



Using the Contact Center Agent Browser application

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Contents

Chapter 1: Introduction	6
Purpose.....	6
Intended audience.....	6
Related resources.....	6
Documentation.....	6
Viewing Avaya Mentor videos.....	12
Support.....	13
Chapter 2: Contact Center Agent Browser application overview	14
Chapter 3: User interface	15
Displays.....	15
Menus.....	17
Chapter 4: Operation	19
Prerequisites.....	19
Logging on using the Agent Browser application.....	19
Changing your status to Ready.....	20
Changing your status to Not Ready.....	20
Viewing an active call.....	20
Entering an activity code.....	21
Entering an After Call Work Item Code.....	21
Calling your supervisor.....	22
Using the Emergency key.....	22
Handling a Business Continuity switchover.....	22
Accessing online help.....	23
Logging out of Contact Center.....	23
Signing out of the Agent Browser application.....	23
Shortcut keys.....	24

Chapter 1: Introduction

Purpose

This guide describes the tasks that Contact Center agents can perform using the Agent Browser application.

Intended audience

This guide is for Contact Center agents who use the Agent Browser application.

Related resources

Documentation

The following table lists the documents related to Avaya Aura® Contact Center. Download the documents from the Avaya Support website at <http://support.avaya.com>.

Title	Use this document to:	Audience
Overview		

Table continues...

Title	Use this document to:	Audience
<i>Avaya Aura® Contact Center Overview and Specification</i>	This document contains technical details you need to set up your Contact Center suite. The document contains the background information you need to plan and engineer your system (server preparation information, routing options, licensing configurations, and hardware configuration). The document also contains background information you require to install all software components that are part of and work with Contact Center. General information about considerations for upgrading your existing suite of Contact Center is also included. This document contains strategies and requirements to plan your network configuration and prepare your servers for Contact Center software installations.	Customers and sales, services, and support personnel
<i>Avaya Aura® Contact Center and Avaya Aura® Unified Communications Solution Description</i>	This document describes the solution architecture, suggested topologies, and capacities for the Avaya Aura® Unified Communications platform. This document also describes the features and functional limitations of certain configurations.	Customers and sales, services, and support personnel
<i>Avaya Aura® Contact Center and Avaya Communication Server 1000 Solution Description</i>	This document describes the solution architecture, suggested topologies, and capacities for the Avaya Communication Server 1000 platform. This document also describes the features and functional limitations of certain configurations.	Customers and sales, services, and support personnel
<i>Avaya Aura® Contact Center Documentation Catalog</i>	This document describes available Avaya Aura® Contact Center documentation resources and indicates the type of information in each document.	Customers and sales, services, and support personnel
<i>Avaya Aura® Contact Center Terminology</i>	This document contains definitions for the technical terms specific to Contact Center.	Customers and sales, services, and support personnel

Table continues...

Title	Use this document to:	Audience
<i>Contact Center Performance Management Data Dictionary</i>	This document contains reference tables that describe the statistics and data in the historical and real-time reports generated in Contact Center.	System administrators and contact center supervisors
Implementing		
<i>Avaya Aura® Contact Center and Avaya Aura® Unified Communications Integration</i>	This document contains information and procedures to integrate the Avaya Aura® Unified Communications platform with Contact Center.	Implementation personnel
<i>Avaya Aura® Contact Center and Avaya Communication Server 1000 Integration</i>	This document contains information and procedures to integrate the Avaya Communication Server 1000 platform with Contact Center.	Implementation personnel
<i>Deploying Avaya Aura® Contact Center DVD for Avaya Aura® Unified Communications</i>	This document contains information about Contact Center DVD installation, initial configuration, and verification for the Avaya Aura® Unified Communications platform.	Implementation personnel
<i>Deploying Avaya Aura® Contact Center DVD for Avaya Communication Server 1000</i>	This document contains information about Contact Center DVD installation, initial configuration, and verification for the Avaya Communication Server 1000 platform.	Implementation personnel
<i>Deploying Avaya Aura® Contact Center Software Appliance for Avaya Aura® Unified Communications</i>	This document describes how to deploy the Avaya Aura® Contact Center Software Appliance for the Avaya Aura® Unified Communications platform.	Implementation personnel
<i>Avaya Aura® Contact Center Commissioning for Avaya Aura® Unified Communications</i>	This document contains information for Contact Center preparation, process, initial configuration, and verification of the installation on the Avaya Aura® Unified Communications platform.	Implementation personnel
<i>Avaya Aura® Contact Center Commissioning for Avaya Communication Server 1000</i>	This document contains information for Contact Center preparation, process, initial configuration, and verification of the installation on the Avaya Communication Server 1000 platform.	Implementation personnel
<i>Avaya Aura® Contact Center and Proactive Outreach Manager Integration</i>	This document provides conceptual and procedural information on the integration between Avaya Aura® Contact Center (AACC) and Avaya Proactive Outreach Manager (POM); it describes the tasks required for AACC and POM integration.	Implementation personnel

