

Cisco Webex Contact Center Agent Desktop

Document purpose: This white paper is intended for customers who are moving to the new Cisco Webex Contact Center, first released in December 2020. You will find valuable information in this white paper to help you understand the features and functionality available in the Webex Contact Center agent desktop.

Introduction

The Webex Contact Center agent desktop provides a next-generation agent experience designed to meet the growing needs of agents and the supervisors, administrators and developers who support these agents. Maximizing agent productivity requires efficient processes and intuitive desktop tools. The more you can automate routine tasks, the more successful agents are at serving your customers. The Webex Contact Center agent desktop provides all your customer interactions—voice, chat, SMS, email and social messaging (Facebook Messenger to start, with additional channels planned for expansion) within one unified desktop experience.

The new agent desktop features a fresh, modern UI and flexible configuration options, for an intuitive, responsive agent experience. The new desktop improves agent productivity and overall customer experience by integrating multiple applications into a single agent desktop. The new widgets incorporate Cisco [Webex Experience Management](#) help agents better understand customer context and engage appropriately.

The Webex Contact Center agent desktop is also IT-friendly. This browser-based desktop reduces total cost of ownership and its powerful widget-driven design enables internal staff to quickly customize the desktop with additional information feeds and application add-ons.

The innovative user-centric design of the new desktop enhances satisfaction for customer care representatives. The browser-based desktop has a web components-based interface, requiring no client-side installation. The new desktop also provides the capability for agents to assess their performance during the course of their day.

In summary, the Webex Contact Center agent desktop offers numerous benefits, including:

- 100% browser-based, providing easy management and upgrades
- Modern user interface with the latest technology stack (web components-based)
- Designed to empower agents via a user-centered design
- Extensible via widgets:
 - Administrators define global/team-based desktop layouts
 - Provides single cockpit for all agent applications

-
- UI toolkit for third-party widget developers to align look and feel
 - In addition to requesting data to be passed to your widgets through properties and attributes, you can perform more complex operations by consuming and manipulating the system data inside your widget with the help of the agent desktop JavaScript API package.

Cisco's new Webex Contact Center desktop reinvents the agent desktop for the digital era.

The fundamental elements of the agent desktop experience include:

- Modern user interface
- Omni-channel user experience
- Enhanced agent productivity
- Extensibility with custom layouts and widgets
- Custom development

Modern User Interface

Key features creating the modern user interface include:

- Developed with latest technology stack (Web Components-based)
- Enriched UI treatment using [Cisco Momentum Design](#)
- **UI toolkit** for third-party widget look and feel alignment
- **Agents capability to maximize or restore widgets.** The desktop is responsive and supports widgets of various sizes.
- **Install as an application** - Agents can install the agent desktop as a desktop application.
- **Switch to dark mode** - Agents can enable or disable the dark background theme of the agent desktop.
- **Accessibility** - The agent desktop is accessibility compliant.
- **Localization** - The agent desktop user interface supports localization in 27 languages. The following languages are supported: Bulgarian, Catalan, Chinese (China), Chinese (Taiwan), Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Italian, Japanese, Korean, Norwegian Bokmål, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, and Turkish.

Omni-channel User Experience

Key features with respect to the omni-channel user experience:

- Support for voice, email, social, text / SMS, and chat channels via an omni-channel task pane
 - A badge in each chat and social messaging task in the task list shows the number of unread messages.
 - Incoming requests appear either in the task list pane or in a popover flash for a few seconds before the agent state is changed to redirect on no answer (RONA)
- Support for social channels (Facebook Messenger, SMS)
- Support for Outdial (Outgoing) calls

-
- [Webex Experience Management](#) widgets: Refer [Customer Experience Analytics and Customer Experience Journey widgets](#)
 - Channel capacity – Agents can view the number of contacts that can be handled on each media channel at a given time.

