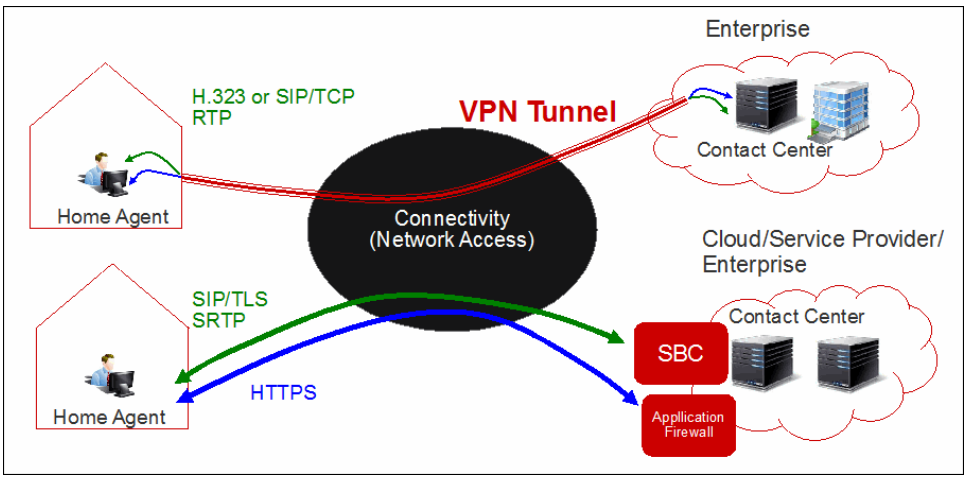


Figure 5: Avaya Agent for Desktop remote agent solution for both VPN and SBC

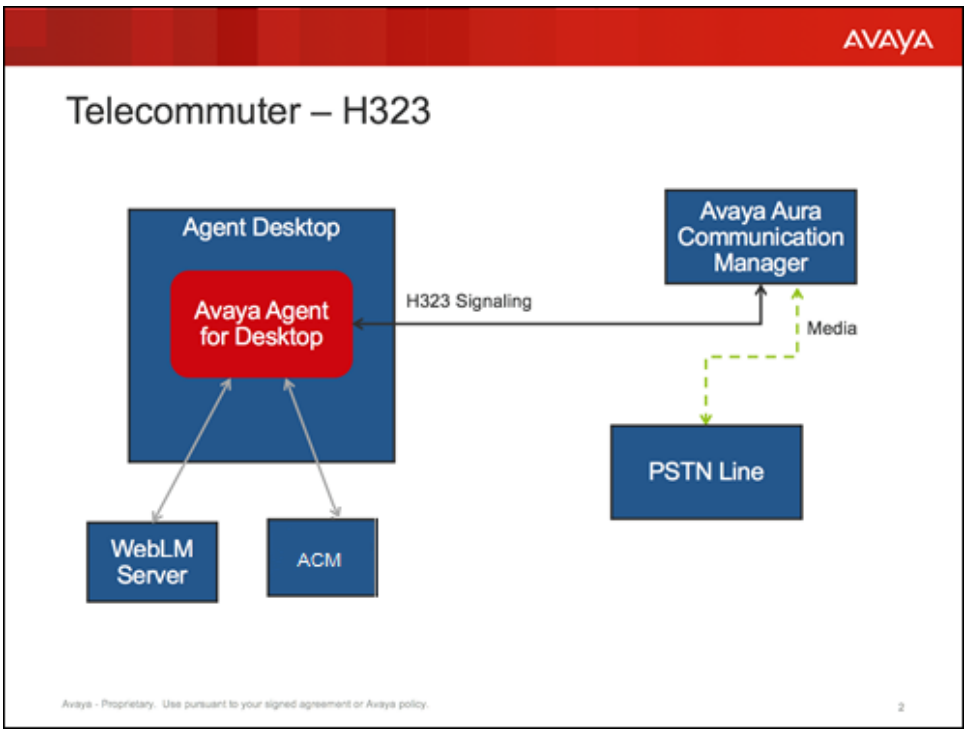


Figure 6: Avaya Agent for Desktop telecommuter mode with H.323

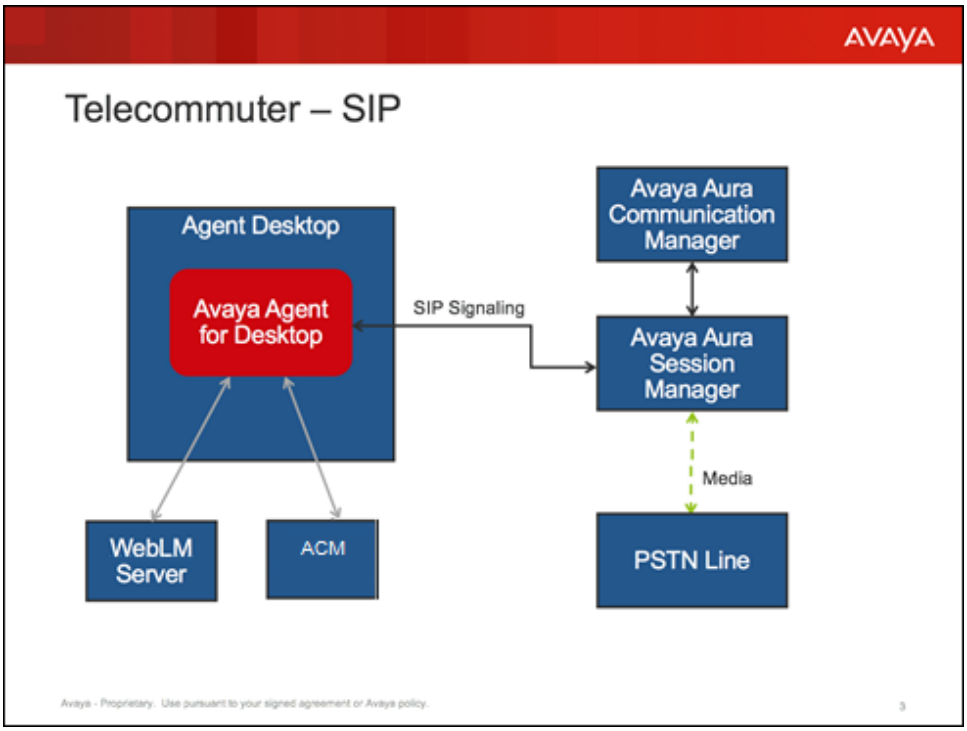


Figure 7: Avaya Agent for Desktop Telecommuter mode with SIP

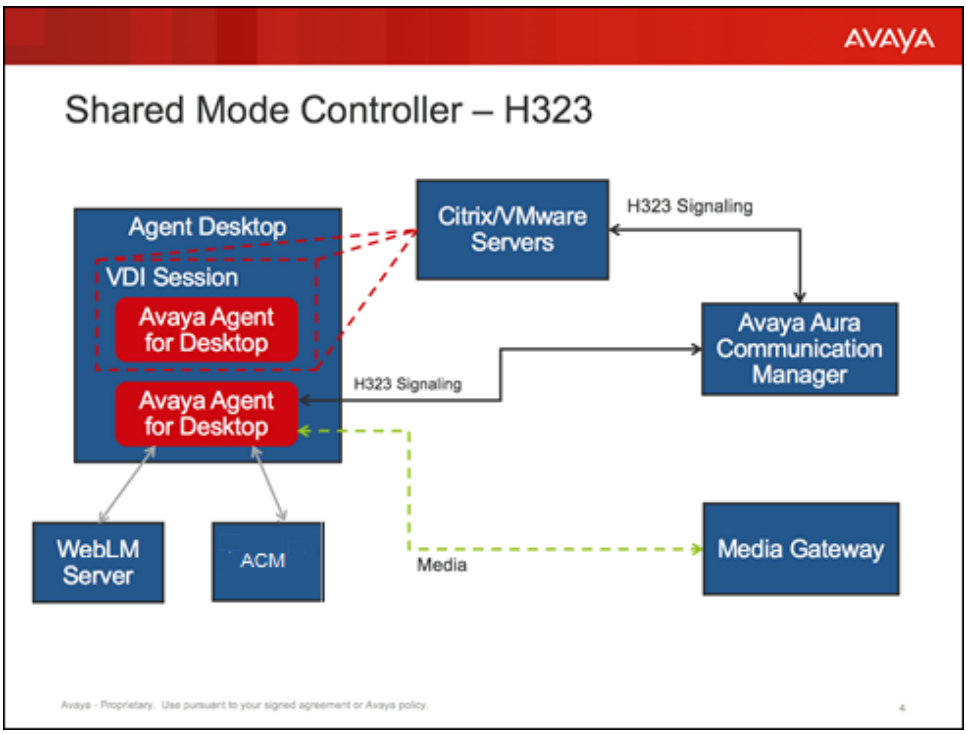


Figure 8: Avaya Agent for Desktop with shared control as controller with H.323

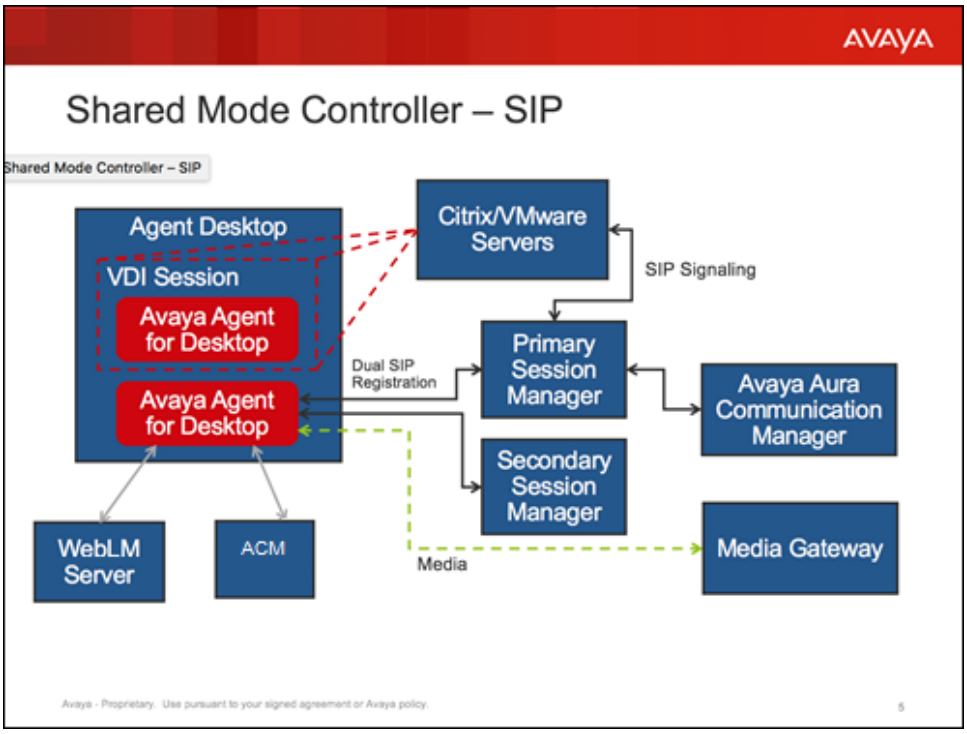


Figure 9: Avaya Agent for Desktop with shared control as controller with SIP

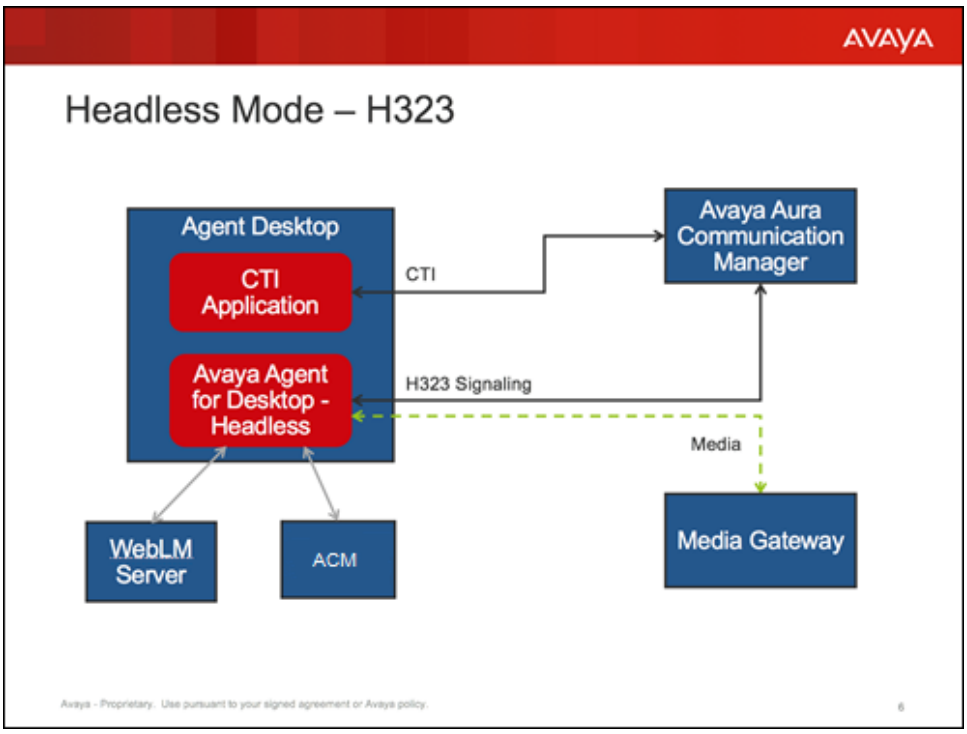


Figure 10: Avaya Agent for Desktop Headless Mode – H.323

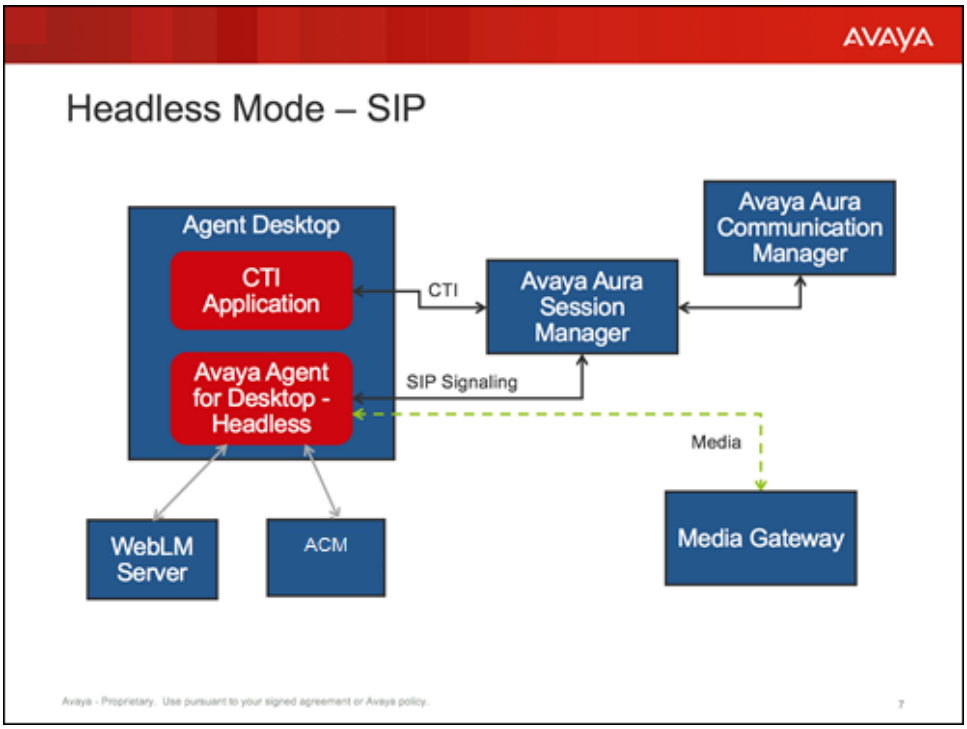


Figure 11: Avaya Agent for Desktop Headless Mode – SIP

Avaya Workspaces for Elite use case overview

You can use Avaya Agent for Desktop with Avaya Workspaces for Elite. In this case, you need to login only on station on the Avaya Agent for Desktop application, the call handling is handled through Avaya Workspaces for Elite through agent configured on Avaya Control Manager (ACM). The following diagram depicts how Avaya Agent for Desktop works with Avaya Workspaces for Elite:

Figure 12: Avaya Agent for Desktop with Avaya Workspaces for Elite

For more details on configuring Avaya Agent for Desktop on Avaya Workspaces for Elite , see the following sections of the *Deploying Avaya Workspaces for Elite* guide on the Avaya support portal:

- **Topology**
- **Creating an Avaya Workspaces agent user to handle Elite Voice contacts**
- **Creating an Avaya Workspaces supervisor user**

For more details on using Avaya Agent for Desktop on Avaya Workspaces for Elite, see the *Operations* section of the *Using Avaya Workspaces for Elite* guide on the Avaya support portal.

New features in 2.0.6.7 release

No new features added in this release. For details about sections updated in this guide, see *Change history*.

Section 508 Compliance support

Avaya Agent for Desktop graphical user interface is now largely compliant with the relevant Section 508 standards. We have tested most of these features using JAWS for Windows 10 64-bit (JAWS 2019.1907.42 Offline 64-bit August 2019).