Table continues...

Title	Use this document to:	Audience
<i>Upgrading and patching Avaya Aura® Contact Center</i>	This document contains information and procedures to upgrade from previous releases to Contact Center, migrating the databases, and information and procedures to download and install service packs.	Implementation personnel and system administrators
Administering		
<i>Avaya Aura® Contact Center Server Administration</i>	This document contains information and procedures for day-to-day maintenance of all servers in the Contact Center suite, including server maintenance tasks, administrative tasks, managing data, configuring data routing, performing archives, and backing up data. It also describes the optional configuration procedures for server configuration.	System administrators
<i>Avaya Aura® Contact Center Client Administration</i>	This document contains information and procedures to configure the users and user access, skillsets, server management, and configuration data in the Contact Center database.	System administrators and contact center supervisors
<i>Using Contact Center Orchestration Designer</i>	This document contains information and procedures to configure script and flow applications in Contact Center Orchestration Designer.	System administrators
Maintaining		
<i>Maintaining Avaya Aura® Contact Center</i>	This document contains routine maintenance procedures such as installing service packs, and maintaining the databases for the Contact Center system.	System administrators and support personnel
<i>Troubleshooting Avaya Aura® Contact Center</i>	This document contains system-wide troubleshooting information and procedures for Contact Center hardware, software, and network.	System administrators and support personnel
<i>Contact Center Event Codes</i>	This document contains a list of errors in the Contact Center suite and recommendations to resolve them. This document is a Microsoft Excel spreadsheet.	System administrators and support personnel
Using		

Table continues...

Title	Use this document to:	Audience
<i>Using Avaya Aura® Contact Center Reports and Displays</i>	This document contains procedures to generate performance reports, and to monitor and analyze performance data and performance measurements.	System administrators and contact center supervisors
<i>Using Agent Desktop for Avaya Aura® Contact Center</i>	This document provides information and procedures for agents who use the Agent Desktop application to accept, manage, and close contacts of all media types in Contact Center.	Contact center agents and supervisors

The following table lists the documents related to Avaya Contact Center Select. Download the documents from the Avaya Support website at <http://support.avaya.com>.

Title	Use this document to:	Audience
Overview		
<i>Avaya Contact Center Select Solution Description</i>	This document provides a technical description of Avaya Contact Center Select. It describes the product features, specifications, licensing, and interoperability with other supported products.	Customers and sales, services, and support personnel
<i>Avaya Contact Center Select Documentation Catalog</i>	This document describes available Avaya Contact Center Select documentation resources and indicates the type of information in each document.	Customers and sales, services, and support personnel
<i>Contact Center Performance Management Data Dictionary</i>	This document contains reference tables that describe the statistics and data in the historical and real-time reports generated in Contact Center.	System administrators and contact center supervisors
Implementing		
<i>Deploying Avaya Contact Center Select DVD</i>	This document contains information about Avaya Contact Center Select DVD installation, initial configuration, and verification. This document contains information about maintaining and troubleshooting the Avaya Contact Center Select server.	Implementation personnel
<i>Deploying Avaya Contact Center Select Software Appliance</i>	This document contains information about Avaya Contact Center Select Software Appliance (VMware OVA) preparation, deployment, initial configuration, and verification. This document contains information about maintaining and troubleshooting the software appliance.	Implementation personnel

Table continues...