Enhanced Agent Productivity

Key agent productivity features include:

- **State timers and call timers** – The agent state timer displays the time that the agent has been in the current state. If an agent is in an idle state and switches between any other idle states, the timer displays the time spent in the current state, and the total time spent in all the idle states together. After the agent accepts a request, the connected timer displays the time that has elapsed since the request was accepted.
- **Notification settings** – Agents can enable or disable desktop notifications, silent notifications, and sound notifications.
- **Toaster notifications** – The agent desktop supports browser toaster notifications, which appear when the agent is away from the desktop and help bring the focus back to the desktop.
- **Screen Pop** – The browser pops up on the agent desktop when an agent accepts the incoming call. The agent can view screen pop details either in a new tab or the screen pop tab of the Auxiliary Information pane based on the screen pop display settings.
- **Keyboard shortcuts** – Agents can use keyboard shortcuts for some of the most common desktop functionalities.
- **Integrated Webex Experience Management (Webex XM)** – Customer Experience Journey (CEJ) and Customer Experience Analytics (CEA) widgets (optional with Webex XM add-on) are available for agents.
- **Download error report** – If an agent experiences a problem with the agent desktop, the agent can download error logs, and send the error logs to the administrator for investigating the issue.
- **Campaign call** – Agents can review the customer's contact information before making an outbound preview campaign call.
- **Agent sign out** – An agent is notified when the supervisor signs out the agent from the agent desktop. Multiple agents can edit and save CAD (Call-Associated Data) variables with real-time updates.
- **Agents can make outbound calls** when they are in the available state.
- **The agent interaction history** displays details of the previous communications with a customer across all the channels.
- **The contact history** displays the previous communications with the customer for the last 90 days. The contact history is consolidated for all digital channels, whereas for voice, history is restricted only to the voice channel.
- **Virtual Agent – Voice** – A voice transcript widget is available for an agent to see previous chat bot interactions (optional feature).
- **Desktop layout reset** – Agents can reset a customized layout to the default desktop layout. Agents can also maximize and restore widgets to suit their personal preferences.
- **Agent Performance Statistics** are available for agents to assess performance during the course of the day. eg. Agent Stats–Realtime, Team Stats–Realtime, Queue Stats–Realtime Report, Agent Stats by State–Historic

Extensibility with custom layouts and widgets

The desktop layout feature allows the administrator to customize the agent desktop layout and assign it to a team. There are two types of desktop layouts:

1. **Default layout** – A system-generated desktop layout which is available for all the teams.
2. **Custom layout** – The layout that the administrator creates based on the requirements of specific teams and assigns to one or more teams.

The custom layout allows the administrator to customize the following elements:

- Title and logo
- Drag-and-drop and resize widgets
- Notification timer and maximum notification count
- Custom icons, custom tabs, custom header, custom pages (page-level) widgets, and custom widgets
- Custom pages or the page-level widgets can be defined to be persistent and are displayed on all pages of the agent desktop.

The administrator can add or remove the following widgets in the custom layout:

- [Webex Experience Management](#) widgets: Refer to [this documentation for Customer Experience Analytics and Customer Experience Journey widgets](#)
- IVR transcript
- Screen Pop
- Campaign contact and call guide

When an agent signs in to the agent desktop, the desktop layout associated with the agent's team is available to the agent. The agent can re-arrange the desktop view by using the drag-and-drop and resize widgets feature.

Custom Development

Cisco Webex Contact Center agent desktop supports extensions in the form of widgets. Widgets are essential components of desktop customization. A widget is a component with some specific encapsulated functionality, exported as a custom HTML element that is placed within the desktop. To be more precise, these custom HTML elements should be web components, as any widget ends up being placed inside a nested tree of Shadow Roots, and will require a Shadow Document Object Model (DOM) of its own to be enabled for styling encapsulation (or any styling at all, for that matter). With widgets for the Webex Contact Center agent desktop able to be either web components or embedded iFrames developers have maximum flexibility, as the only requirement is that custom widget is being exported as a Web Component, where any functionality is wrapped into a single custom HTML element that is defined within the JS bundle (with Shadow DOM enabled). However, the way that this component is being built is entirely up to the developer.

Another important feature of the new extensible agent desktop is the ability to use the Javascript APIs to deliver custom functionality. To learn more about developing applications for the agent desktop, refer the [Desktop Developer Guide](#).

User Documents

The agent desktop user documentation is available [here](#).

The desktop layout documentation is available [here](#).

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at <https://www.cisco.com/go/offices>.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)