For users who are blind and are using screen reader software, the most accurate compliance score is "Supports when Combined with Compatible Assistive Technology". Avaya Agent for Desktop is based upon a Qt framework. Support for Qt-based applications by assistive technologies is improving, but is currently incomplete. Accessibility support in Qt consists of a generic interface, implemented for a technology on each platform: MSAA on Windows, Mac OS X accessibility on the Mac, and Unix/X11 AT-SPI on Linux. Qt's accessibility interface closely follows the MSAA (Microsoft Active Accessibility) standard, which most clients support. Other technologies used by Qt provide similar functionality.

For low vision users, the most accurate compliance score is "Supports with Exceptions". Avaya Agent for Desktop uses a custom scheme of colors and fonts that cannot be changed by the user. This fixed set of colors and fonts may be problematic for some low vision users. The use of screen magnification software is supported, and most of these products have features that allow the user to override the colors of the application and enlarge the fonts. For keyboard-only usage, Avaya Agent for Desktop offers enhanced keyboard commands using Key Strokes configuration settings to control the application. The blind users can also access all controls of Avaya Agent for Desktop using the "Tab' key. Users must refer to the available documentation for Avaya Agent for Desktop 2.0.x for more details.

Note:

SSB BART Group did not audit Avaya Agent for Desktop with respect to the requirements in § 1194.21, § 1194.22, § 1194.23 and § 1194.24. The § 1194.21, § 1194.22, § 1194.23 and § 1194.24 audit of Avaya Agent for Desktop was performed by Avaya and the results are reported in a separate VPAT.

Prerequisites for using Avaya Agent for Desktop for standalone usage

For H.323 protocol

The following table displays the to do list of configurations for using the Avaya Agent for Desktop application with H.323.