Title	Use this document to:	Audience
<i>Deploying Avaya Contact Center Select Hardware Appliance</i>	This document contains information about Avaya Contact Center Select Hardware Appliance (physical server) installation, initial configuration, and verification. This document contains information about maintaining and troubleshooting the hardware appliance.	Implementation personnel
<i>Avaya Contact Center Select Business Continuity</i>	This document contains information about deploying Avaya Contact Center Select Business Continuity.	Implementation personnel
<i>Upgrading and patching Avaya Contact Center Select</i>	This document contains information about upgrading and patching Avaya Contact Center Select.	Implementation personnel and system administrators
Administering		
<i>Administering Avaya Contact Center Select</i>	This document contains information and procedures to configure the users, skillsets, and contact center configuration data. This document contains information about creating Avaya Contact Center Select real-time and historical reports.	System administrators and contact center supervisors
<i>Avaya Contact Center Select Advanced Administration</i>	This document contains information about managing the Avaya Contact Center Select server, licensing, and multimedia configuration.	System administrators
<i>Using Contact Center Orchestration Designer</i>	This document contains information and procedures to configure script and flow applications in Contact Center Orchestration Designer.	System administrators
Maintaining		
<i>Contact Center Event Codes</i>	This document contains a list of errors in the Contact Center suite and recommendations to resolve them. This document is a Microsoft Excel spreadsheet.	System administrators and support personnel
Using		
<i>Using Agent Desktop for Avaya Contact Center Select</i>	This document provides information and procedures for agents who use the Agent Desktop application to accept, manage, and close contacts of all media types in Contact Center.	Contact center agents and supervisors

Finding documents on the Avaya Support website

Procedure

1. Go to <https://support.avaya.com>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.
7. Click **Enter**.

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.

Procedure

- 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` to see a list of the available videos.
 - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- 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 the name of a topic to see the available list of videos posted on the website.

 **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: Contact Center Agent Browser application overview

Voice-only Contact Center agents can use the Agent Browser application to log on to Contact Center and perform basic tasks. These tasks include:

- logging on and off
- changing the agent status
- setting not ready reason codes
- setting activity codes
- setting after call work item codes
- calling your supervisor
- handling an emergency

The Contact Center Agent Browser application does not support forced not ready reason codes.

The Contact Center Agent Browser application does not provide call control or multimedia features. Agent must use a desktop phone or supported softphone for call control.

When you sign in to the Agent Browser application, you are not automatically logged out elsewhere. The application synchronizes with the current status of the agent.

Chapter 3: User interface

This chapter describes the Contact Center Agent Browser application user interface.

Displays

Agent Details pane

The Agent Details pane displays information about the agent. The following table lists the details that appear on the Agent Details pane.

Name	Description
Agent name and status	The agent name and the current agent status appear at the top of the Agent Details pane.
Agent ID	The agent ID number.
Phone Number	The agent phone number.
Supervisor	The supervisor of the agent currently logged on.

The Agent Details pane also displays the last successful connection for the current agent.

The following table lists the buttons that appear on the Agent Details pane.

Button	Description
Ready	Click this button to change your status to Ready.
Not Ready	Click this button to change your status to Not Ready. To set a Not Ready reason code, click the Not Ready drop-down list and select the code.
Call Supervisor	Click this button to call your supervisor.
Log out	Click this button to log out.

Figure 1: Example of Agent Details pane

Contacts pane

The Contacts pane displays active customer calls. The following table lists the details that appear on the Contacts pane.

Name	Description
Skillset	The name of the skillset this call was queued to.
Caller	The identity of the caller.
Activity	The activity code selected.

The following table lists the buttons that appear on the Contacts pane.

Button	Description
Activity	Click this button to set an activity code. Select the appropriate code from the drop-down list.
After Call Work	Click this button to set an after call work item code. Select the appropriate code from the drop-down list.
Emergency	Click this button to add your supervisor to the call immediately.

Figure 2: Example of Contacts pane

Contacts
Contact Center Call

Skillset	Skill1
Caller	sip:6001@aaccdomain.com
Activity	SUV_Sales

Activity ▾

After Call Work ▾

Emergency

Menus

Settings menu

You can change a number of settings using the Settings menu.

Name	Description
Maximum number of codes in the dropdown lists	Use this field to set the maximum number of codes that can appear in the drop-down lists available on the Agent Browser application. <div style="display: flex; align-items: flex-start;"> <div style="background-color: #27ae60; color: white; border-radius: 50%; width: 15px; height: 15px; display: flex; align-items: center; justify-content: center; margin-right: 5px;">*</div> <div> <p>Note:</p> <p>If the number of configured codes is higher than the maximum number set, an ellipsis appears on the drop-down lists. Select the ellipsis to open the code menus.</p> </div> </div>
Language	Use this field to select the required application language.
Call Control Warning	Use this field to set whether or not the call control warning appears on the welcome page.