No.	Task	Description	✔
1	Avaya Aura® Communication Manager 7.1.x, 8.0.x, or 8.1.x	Avaya Aura® Communication Manager 7.1.x, 8.0.x, or 8.1.x server URL for CC elite is configured.	Mandatory

Table continues…

No.	Task	Description	✔
2	Avaya Control Manager 8.1.0.1 or 9.0.1	Valid Avaya one-X® Agent profile is configured on Avaya Control Manager for H.323.	Optional
3	WebLM 8.0.x or 8.1.x	Valid license URL for Avaya WebLM server is configured.	Mandatory
4	LDAP credentials	If you are using LDAP, you must configure LDAP server and port details.	Optional

For SIP protocol

The following table displays the to do list of configurations for using the Avaya Agent for Desktop application with SIP.

No.	Task	Description	✔
1	Avaya Aura® Communication Manager 7.1.x, 8.0.x, or 8.1.x	Avaya Aura® Communication Manager 7.1.x, 8.0.x, or 8.1.x server URL for CC elite is configured.	Mandatory
2	(Optional) Avaya Control Manager 8.1.0.1 or 9.0.1	Valid Avaya one-X® Agent profile is configured on Avaya Control Manager for SIP.	Optional
3	Avaya Aura® System Manager 7.1.x, 8.0.x, or 8.1.x	Valid Avaya Aura® System Manager 7.1.x, 8.0.x, or 8.1.x server URL is configured in Avaya Agent for Desktop.	Mandatory
4	Avaya Aura® Session Manager 7.1.x, 8.0.x, or 8.1.x	Valid Avaya Aura® Session Manager 7.1.x, 8.0.x, or 8.1.x server URL is configured in Avaya Agent for Desktop.	Mandatory
5	WebLM 8.0.x or 8.1.x	Valid license URL for Avaya WebLM server is configured.	Mandatory
6	(Optional) LDAP credentials	If you are using LDAP, you must configure LDAP server and port details.	Optional
7	Presence Services 8.0.x or 8.1.x	Presence Services in Avaya Agent for Desktop works in a SIP mode only. **Note:** You must be sure that Avaya Agent for Desktop is using TLS connection. To activate this feature, your administrator must enable the Presence option in your Avaya Agent for Desktop configuration settings and configure SIP endpoint for Presence Services	Optional

Prerequisites for using Avaya Agent for Desktop for VDI usage

For H.323 protocol

The following table displays the to do list of configurations for using the Avaya Agent for Desktop application with H.323.

No.	Task	Description	✔
1	Avaya Aura® Communication Manager 7.1.x, 8.0.x, or 8.1.x	Avaya Aura® Communication Manager7.1.x, 8.0.x, or 8.1.x server URL for CC elite is configured.	Mandatory
2	Avaya Control Manager 8.1.0.1 or 9.0.1	Valid Avaya one-X® Agent profile is configured on Avaya Control Manager for H.323.	Optional
3	WebLM 8.0.x or 8.1.x	Valid license URL for Avaya WebLM server is configured.	Mandatory
4	LDAP credentials	If you are using LDAP, you must configure LDAP server and port details.	Optional
5	Share control mode	Use the Hide interface option to make and receive calls using the Avaya one-X® Agent interface, while being logged in to Avaya Agent for Desktop with the same extension.	Optional

For SIP protocol

The following table displays the to do list of configurations for using the Avaya Agent for Desktop application with SIP.

No.	Task	Description	✔
1	Avaya Aura® Communication Manager 7.1.x, 8.0.x, or 8.1.x	Avaya Aura® Communication Manager 7.1.x, 8.0.x, or 8.1.x server URL for CC elite is configured.	Mandatory
2	(Optional) Avaya Control Manager 8.1.0.1 or 9.0.1	Valid Avaya one-X® Agent profile is configured on Avaya Control Manager for SIP.	Optional
3	Avaya Aura® System Manager 7.1.x, 8.0.x, or 8.1.x	Valid Avaya Aura® System Manager 6.3 or 7.0 server URL is configured in Avaya Agent for Desktop.	Mandatory
4	Avaya Aura® Session Manager 7.1.x, 8.0.x, or 8.1.x	Valid Avaya Aura® Session Manager 6.3 or 7.0 server URL is configured in Avaya Agent for Desktop.	Mandatory
5	WebLM 8.0.x or 8.1.x	Valid license URL for Avaya WebLM server is configured.	Mandatory

Table continues…

No.	Task	Description	✔
6	(Optional) LDAP credentials	If you are using LDAP, you must configure LDAP server and port details.	Optional
7	Share control mode	Use the Hide interface option to make and receive calls using the Avaya one-X® Agent interface, while being logged in to Avaya Agent for Desktop with the same extension.	Optional
8	VMware	VMware integration is required for Avaya Agent for Desktop for VDI use case.	Mandatory
9	Presence Services 8.0.x or 8.1.x	Presence Services in Avaya Agent for Desktop works in a SIP mode only. **Note:** You must be sure that Avaya Agent for Desktop is using TLS connection. To activate this feature, your administrator must enable the Presence option in your Avaya Agent for Desktop configuration settings and configure SIP endpoint for Presence Services	Optional

Prerequisites for using Avaya Agent for Desktop for remote agent usage

For H.323 protocol

The following table displays the to do list of configurations for using the Avaya Agent for Desktop application with H.323.

No.	Task	Description	✔
1	Avaya Aura® Communication Manager 7.1.x, 8.0.x, or 8.1.x	Avaya Aura® Communication Manager 7.1.x, 8.0.x, or 8.1.x server URL for CC elite is configured.	Mandatory
2	Avaya Control Manager 8.1.0.1 or 9.0.1	Valid Avaya one-X® Agent profile is configured on Avaya Control Manager for H.323.	Optional
3	WebLM 8.0.x or 8.1.x	Valid license URL for Avaya WebLM server is configured.	Mandatory
4	LDAP credentials	If you are using LDAP, you must configure LDAP server and port details.	Optional

Table continues…

No.	Task	Description	✔
5	Citrix Presentation Server	An agent can connect to Avaya Agent for Desktop remotely, from home, airport Internet kiosks, softphones, and other devices outside the corporate network. However, an agent can use Citrix Presentation Server setup only in SIP based connection.	Optional

For SIP protocol

The following table displays the to do list of configurations for using the Avaya Agent for Desktop application with SIP.

No.	Task	Description	✔
1	Avaya Aura® Communication Manager 7.1.x, 8.0.x, or 8.1.x	Avaya Aura® Communication Manager 7.1.x, 8.0.x, or 8.1.x server URL for CC elite is configured.	Mandatory
2	Avaya Aura® System Manager 7.1.x, 8.0.x, or 8.1.x	Valid Avaya Aura® System Manager 7.1.x, 8.0.x, or 8.1.x server URL is configured in Avaya Agent for Desktop.	Mandatory
3	Avaya Aura® Session Manager 7.1.x, 8.0.x, or 8.1.x	Valid Avaya Aura® Session Manager 7.1.x, 8.0.x, or 8.1.x server URL is configured in Avaya Agent for Desktop.	Mandatory
4	WebLM 8.0.x or 8.1.x	Valid license URL for Avaya WebLM server is configured.	Mandatory
5	(Optional) LDAP credentials	If you are using LDAP, you must configure LDAP server and port details.	Optional
6	Avaya Session Border Controller for Enterprise (SBC)	An agent can connect to Avaya Agent for Desktop remotely, from home, airport Internet kiosks, softphones, and other devices outside the corporate network. However, an agent can use SBC setup only in SIP based connection.	Optional
7	Presence Services 8.0.x or 8.1.x	Presence Services in Avaya Agent for Desktop works in a SIP mode only. **Note:** You must be sure that Avaya Agent for Desktop is using TLS connection. To activate this feature, your administrator must enable the Presence option in your Avaya Agent for Desktop configuration settings and configure SIP endpoint for Presence Services	Optional

Logging in to Avaya Agent for Desktop

About this task

The way you log in to Avaya Agent for Desktop depends on your system configuration:

- You can log in using your agent extension and password. You may also need to provide the extension and password for the station that you are logging in.
- If you configure to use local configuration and the registration is made through Avaya Aura® Communication Manager, enter the credentials to register the station and the agent. The Avaya Control Manager (ACM) login options are hidden in this case.
- If the registration is made through ACM, then you have the following options:
  - If you use **Basic ACM Login**, then provide credentials in the **Avaya Control Manager** section, such as **ACM Account** and **Password**, along with the **Station** and **Agent** sections.
  - If you use **Single Sign-On ACM Login**, then you have to provide credentials in the **Station** and **Agent** sections. You do not have to provide credentials in the **Avaya Control Manager** section.
  - If you use **ACM Unified Login**, then you must provide credentials in the **Avaya Control Manager** section, such as **ACM Account** and **Password**, along with the **Station** and **Agent** sections.
  - When multiple templates are assigned to a user using the ACM Web portal, the user can select different ACM template using the **ACM Profile** field while logging in on Avaya Agent for Desktop. This feature is available for all ACM login types except Use Local Configuration login type on Avaya Agent for Desktop.
  - When a user selects an **ACM Profile** and clicks the **Select Profile** button on Avaya Agent for Desktop, the configurations for selected ACM profile is downloaded, and ACM login is complete.
  - A user must select an ACM profile within two minutes to select a template for the ACM login. If the user does not select ACM template during this time interval, ACM login is aborted and error message is displayed to the user.
  - If for a selected user only one template is configured on the ACM Web portal, ACM login does not require any actions from the user to select a profile. In this case, template name is shown in the **ACM Profile** field, but **ACM Profile** field and **Select Profile** buttons are not available for a user for selection.
  - In the **Basic ACM Login** and **Unified ACM Login** types, users have the option to **Signout** of ACM. ACM **Signout** functionality provides the ability to change ACM login credentials or profile name and re-login on Avaya Agent for Desktop. When ACM logout is complete, all settings, which is downloaded through ACM, is reset to default, and input fields for ACM login credentials are available for the user.
  - There is only one difference between **Basic ACM Login** and **Unified ACM Login** types, that is, if **Unified ACM Login** type is selected, user cannot change station and agent login credentials manually. When **Unified ACM Login** type is used, input fields for **Station ID**, **Agent ID**, login mode, and passwords are disabled for the user.

- If the AADS login type is used, then you have the following options:
  - For a basic AADS login type, provide your email address or configuration URL as configured on the AADS server. If email address is provided, select the AADS server location first before moving to the login screen. On the next step, you need to provide AADS login and password details on Avaya Agent for Desktop login screen.
  - For a SAML AADS login type, provide your email address or configuration URL as configured on the AADS server. If email address is provided, you need to select the AADS server location first before moving to the login screen. For SAML AADS login type, you will be redirected to the third-party login screen. If login is successful, the user is returned to the Avaya Agent for Desktop main login window, otherwise, user is returned to the step 1 of the login screen for this option.
- If the **Automatically Sign In** configuration setting is enabled for any sections such as Avaya Control Manager, Station, or Agent, the system automatically logs in the user for the respective options.
- If the **Save Password** configuration setting is enabled for any sections such as Avaya Control Manager, Station, or Agent, the system automatically saves the password for the respective options.

Before you begin

You must contact your system administrator or supervisor and request for login credentials.

Procedure

1. Start Avaya Agent for Desktop.
2. Perform any one of the following actions:
   - If you are configured to use Avaya Control Manager profiles, such as **Basic ACM Login** and **ACM Unified Login**, then type the **ACM Account** and **Password** credentials along with the Station and Agent section credentials. Additionally, if for a selected account, multiple templates are configured, then select **ACM Profile** and click **Select Profile**.
   - If you are configured to use local configuration or **Single Sign-On ACM Login** options, then type the **Station** and **Agent** credentials. Additionally, if for a selected account, multiple templates are configured, then select **ACM Profile** and click **Select Profile**.

     Note:

     If **Use Local Configuration** is selected for **ACM Login Type** in the Settings window, then **Avaya Control Manager** login section is not displayed on the Login window.

     Note:

     The Avaya Agent for Desktop administrators can change the profile settings using **Settings** > **Avaya Agent Settings** window > **Server** menu.
   - For AADS login type, provide **Your email or configuration URL** on step 1 and click **Next**. If the email address is provided, select the AADS server location on step 2 and click **Next**. On step 3, for a basic AADS login type, provide **AADS Login** and **Password**. For SAML AADS login type, you are redirected to the third-party login

screen. On successful login on third-party login screen, you are redirected to Avaya Agent for Desktop main login window to provide other details and sign in.

3. To change the audio device, in the station sections, select any of the following options:
   - **My Computer**: Use this option to use Avaya Agent for Desktop with general capabilities on your computer.
   - **Desk Phone**: Use this mode when you are at the office. In this mode, you can log into the server and control your Avaya desk phone from Avaya Agent for Desktop. You can make and handle calls from Avaya Agent for Desktop user interface and your Avaya desk phone. You can use your Avaya telephone to speak and listen.
   - **Other Phone**: Use this mode when you are telecommuting, that is when you are working from home or other off-site locations. You can use this mode to get features of your telephone system from a location other than your office. You can place and handle calls through the Avaya Agent for Desktop user interface, and you can use a separate telephone line at your remote location to speak and listen. You need to define the **Other Phone Number** once you select this option.
4. To automatically log in to the given sections, select the **Automatic Sign In** check box of the respective sections.
5. To save passwords provided in AADS, ACM, Station, or Agent sections, select the **Save password** check box of the respective sections.

   Note:

   In case of AADS authentication, the password is saved on AADS reboot, logout, or login actions only if the **Password Storage Mode** is set to **Non-secure storage only** or **Security Storage if available** is set to **Not available**. Otherwise, the password is lost even if the **Save password** check box is selected.
6. To sign in to each option separately, click **Sign In** in the respective sections. To sign-in all options together, click **Sign In All**.

   Note:

   If the **Automatic Sign In** check box for a section is selected, you do not have to click on the **Sign-In** button for that section manually.

   If the login process is successful, the system displays a signed in text in green next to the respective login sections.

Agent states

The agent status icons are on the left corner of the top bar with the corresponding agent status. You can change the agent status either from the top bar or by right-clicking on the Avaya Agent for Desktop tray icon. The top bar displays the name of the agent or the extension number with the corresponding system status.

The following table describes the agent status icons that appear on the top bar:

Icon	Agent state	Description
Server Unreachable	Offline	This state is visible when there is a network connection issue. Once the connection issue is resolved, the agent is automatically logged in again.
	Offline	This state is visible if the agent is not logged in or have logged out. of the Avaya Agent for Desktop system. To register the user or to login to the system, click the **Show Login Dialog** option and provide the credentials in the required fields.
	Ready (not on a call)	The system displays this state when the agent logs in to the Avaya Agent for Desktop application. The **Ready** state indicates that the agent is ready to receive calls from Communication Manager. In addition, Communication Manager delivers ACD calls depending on the configuration on Communication Manager for Multiple Call Handling (MCH).Communication Manager delivers an ACD call if the ACD call is in progress when you set MCH to Yes in Communication Manager.
Ready (34:42)	**Ready (on a call)**	The system displays this icon when the agent state is ready, but currently on an active call.
	ACW	The system displays this icon when either the agent or Communication Manager changes the status to After Call Work (ACW).
Blinking icon between after call work icon and on-a-call icon	**ACW Pending**	The system displays this icon when the agent attempts to change the status to **ACW** from the **Agent State** drop-down arrow during the call. The system creates a pending ACW and changes the agent states to ACW only after the agent completes the call.
	Aux	The system displays this icon when the agent changes the status to **Aux** from the **Agent State** drop-down arrow. The **Aux** message indicates that the agent is not ready for ACD calls. Agents can make or receive calls on the station while in the Aux state.
Blinking icon between aux icon and on-a-call icon	**Aux Pending**	The system displays this icon when the agent attempts to change the status to **Aux** from the **Agent State** drop-down arrow during a call. The system creates a pending Auxiliary and changes the agent states to Aux only after the agent completes the call.

Reason codes

Using Avaya Agent for Desktop, you can change the agent availability status and specify the appropriate reason code. Avaya Agent for Desktop supports the following three types of reason codes:

- Auxiliary Reason Codes
- Logout Reason Codes
- Call Work Codes

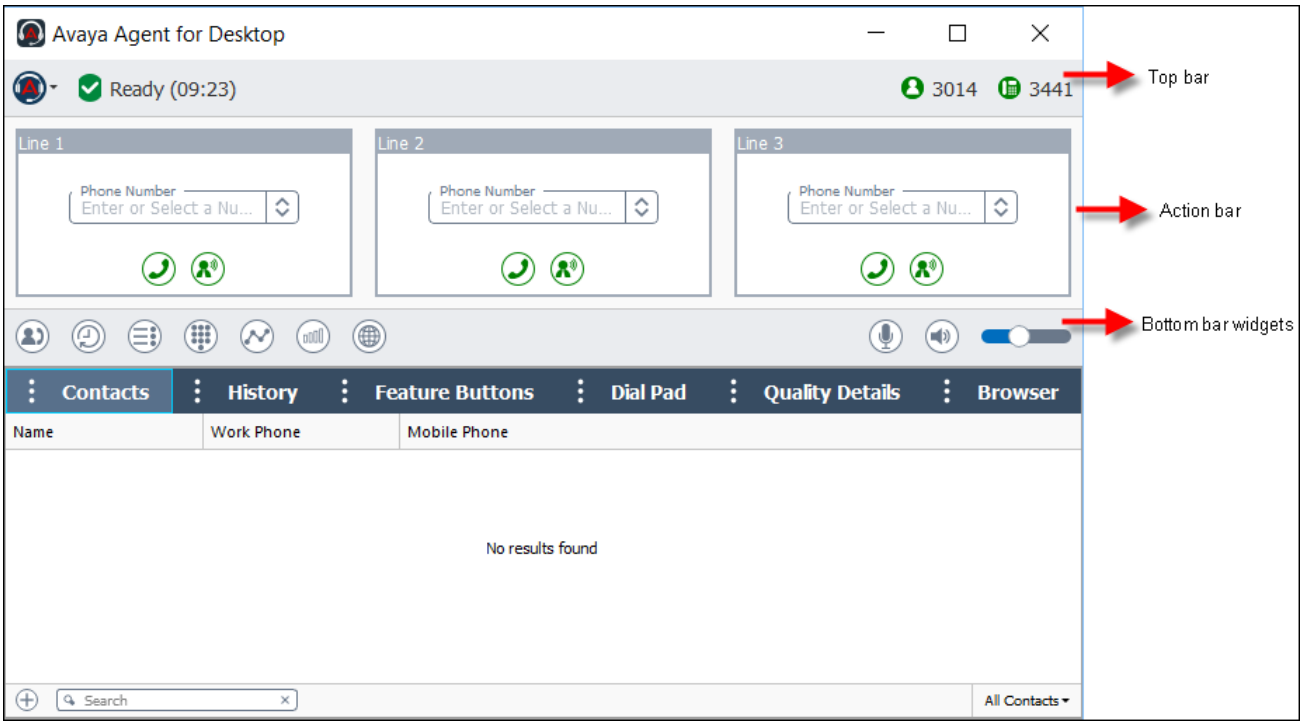
The reason code represents the reason for not being at the workstation, call work related actions during an active call, or for not accepting the ACD call. The system displays a lock icon next to the reason codes received from ACM.

Familiarizing with the Avaya Agent user interface

Avaya Agent user interface

Avaya Agent for Desktop occupies minimum space on the computer desktop. The desktop application provides a common look-and-feel and a Graphic User Interface (GUI) to match the work that an agent performs. With the main window, you can gain access to all the features of Avaya Agent for Desktop.