Enter Activity Code menu

You can search for and select activity codes using the Enter Activity Code menu. Activity codes appear in a list on the Enter Activity Code menu.

Name	Description
Show entries	Use this field to select the maximum number of codes that appear on the codes list. You can select 10, 25, 50, or 100.
Search	Use this field to search the list for a code.
Close	Use this field to close the Enter Activity Code menu.

Enter After Call Work Code menu

You can search for and select after call work item using the Enter After Call Work Code menu. After call work item codes appear in a list on the Enter After Call Work Code menu.

Name	Description
Show entries	Use this field to select the maximum number of codes that appear on the codes list. You can select 10, 25, 50, or 100.
Search	Use this field to search the list for a code.
Close	Use this field to close the Enter After Call Work Code menu.

Enter Not Ready Reason Code menu

You can search for and select Not Ready Reason codes using the Enter Not Ready Reason Code menu. Not Ready Reason codes appear in a list on the Enter Not Ready Reason Code menu.

Name	Description
Show entries	Use this field to select the maximum number of codes that appear on the codes list. You can select 10, 25, 50, or 100.
Search	Use this field to search the list for a code.
Close	Use this field to close the Enter Not Ready Reason Code menu.

Chapter 4: Operation

Prerequisites

- Apply the CA root certificate from the Contact Center server certificate store to the device from which you are accessing the Agent Browser application.

Your administrator can provide the CA root certificate. For more information about exporting the root certificate from the Contact Center certificate store, see *Avaya Aura® Contact Center Server Administration*.

Logging on using the Agent Browser application

About this task

Log on to Contact Center using the Agent Browser application. You must first sign in to the Agent Browser application using one of the supported web browsers. Change your status to Ready to indicate that you are available to handle calls.

When you sign in to the Agent Browser application, you are not automatically logged out elsewhere. After you sign in, the Agent Browser application retrieves the current status of the agent from the Contact Center server, and your status is set accordingly. You can then log on to Contact Center, if required.

Note:

You must be logged on to the phone before you log on to the Agent Browser application.

Procedure

1. Open a web browser.
2. In the address box, type the HTTPS address (URL) provided by your system administrator. The URL format is `https://<Contact Center server FQDN>/agentcontrols`.
3. In the **Domain\User** box, type the name of your agent account.
4. In the **Password** box, type the password for your agent account.

Tip:

If you want the browser to store your user name details for the next time that you log on, select the **Remember Me** check box.

5. Click **Sign in**.
6. On the Agent Details pane, click **Log in**.

Changing your status to Ready

About this task

Change your status to Ready when you are available to receive calls.

Procedure

On the Agent Details pane, click **Ready**.

The agent status changes to **Ready**.

Changing your status to Not Ready

About this task

Change your status to Not Ready when you are unavailable to receive calls. If your administrator has configured Not Ready Reason codes, you can select a code when you change your status to Not Ready.

Procedure

On the Agent Details pane, click **Not Ready** or click on the **Not Ready** drop-down list and select a Not Ready Reason code from the list or from the Enter Not Ready Reason Code menu.

If you click **Not Ready**, the agent status changes to Not Ready. If you click **Not Ready** with a Not Ready Reason code, the agent status changes to Not Ready and displays the Not Ready Reason code selected.

Viewing an active call

Before you begin

- Ensure that your status is Ready.

About this task

Accept and work with telephone calls. Incoming calls appear on the Contacts pane after you accept calls using your phone.

Procedure

Using your phone, accept the incoming call.

The Contacts pane shows the call details.

Entering an activity code

About this task

You can enter one or more activity codes during calls. Activity codes provide a method to track the time that agents spend on various types of calls. For example, you can enter a Sales activity code during a sales-related call.

You can set activity codes using the Contacts pane of the Agent Browser application. The selected activity code appears on the Contacts pane for the duration of the call.

Your supervisor or system administrator configures activity codes.

Procedure

On the Contacts pane, click the **Activity** button and select the appropriate code from the drop-down list or from the Enter Activity Code menu.

The selected activity code appears on the Contacts pane.