The following figure shows the components of the main window:



Top bar items:

The top bar of Avaya Agent for Desktop contains application controls, such as main menu options, agent state, agent and station details.

Icon	Name	Description
Auxiliary: 2 - On hold (00:41)	Agent state	Displays the agent state with reason code name and the state timer. The state timer indicates the total time that you spend in the current state.
3014 3441	Station: Agent extension numbers	Displays the station number and agent extension that you use for logging in to Avaya Agent for Desktop.
Avaya Agent for Desktop	Application name	The name of the application. This field displays Avaya Agent for Desktop at all times.
☐	Maximize	Expands the Avaya Agent for Desktop window to the top of the computer desktop.

Table continues…

Icon	Name	Description
×	Close	Hides the Avaya Agent for Desktop user interface. To display the Avaya Agent for Desktop user interface, you can: • double-click the Avaya Agent for Desktop system tray icon. • right-click the Avaya Agent for Desktop system tray icon and click **Hide Interface**.

Action bar items:

The action bar contains the controls to handle the calls and to make call transfers and conferences. The action bar also displays the active calls. The maximum number of active calls that Avaya Agent for Desktop can display is 3.

Icon	Name	Description
	Call text box	The text box where you can type the destination number to make a new call, a transfer or a conference call. You can call a contact in the list by clicking the scroll icon located next to the call text box and selecting the contact in the list.

Table continues…

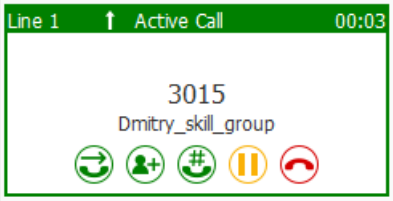
Icon	Name	Description
	Active call cell	As you make and receive calls, the action bar displays a cell for every active call. The cell contains the following items: • Call control button: Use for dropping the call or for creating a transfer or a conference. • Contact name or call type: If the cell displays a conference call, the system displays `Conference` and the number of participants. • Call timer: Displays the total time spent on the call. When you hold the call, the timer displays the total hold time. • Drop button • Hold button • Initiate Service Observing • Enable DTMF button: This is a new button added to send DTMF from a keyboard. When a user clicks this button, the text label containing telephone number hides and a new DTMF input field appears. The user can start typing DTMF digits in the field without any additional mouse clicks. You can type only digits (0–9), pound sign (#), and asterick (*) in this field. When this field is enabled, the DialPad window is also enabled as an alternate input option. • After input is complete, the user can close the line field by pressing the Enter or the Escape key or just by clicking the DTMF button again. The line edit field will hide and the telephone number label is shown again.

Table continues…

Icon	Name	Description
	Answer button	The icon that the system displays in the call cell when a call arrives.
	Hold button	The icon that the system displays for putting a call on hold.
	Resume button	The icon that the system displays for resuming a held call.
	Drop button	The icon that the system displays for dropping a call or a conference.

Bottom bar widgets:

The bottom bar widgets contains the following controls:

Icon	Name	Description
	Contacts	Displays or hides the contact list.
	History	Displays or hides the work log history.
	Feature Buttons	Displays the list of feature buttons configured
	DialPad	Displays the dial pad.
	Stats Console	Displays the Stats Console information window.
	Quality Details	Displays the network quality indicator for the current call. The call quality level is defined based on the value of the parameters such as, packet loss, jitter buffer, and other given parameters. The quality level is scaled from 1 to 5, and defined as 1–Poor, 2–Average, 3–Medium, 4–Good, 5–Excellent.
	Browser	Displays the URL in the internal browser.
	Volume control	Adjusts the volume of the audio output device. Click the button next to the volume slider to mute or unmute the audio output device.
	Mute microphone (audio)	Mutes or unmutes the microphone.

Avaya Agent for Desktop tray icon and action bar items

This section describes the Avaya Agent for Desktop features that you can gain access to by using the system tray icon or agent state main menu in the top bar.

Name	Description
Agent states	The list of agent states options available are: • **Ready**: Move the agent to ready state. In this state, the agent is ready to take calls or already on an active call. • **Auxiliary**: Move the agent to not ready state. In this state, the agent is not ready to take calls. You can choose a reason code if it is available for this state. • **Agent Log Out**: Log out the agent. You can choose a reason code if it is available for this state.
Show Login Dialog	This option is now always visible whether the agent/station is logged in or not on the Avaya Agent for Desktop application. To register the agent/station or to login to the system, click this option and provide the agent user name and password.
Station Logout	Log out of the station.
Collapsed Mode	View theAvaya Agent for Desktop user interface in a compact view.
Always on Top	See the Avaya Agent for Desktop user interface on top of other windows.
Hide Interface	Hide the Avaya Agent for Desktop user interface. This feature is useful during shared control mode with Avaya one-X® Agent or Avaya Agent for Desktop.
Reset Window Position	Realign the Avaya Agent for Desktopwindow to the default position.

Table continues…

Name	Description
Workspace	View application UI based on various available workspace options, such as: • **Load Workspace**: **Basic**, **Extended**, and **Shared Control**. Select a customized workspace if it is already defined. • **Save Workspace**: Save the current workspace UI as a new custom workspace or replace an existing custom workspace. • **Manage Workspace**: Rename or remove the current list of custom workspace. • **Lock Windows Position**: Lock the current workspace UI position on the screen.
Logs	Click **Logs** > **Save As** to save the call logs in a .zip format on your desktop. **Note:** This option is disabled for agents. Only administrators can save or retrieve logs now in Avaya Agent for Desktop.
Settings	Open the Avaya Agent for Desktop settings window.
About	Display version information about the Avaya Agent for Desktop application.
Quit	Close the Avaya Agent for Desktop application.

Related links

Avaya Agent user interface on page 24

Avaya Agent for Desktop user interface controls

This sections describes the controls you can use to configure the functions of the Avaya Agent for Desktop user interface.

Expanding the Avaya Agent for Desktop user interface

To expand the Avaya Agent for Desktop user interface, click the **Maximize** button in the top bar.

Hiding the Avaya Agent for Desktop user interface

To hide the Avaya Agent for Desktop user interface, right-click the Avaya Agent for Desktop tray icon and select **Hide Interface**.

Placing the Avaya Agent for Desktop user interface on top of all the other windows

To place the Avaya Agent for Desktop user interface on top of all the other windows on the screen, right-click the Avaya Agent for Desktop tray icon and select **Always on Top**.

Volume settings

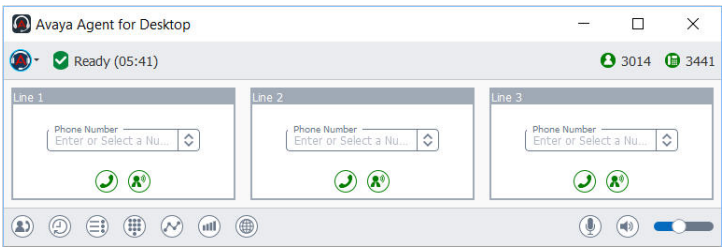
To control the volume of Avaya Agent for Desktop, use the **Volume** slider in the bottom bar. To mute the volume, click the **Mute** button next to the **Volume** slider.

Related links

Avaya Agent user interface on page 24

User interface modes

The following table describes the various modes of Avaya Agent user interface. For VDI, the agents mostly use Headless and Collapsed modes. For the Standalone CC client, the agents use Full UI mode.

Interface	Mode	Features
	**Full UI mode (Always on Top)**	• Full agent control • Telephony • Features and media control
	Headless mode (Hide interface)	• System tray icon • Control from a Computer Telephony Integration (CTI) application • Media control through headset
	Collapsed mode	• Control from a CTI application • Media control exposed for agents without headset media control

Avaya Agent for Desktop settings

Using Avaya Agent for Desktop, agents can configure their own greeting messages. Agents can also select the display language of the Avaya Agent for Desktop interface.

Note:

The other configuration settings must be made by a system administrator.

Related links

Setting the language for Avaya Agent for Desktop on page 32
Greetings configuration on page 32

Setting the language for Avaya Agent for Desktop

Before you begin

In the system tray, right-click the Avaya Agent for Desktop icon and select **Settings**. The system displays the Avaya Agent for Desktop Settings window.

About this task

The Avaya Agent for Desktop user interface is designed for being used in multiple languages.

This procedure describes how to change the language of the Avaya Agent for Desktop user interface.

Procedure

1. In the Avaya Agent for Desktop Configuration window, click the **Advanced** tab.
2. In the **Language** field, click one of the available languages.
3. Click **Save**.

Related links

Avaya Agent for Desktop settings on page 32

Greetings configuration

Greetings are messages that the system plays before you can talk to the caller.

To gain access to the greetings settings menu, right-click the Avaya Agent for Desktop tray icon and select **Settings**. The system then displays the Avaya Agent for Desktop Settings window. Click the **Greetings** tab to view or define new greetings.

Related links

Avaya Agent for Desktop settings on page 32
Adding a greeting message on page 33
Removing a greeting message on page 34

Changing the order of a greeting message on page 34
Greetings tab field descriptions on page 34

Adding a greeting message

Before you begin

In the system tray, right-click the Avaya Agent for Desktop icon and select **Settings**. The system displays the Avaya Agent for Desktop Settings window.

About this task

You can configure the system to play a greeting message to the client when incoming calls are connected.

Procedure

1. In the Avaya Agent for Desktop Settings window, select the **Greetings** tab.
2. Click the **Add** icon in the left pane.
3. In the **Rule Name** field, type the name of the greeting message.
4. In he **VDN Name Pattern** field and type the name of the VDN associated to the greeting message.

   Note:

   When a call with an agent starts, the VDN name you define is displayed on the top bar. Also, the VDN name field can display only 16 characters (15 visible and 1 for string termination). Thus, if the VDN name is too long, then you must add a '*' to abbreviate. The key point is that Avaya Agent will match the VDN name to play a greeting. For example, Queue to Virtual Agents must be added as Queue to*.

5. In the **Auto Play only if** field, click any one of the following options:
   - **Do not auto play**
   - **When agent is in Ready Mode**
   - **When agent is logged in**
   - **For all incoming calls**
6. **(Optional)** Click the **File Name** field, to modify the file name details.
7. **(Optional)** In the **File Path** field, click to select the required audio file.
8. In the **Recording** field, click **Record** to record a new audio message. Click **Stop** to stop recording.

   Note:

   The **Duration** field displays the duration of the recorded audio file and cannot be modified.

9. (Optional) Click the **Play** icon to listen to the recording.
10. To remove an audio file from the **Greetings List** , select an entry from the list and click the **Delete** icon.

11. Click **Yes** to confirm deletion.
12. Click **Save** to save the greeting message settings.

Related links

Greetings configuration on page 32

Removing a greeting message

Before you begin

In the system tray, right-click the Avaya Agent for Desktop icon and select **Settings**. The system displays the Avaya Agent for Desktop Settings window.

Procedure

1. In the Avaya Agent for Desktop Settings window, click the **Greetings** tab.
2. Select the greeting in the left pane.
3. Click the delete icon.
4. Click **Yes** to confirm the deletion.
5. Click **Save**.

Related links

Greetings configuration on page 32

Changing the order of a greeting message

Before you begin

In the system tray, right-click the Avaya Agent for Desktop icon and select **Settings**. The system displays the Avaya Agent for Desktop Settings window.

Procedure

1. In the Avaya Agent for Desktop Settings window, click the **Greetings** tab.
2. Select the greeting in the left pane.
3. Click the up or down icon in the left pane to change the order of the greeting.
4. Click **Save**.

Related links

Greetings configuration on page 32

Greetings tab field descriptions

In addition to recording an audio file, Avaya Agent for Desktop now provides option to upload multiple audio files for a greeting message. You can chose to activate a desired audio file from the list of audio files uploaded for a greeting message. You can also configure settings to auto-play the audio files based on the Avaya Agent for Desktop status. You can use the following descriptions from the **Greetings** tab to manage greetings.

Field	Description
Rule Name	The field to define the name of the new audio greeting rule.
VDN Name Pattern	The field to define the name of the new audio greeting rule in a regular expression format. For example – Special symbol *. VDN "Avaya*_VDN" will be triggered for "AvayaWeather_VDN", "Avaya123_VDN" and other VDN Names satisfy this rule. Special symbol ?. VDN "Avaya?VDN" will be trigerred for "Avaya1VDN", "Avaya2VDN" and similar.
Auto Play only if	The field to auto play the active audio file of a greeting message based on the status of the Avaya Agent for Desktop application. The following are the available options: • **Do not auto play**: The greeting message is not triggered and rule is disabled. • **For all incoming calls**: The greeting message is played for all incoming calls. The VDN expression is ignored. • **When agent is logged in**: The greeting message is played when agent is logged in irrespective of the agent state. The VDN expression is ignored. • **When agent is in Ready Mode**: The greeting message is played only when agent is in Ready state. Greeting message is played for all incoming calls if VDN is empty. If VDN is not empty, greetings which satisfy the VDN rule is played.
File name	The field to display and modify the file name of the active audio file.
File Path	The field to select an audio file.
Duration	This field displays the duration of the recorded audio greeting.
Recording	The field to record and play an audio file.

Related links

Greetings configuration on page 32

Chapter 3: Using Avaya Agent

Managing the contact list

Use the Contact widget icon for viewing, adding, removing and editing contacts. You can also use the contacts list to make calls, conferences, or call transfers.

The Contact List window displays the contacts details in a table and has the following filtering capabilities:

- Sorting the contacts in ascending or descending order, based on the contact details.
- Mark a particular number of a contact as Favorite or Speed Dial.
- View all contacts or view only those contacts marked as Favorites or as Speed Dial.
- Searching for a contact by name or by phone number.

Related links

Viewing contacts on page 36
Adding a contact on page 37
Editing contacts on page 38
Removing a contact on page 38
Avaya Agent user interface on page 24

Viewing contacts

Procedure

1. In the bottom bar widgets, click the **Contacts** icon.

   The system displays the Contacts widget window.

   Note:

   You can also view the LDAP contacts in the Contact window.

2. To sort the contacts in ascending or descending order, click the table header that corresponds to the contact detail to use for sorting.

   For example, to sort the contacts by the name, in ascending order, click the **Name** header once. To sort the contacts in descending order, click the **Name** header a second time.

3. To select the type of contacts to display, select one of the following menu options at the bottom left of the screen:
   - **All Contacts**: To display all the contacts in the contact list
   - **Favorites**: To display the contacts marked as favorites
   - **Speed Dial**: To display the contacts marked for speed dial
4. To add a new contact, click the Add icon at the bottom left of the screen and provide the required details, and then click **Save**.
5. To search for a contact, type the name or the phone number in the **Search** field at the bottom left of the screen.
6. You can also click the three dot icon in the last column next to a contact to edit or delete a contact.
7. You can also click the phone number link in the **Mobile Phone** or **Work Phone** column to initiate a call with a contact. Additionally, you can also right-click on the number link to initiate a call, transfer a call, or add the number to a conference call.

Related links

Managing the contact list on page 36
Avaya Agent user interface on page 24

Adding a contact

Procedure

1. In the top bar, click the **Contacts** button.

   The system displays the Contact List window.
2. In the Contact List window, click the **+** button.

   The system displays the **Contact Information** dialog box.
3. Provide the required contact information:
   - First name: the first name of the contact
   - Last name: the last name of the contact
   - Phone 1: the primary extension of the contact
   - Phone 2: the secondary extension of the contact
4. Click **Save**.

Related links

Managing the contact list on page 36
Avaya Agent user interface on page 24

Editing contacts

Procedure

1. In the bottom bar widgets, click the **Contacts** icon.

   The system displays the Contacts widget window.
2. In the Contact window, perform one of the following actions:
   - Right-click the contact and select **Edit Contact**.
   - Double-click the contact.
3. Edit the contact information.
4. Click **Save**.

Related links

Managing the contact list on page 36
Avaya Agent user interface on page 24

Removing a contact

Procedure

1. In the bottom bar widget, click the **Contacts** icon.

   The system displays the Contacts widget window.
2. Right-click the contact and click **Delete Contact**.
3. Click **Yes** to confirm deletion.

Example

Related links

Managing the contact list on page 36
Avaya Agent user interface on page 24

Handling calls

About this task

Avaya Agent for Desktop works as a soft phone that you can use to handle calls in the same manner as a desk phone.

This section contains the procedures to handle calls using Avaya Agent for Desktop for different settings. This section includes information about:

- Answering a call

- Putting a call on hold
- Ending a call
- Making a call

Every active call has a cell in the action bar of the Avaya Agent for Desktop user interface. The cell contains the buttons to control the call.

Procedure

1. To answer an incoming call, click the **Answer** button in the ringing call cell.
2. To put an active call on hold, click the **Hold** button in the active call cell.

   The **Hold** button changes to **Resume** when the call is on hold. Click the **Resume** button to resume the call.
3. To end a call, click the **Drop** button in the active call cell.

Related links

Making a call from the text input field on page 39
Making a call using Speed dial on page 39
Making a call using the Contact List on page 40
Using headset buttons for handling calls on page 40
Making a call using a click-to-dial feature on page 41
Avaya Agent user interface on page 24

Making a call from the text input field

About this task

Avaya Agent for Desktop provides you with the possibility of making calls in different ways.

To make a call using the text input field located on the action bar, perform the following actions:

Procedure

1. Type the destination number in the **Phone Number** field.
2. Press **Enter**.

   You can also click the **Initiate Call** icon located on the bottom of the text input field after you type the destination number.

Related links

Handling calls on page 38
Avaya Agent user interface on page 24

Making a call using Speed dial

About this task

Avaya Agent for Desktop provides you with the possibility of making calls in different ways.

To make a call using he Speed Dial feature, perform the following actions:

Procedure

1. On the action bar, click the **Initiate Call** button bottom of the text input field.
2. Move the cursor to the contact in the Speed Dial list.
3. Click **Call**.

Related links

Handling calls on page 38
Avaya Agent user interface on page 24

Making a call using the Contact List

About this task

Avaya Agent for Desktop provides you with the possibility of making calls in different ways.

To make a call using the Contact List, perform the following actions:

Procedure

1. In the bottom bar widget, click the **Contacts** icon.

   The system displays the Contacts widget window.
2. Click the number next to the desired contact in the list to initiate the call.

Related links

Handling calls on page 38
Avaya Agent user interface on page 24

Using headset buttons for handling calls

Answer a call

An agent can answer an incoming call in two ways:

- Press call button on main window
- Press physical call button on the headset. This feature will work if the headset button is configured for answering an incoming call.

When the agent presses the call button on headset, call is answered and the agent state is changes to active state.

Hold/unhold a call

An agent can hold/unhold calls in two ways:

- Press hold/unhold button on main window
- Press physical call button on the headset. This feature will work if the headset button is configured for holding/unholding calls.

When an agent presses the call button on headset, the call will hold if it is active or unhold if it was on hold.

Note:

Some Jabra devices have an additional hold button. This button works in the same way and does not need additional configuration.

Drop a call

An agent can drop an active call in two ways:

- Press call button on main window
- Press physical call button on the headset. This feature will work if the headset button is configured for dropping an active call.