Entering an After Call Work Item Code

About this task

You must enter After Call Work Item (ACW) codes when you perform post call processing work, such as adding contact information to a Customer Relationship Management (CRM) system.

Supervisors or administrators configure ACW codes. If the administrator has configured ACW codes, you must select a code after you select **After Call Work**.

You can use the Agent Browser application to enter an ACW code either while working on a call, or immediately after releasing the call.

If you enter an ACW code while working on a call, Contact Center does not present any new calls to you after you release the call. When you release the call, your status changes to After Call Work.

You can also enter an ACW code immediately after the releasing the call and before Contact Center presents a new call to you or before you go Not Ready.

Procedure

1. On the Contacts pane, click the **After Call Work** button and select the appropriate code from the drop-down list or from the Enter After Call Work Code menu.

If you are currently working on a call, your agent status changes to After Call Work (pending). When you release the call, your status changes to After Call Work.

2. After you complete your after call work, change your status to Ready to indicate that you are now ready to handle calls.

Calling your supervisor

About this task

You can call your supervisor while on a call, or if you are currently not handling a call.

Important:

Calling your supervisor while on a call places the customer call on hold. You must then use your phone to handle all hold and conference actions for the duration of the call.

Procedure

On the Agent Details pane, click **Call Supervisor**.

Using the Emergency key

About this task

Use the Emergency key if you require immediate assistance from your supervisor while handling a call. For example, if a customer suddenly threatens you while you are on a call, you can add your supervisor to the call immediately. The caller is not placed on hold during an emergency conference.

Procedure

On the Contacts pane, click **Emergency**.

Your supervisor is immediately added to the call and joins the conference with you and the customer.

Handling a Business Continuity switchover

About this task

In the event of a Business Continuity switchover, the Agent Browser application signs you out and you must sign in again when the switchover completes. Customer calls in progress at the time of the switchover are lost. Personal calls survive the switchover.

*** Note:**

This procedure applies to Avaya Contact Center Select only. In Avaya Aura® Contact Center Mission Critical High Availability solutions, you do not notice a switchover, you remain logged on and you continue handling customer phone calls without interruption.

Procedure

1. If the Agent Browser application signs you out automatically and your current customer call is lost, inform your supervisor.
2. Sign in to the Agent Browser application when your supervisor advises you to do so. During a switchover, attempts to sign in fail until the switchover completes.

Accessing online help

About this task

Access online help when you need immediate help to perform tasks.

Procedure

On the Agent Browser application, click **About**.

Logging out of Contact Center

About this task

Select log out on the Agent Browser application when you want to log out of Contact Center.

Procedure

On the Agent Details pane, click **Log out**.

The top of the Agent Details pane shows that you are now logged out of Contact Center.

Signing out of the Agent Browser application

About this task

Sign out when you are ready to exit the Agent Browser application.

Procedure

On the toolbar, click on the agent name and select **Sign out**.

The Agent Browser application welcome page appears.

Shortcut keys

You can use keyboard shortcut keys to select buttons and menus as an alternative to using a mouse. The following table lists the shortcut keys available when using the Agent Browser application:

Shortcut key	Action
Tab + e	Emergency
Tab + w	After Call Work
Tab + l	Sign in
Tab + l	Log in
Tab + d	Not Ready
Tab + a	Activity
Tab + n	Not Ready
Tab + o	Log out
Tab + r	Ready
Tab + s	Settings
Tab + k	Ok (Settings menu)
Tab + c	Cancel (Settings menu)
Tab + h	Call Supervisor
Tab + f	Expand Agent Details pane
Tab + g	Sign out
Tab + c	Close codes form
Tab + u	Guide

Index

A

accessing	
online help	23
activity code	
entering	21
after call work item	
code	21
agent browser application	
logging on	19
Avaya support website support	13

B

Business Continuity	
switchover	22

C

call	
supervisor	22
viewing	20
calling you supervisor	22

E

Emergency key	22
---------------------	--------------------

L

logging on	
agent browser application	19
logging out	23

N

Not Ready status	20
------------------------	--------------------

O

online help	
accessing	23
overview	14

P

post call processing	
code	21

R

Ready status	20
related documentation	6

S

shortcut keys	24
signing out	23
support	13
switchover	
Business Continuity	22

U

user interface	
agent details pane	15
contacts pane	15
displays	15
settings menu	17
User interface	15

V

videos	12
--------------	--------------------