When the agent presses the physical call button on the headset, call will be dropped.

Mute/unmute a call

An agent can mute/unmute an active call in two ways:

- Press call button on main window
- Press physical call button on the headset. This feature will work if the headset button is configured for muting/unmuting an active call.

When the agent presses the physical mute/unmute button on the headset or presses the mute/unmute button on the main window, Avaya Agent for Desktop audio input is stopped/retrieved and the microphone icon on the main window and the headset is changed to mute/unmute icon respectively.

Related links

Handling calls on page 38

Making a call using a click-to-dial feature

Before you begin

Ensure that the click-to-dial extension is already installed for your browser.

Procedure

1. Navigate to the web page which contains the customer contact number.
2. Click the number you want to contact on the web page.

   If the number you have clicked meets the dialing rules set by the administrator, the click-to-dial call will be initiated using the Avaya Agent for Desktop application.

Related links

Handling calls on page 38

Making call transfers

Avaya Agent for Desktop provides you with the possibility of making call transfers when you have an active call, as follows:

- Direct transfer: to transfer an active call to a contact in the contact center without announcing the transfer
- Consultative transfer: to speak to the contact before transferring the call

Related links

Transferring calls on page 42
Avaya Agent user interface on page 24

Transferring calls

Procedure

1. In an active call, click the **Initiate Transfer** icon.

   The system displays the Transfer Destination field.

2. Click the drop-down list next to the **Phone number** field and select the contact from the list.
3. Click **Confirm Transfer**.

   The system transfers the call to the selected contact.

Related links

Making call transfers on page 42
Avaya Agent user interface on page 24

Creating conferences

Avaya Agent for Desktop provides you with the possibility of creating conferences when you have an active call, as follows:

- Direct conference: to add the participants to the conference call without speaking to the participants
- Consultative conference: to speak to the participants before adding the participants to the conference call

Related links

Creating a conference on page 43
Avaya Agent user interface on page 24

Creating a conference

About this task

Avaya Agent for Desktop provides you with the possibility of creating conferences .

To create a conference, perform the following actions when you have an active call:

Procedure

1. In an active call, click the **Initiate Conference** icon.
2. Select a contact from the **Phone Number** drop-down list.
3. Click **Confirm Conference**.

   The system adds the number you selected at Step 2 to the conference.

Related links

Creating conferences on page 42
Avaya Agent user interface on page 24

Using the dial pad

About this task

The dial pad is an alternative to using the keyboard for entering phone numbers in the text input field.

Procedure

1. In the bottom bar widget, click the **Dial Pad** icon.
2. Click the dial pad buttons to form the number in the text input box.
3. (Optional) Click **Redial** to dial the last called number.
4. Click **Dial**.

Next steps

To close the Dial Pad window, click the dot icon located on left of the Dial Pad widget window and click **Close Widget**.

Related links

Avaya Agent user interface on page 24

Using the feature buttons

About this task

The feature button allows you to change the agent state, change the ready mode, release a call., initiate a service observe call, and other actions.

Procedure

In the bottom bar widget, click the **Feature Buttons** icon and click to use any of the following features:

- **Manual In**: to accept ACD calls when you release a live call
- **Auto In**: to change the agent state to Ready after you release the call
- **AfterCall:** to change the agent state to ACW
- **AuxWork**: to change the agent state to Aux
- **Service Observe**: to initiate a supervisor service call.
- **Release**: to release an active call
- **last-numb**: to dial the last called number
- **normal**: to place the station display into normal call identification mode.

Next steps

To close the Dial Pad window, click the dot icon located on left of the Dial Pad widget window and click **Close Widget**.

Changing the agent state

Before you begin

When you log in to Avaya Agent for Desktop, the system changes the agent state from **Offline** to the default **Auxiliary** state. You must then change the agent state to **Ready** mode to start receiving ACD calls.

About this task

Following are the steps for changing an agent state from **Ready** mode to the other available states:

Procedure

1. In the top bar, click the **Agent State** drop-down arrow.
2. In the menu, click one of the following options and select the applicable reason code:
   - **After Call Work**: To change the agent state for an after call work.
   - **Auxiliary**: To change the agent state for an Aux-Work.

- **Log Out**: To change the status to the logout mode.

Managing the call history

Avaya Agent for Desktop keeps a history of the calls you make and receive.

The call history window displays the following information:

- **Type**: Displays whether the call was incoming, outgoing, or cancelled by the caller.
- **Name**: Displays the name of the contact.
- **Number**: Displays the phone number of the contact.
- **Time & Date**: Displays the date and time of the call.
- **Duration**: Displays the duration of the call.
- **Work Codes**: Displays the reason selected for taking any call work related action during an active ACD call.

You can sort the entries in the Calls History window by the following criteria:

- Call information: type, name, phone, date-time, duration
- The time when the call occurred: the current day, the previous day, the current week, the current month
- Searching for a contact by name or by phone number

Related links

Viewing the call history on page 45
Making a call from the Call History window on page 46
Removing an entry from the call history on page 46
Avaya Agent user interface on page 24

Viewing the call history

Procedure

1. In the bottom bar widget, click the **History** icon.

   The system displays the History widget window.

2. To sort the call history entries in ascending or descending order, click the table header that corresponds to the sorting criterion.

   For example, to sort the entries in the Calls History table by the name of the contacts, click the **Name** header. Click the table header once to sort the entries in ascending order. Click the table header twice to sort the entries in descending order.

3. To display the call history entries from a relative time period, in the bottom right of the window, click the **Today** field and select one of the following options:
   - **Today**: to list the call history for the current day
   - **Yesterday**: to list the call history for the previous day
   - **This Week**: to list the call history for the current week
   - **This Month**: to list the call history for the current month
   - **All**: to list all the entries in the call history
4. To search for an entry, type the name or the phone number of the contact in the **Search** field at the bottom left of the window.

Related links

Managing the call history on page 45
Avaya Agent user interface on page 24

Making a call from the Call History window

Procedure

1. In the bottom bar widget, click the **History** icon.
2. In the History window widget, click the phone number of the desired contact.

   The application initiates a call with the clicked contact number.

Related links

Managing the call history on page 45
Avaya Agent user interface on page 24

Removing an entry from the call history

Procedure

1. In the bottom bar widget, click the **History** icon.
2. In the History widget window, select the entries to delete.
3. Perform one of the following actions:
   - Right-click the entry and select **Delete**.
   - In the right corner of the History widget window, click the dot icon and select **Delete**.
4. Click **Yes** to confirm deletion.

Related links

Managing the call history on page 45
Avaya Agent user interface on page 24

Message waiting indicator overview

The Avaya Agent for Desktop system displays the Message Waiting Indicator (MWI) as a button in the top bar of the main window. The When you click the MWI button, the system dials the voice mailbox number configured for the host agent. Avaya Agent for Desktopsupports group MWI feature as well, where the aut-msg-wt light turns on when the group mailbox receives a message. Also, when a new voice mail arrives, the message waiting indicator turns red. Using MWI, you can perform the following actions:

- Set up the voice mailbox.
- Listen to a voice mail.
- Send a voice mail.
- Delete a voice mail.

To perform these actions, you must click the message waiting indicator button and follow the IVR instructions.

Note:

When you request to listen to the voice mails, the Avaya Agent for Desktop system plays the latest mail first.

Using shared control mode between Avaya Agent for Desktop and Avaya one-X Agent

This section describes the procedure to enable shared control mode while using Avaya Agent for Desktop and Avaya one-X® Agent.

About this task

Shared control mode is a feature for using Avaya Agent for Desktop as a desk phone for Avaya one-X® Agent. With shared control mode, you can make and receive calls using the Avaya one-X® Agent interface, while being logged in to Avaya Agent for Desktop with the same extension.

Note:

Shared control mode requires a specific system configuration. Contact the system administrator for support. To test the shared control with Avaya Agent for Desktop, Avaya one-X® Agent must be on the separate machine.

The following procedure describes the steps you must take to enable shared control mode in Avaya one-X® Agent and to hide the user interface of Avaya Agent for Desktop.

Procedure

1. Log in to Avaya Agent for Desktop.
2. Start Avaya one-X® Agent and click **System Options** > **System Settings**.

3. Navigate to the **Login** panel and select the **Telephony** tab.
4. In the **Extension** and **Password** fields, set the extension and the password used to log in to Avaya Agent for Desktop.
5. In the **Place and receive calls using** field, select **Desk Phone**.
6. Click **OK**.
7. Right-click the Avaya Agent for Desktop tray icon and click **Hide Interface**.

   The Avaya Agent for Desktop user interface now becomes invisible and you can handle calls using only the Avaya one-X® Agent user interface.

Using Avaya Agent for Desktop in shared control mode with Avaya Agent for Desktop

About this task

Shared control mode is a feature for using Avaya Agent for Desktop as a desk phone for another instance of Avaya Agent for Desktopas well. With shared control mode, you can make and receive calls using the Avaya Agent for Desktop interface, while being logged in to another Avaya Agent for Desktop instance with the same extension.

Procedure

1. Log in to Avaya Agent for Desktop in My Computer mode.
2. Start another instance of Avaya Agent for Desktop and navigate to **Login** panel.
3. In the **Extension** and **Password** fields, set the extension and the password used to log in to Avaya Agent for Desktop.
4. Navigate to **Login** panel and select mode as Desk Phone.
5. Click **Login**.
6. Right-click the Avaya Agent for Desktop which is in My Computer mode on the tray icon and click **Hide Interface**.

   The Avaya Agent for Desktop user interface now becomes invisible and you can handle calls using only the another instance of Avaya Agent for Desktopinterface which is in Desk Phone mode.

Avaya Agent for Desktop supervisor feature overview

Avaya Agent for Desktop allows a supervisor to observe an agent's performance on any particular call, silently and unobserved. Avaya Agent for Desktop leverages only Communication Manager native capabilities for supervisor feature but in a user-friendly UI workflow. Here, a supervisor can

listen-in or barge-in to the agent-customer interaction using this function. If the administrator has enabled this service, the observing icon appears as a work item on the supervisor's Avaya Agent for Desktop user interface. Additionally, Avaya Agent for Desktop Coaching feature now allows agents to listen to a supervisor and restrict customers from hearing the same conversation. The supervisor can activate this feature using the following options:

1. Contact numbers in the following sections:
   a. Call history
   b. Contact list
   c. Main screen input box
2. Right-click on the target agent row and select anyone of the following options:
   - **For H.323**

     Note:

     In this case, the functionality can be started by Station or Agent.

     a. Observe: listen-only: Supervisor could only hear the talk between the agent and the customer.
     b. Observe: listen/talk: Supervisor could also talk and the agent and the customer will hear the supervisor.
   - **For SIP**

     Note:

     In this case, the functionality can be started by Agent only.

     a. Observe: listen-only: Supervisor could only hear the talk between the agent and the customer.
     b. Observe: listen/talk: Supervisor could also talk and the agent and the customer will hear the supervisor.
     c. Observe: Coaching: Only agent could hear the supervisor but the customer is restricted to hear the conversation.

Note:

In second case, only the Coaching button is allowed. Initially when coaching is activated, the session is started as listen-only and supervisor is muted. The supervisor could change the mode to listen-talk in a call appearance list after clicking on the corresponding button.

Avaya Agent Service Observing user Experience

1. You need to configure your extention with **sip-sobsrv** feature on System Manager.
2. You need to configure COR (class of restriction) which you would like to observe.
3. Login into the extention and make sure you have **sip-sobsrv** feature in "feature buttons" pad.
4. Also an agent should be logged in and be in **AUX** mode. You get notification if you try to use coaching feature in **Ready** mode.
5. You can also start Service Observing from Call Appearance

Related links

Using the supervisor feature on page 50

Using the supervisor feature

About this task

SO session:

This appears when observed agent/station/VDN has an active call:

- SO session is marked with a binocular icon on the left side of the call panel.
- The Change mode button is present (listen-only/listen-talk). Default is listen-only.
- For coaching, separate button is present.
- This session is ended when you click the Drop button or the observed call is dropped on another side.

SO pending session

This is UI session which show the user that service observing feature is activated but waiting for session on agent/station/VDN side. You can drop SO pending session to deactivate SO feature. SO pending session disappears when SO session is established. But it returns back when SO session is ended, as Avaya Agent for Desktop is still subscribed for SO and waiting for the next call session. To deactivate SO, you need to drop the SO pending session.

Separate button on call appearance:

If coaching is available, then a separate button will appear on call appearance. The supervisor should activate the coaching mode by pressing on this button.

Call appearance with active coaching mode:

The Listen-only/Listen-talk buttons are not available in a coaching mode. To deactivate coaching mode, the supervisor must press on the corresponding button. After coaching mode deactivation, the next SO mode will be the previous one (that is one before Coaching mode).

The supervisor feature can be activated in the following three ways.

Procedure

1. In the main window, type an Agent/Station/VDN Id and click **Observe**.

   Note:

   If you already have initiated SO session, you cannot initiate a new one and Observe button will not be available. Also, the user cannot initiate a new call while having SO session.

2. Open the contact list and chose the target of observing. Then, click the call menu and click **Observe**.
3. Activate the **sip-sobsrv** feature button. You need to point the feature to two attributes here; **SoEntity** for the agent id/station/VDN for which you want to observe the call; and **SoMode** where you need to select the type as **listen-only**.

Related links

Avaya Agent for Desktop supervisor feature overview on page 48

Avaya Agent for Desktop Presence feature overview

About Presence feature

Avaya Agent for Desktop now supports Avaya Presence feature. Using Presence feature, an agent can publish their presence details, such as availability, on-phone state, notes, and also observe presence of another agent. Avaya Agent for Desktop enhances the standard Avaya Presence states by correlating them to the standard agent states, such as AUX, ACW, Ready, etc., with the additional presence note. Presence works in a shared control mode only if Avaya Agent for Desktop is used on both side (Controlled and controlling). This feature works only if you are using SIP protocol.

Note:

Presence is unavailable if you connect Avaya Agent for Desktop using H.323.

The presence feature displays both agent's presence and presence of contacts in the agent's contact list.

About Self Presence

- Whenever user logs in on a station, Presence shows offline state.
- Whenever user logs in on agent extension, Avaya Agent for Desktop Presence shows away state.
- Whenever an agent changes its state, Avaya Agent for Desktop Presence changes according to agent state.
- Whenever an agent changes state to **Do not disturb**, the Presence shows Do not disturb. From Agent point of view, **Do not disturb** is an Aux agent state with specific reason code.
- Whenever an agent logs out or application is closed, Presence shows offline state.

Table 1:

Main window icon	Agent State tooltip	Presence	Presence Note
	Ready	Available	-
	Ready (on a Call)	On a phone	On a call
	Ready (on a Call)	On a phone	ACD call
	Aux	Away	A reason code description

Table continues…

	After Call Work	Busy	After Call work
	Do not disturb	Do not disturb	Do not disturb
	Offline	Offline	-

About Contact list Presence

- An agent can view the Presence of agents for whom Presence is configured and active. Both the agents must be in the same domain as observer.
- Key value is work phone. Avaya Agent for Desktop uses work number as base of subscription address.
- A column in the Contact list represents a Contact list Presence with tool tip. A tool tip is a presence note.
- If a contact is added during an active agent work session, Presence initially shows offline. But after sometime, the status is updated.

Table 2:

Contact icon	Contact Agent state	Contact Presence	Contact Presence tool tip
	Ready	Available	-
	Ready (on a call)	On a phone	On a call
	Ready (on a call)	On a phone	ACD call
	Aux	Away	Aux : with aux description
	After Call Work	Busy	After Call Work
	Aux	Do not disturb	Do not disturb
	Offline	Offline	
	Unknown	Unknown	

Related links

Viewing the Presence feature on page 52

Viewing the Presence feature

About this task

The following procedure provides a sample Presence feature view

Before you begin

Ensure that you are using Avaya Agent for Desktop in either a shared control mode with Avaya Agent for Desktop on both side (Controlled and controlling) or My Computer mode.

Note:

You must be sure that Avaya Agent for Desktop is using TLS connection. To activate this feature, your administrator must enable the Presence option in your Avaya Agent for Desktop settings and configure SIP endpoint for Presence Services

Procedure

In the bottom bar widgets, click the **Contacts** icon.

The system displays the Contacts widget window. If the Presence option is active, you will see the presence status of the contacts on the Contacts window.

Related links

Avaya Agent for Desktop Presence feature overview on page 51

Glossary

After Call Work	An agent state consisting of work related to the preceding Automatic Call Distribution (ACD) call.
Automatic Call Distribution	A programmable device at the contact center. Automatic Call Distribution (ACD) handles and routes voice communications to queues and available agents. ACD also provides management information that can be used to determine the operational efficiency of the contact center.
Aux	The Aux or Auxiliary message indicates that the agent is not ready for ACD calls. However, agents can make or receive calls on the station while in the Aux state.
Aux-Work	In Avaya Agent and Avaya Agent Web Client, the agent status in which the agent is logged in but unavailable to receive a new contact.
Avaya Agent	Avaya Agent for Desktopis a client application for a contact center agent, whichAvaya Agent for Desktop supports multiple OS platforms and use cases, such as VDI and standalone deployments.
Log Out	To log out of the Avaya Agent for Desktop station and change the agent state to offline mode.
VDI	Avaya Virtual Desktop Infrastructure (VDI) is a product developed for enabling desktop virtualization, encompassing the hardware and software systems required to support the virtualized environment. Avaya Virtual Desktop Infrastructure is designed to function with: • The VDI Virtual Machine: A virtualized server for accessing the call handling features remotely. • The VDI Thin Client: A hardware device that has minimal system requirements and is used for hosting the VDI Client software.

Index

A

add
- greeting message ... 33

agent states ... 22
Avaya Agent
- tray icon and top bar main menu items ... 29

Avaya Agent for Desktop usage scenarios ... 8
Avaya Agent settings ... 32
Avaya support website ... 7

C

call history ... 45
- delete entry ... 46
- make call from history ... 46
- view call history ... 45

changing agent state ... 44
Click-to-dial ... 41
conference ... 42–44
configure
- greetings tab field ... 34
- language ... 32

contacts ... 36
- add contact ... 37
- edit contact ... 38
- remove contact ... 38
- view ... 36

D

dial pad ... 43
document changes ... 6

E

expand user interface ... 30

G

greeting message ... 33
greeting message order ... 34
greetings ... 32

H

handling calls
- answer call ... 38
- end call ... 38
- mute call ... 38
- put call on hold ... 38

headset buttons ... 40
hide user interface ... 30

L

log in ... 20

M

make call ... 44
- using contact list ... 40
- using speed dial ... 39
- using text input ... 39

managing voice mailbox ... 47

N

new features ... 14

O

one-X Agent,
- shared control mode ... 47

overview ... 8

P

place user interface on top ... 30
Prerequisites
- remote agent use case ... 18
- standalone use case ... 15
- VDI use case ... 17

Presence ... 52
presence overview ... 51

R

reason codes ... 24
remove greeting message ... 34

S

Section 508 Compliance ... 15
supervisor feature overview ... 48
super visor feature usage ... 50
support ... 7

T

transfer call ... 42, 44

U

user interface 24
modes 31
user interface controls 30

V

videos 7
volume control 31

W

Workspaces for elite use case 14