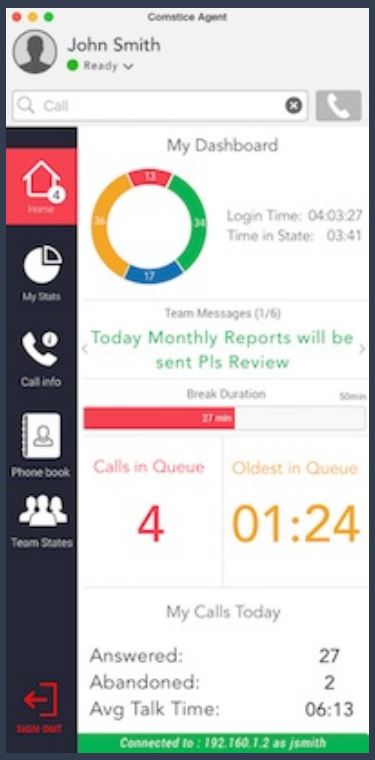
Desktop Agent Data Sheet



Benefits, features and opportunities for

Cisco Contact Center Agents and Supervisors

Benefits

Better contact management and real-time visibility for your agents and supervisors

Simple Interface with all the CAD features and more

Comstice Desktop Agent bundles many features into a compact, dedicated application for Cisco Contact Center Agents and Supervisors. Simple user interface helps agents to start using the app with minimal training and orientation. Supervisor views allows team leaders to manage the team resources and document team and the queue stats as a PDF at any time of the day.

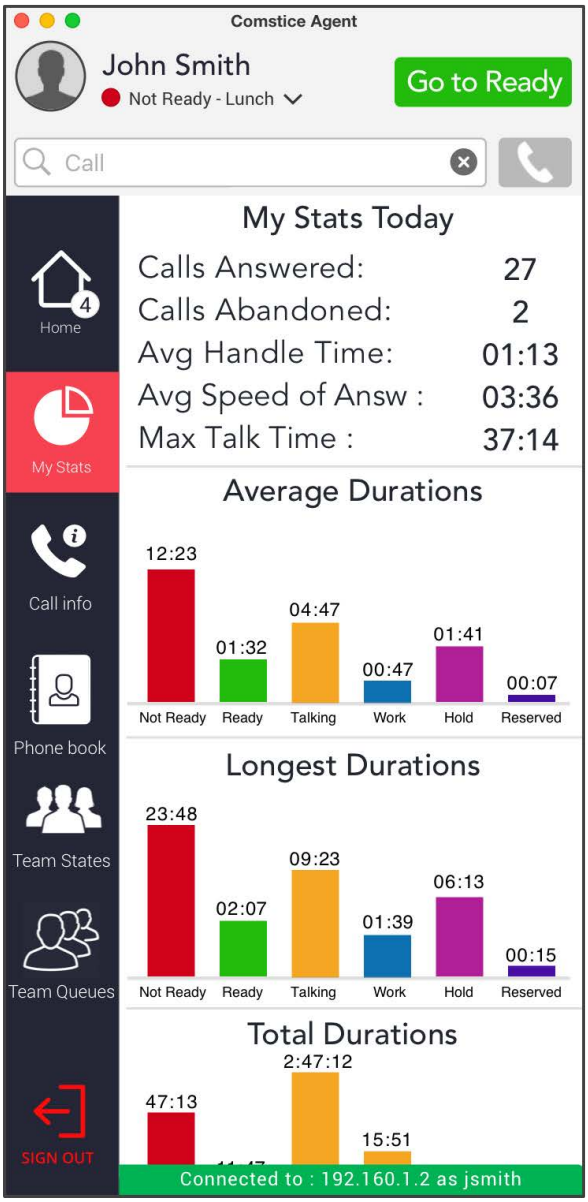
Screen-pop, Team Messages, Visual and Audio Alerts

Desktop agent occupies a minimum space on agent screen and helps agents to access other internal tools easily. It does a screen-pop when a call comes in, displays the queue information with audible and visual alerts to the agent. This helps to minimise call wait times and abandoned calls at the agent level. Team leaders can also create team messages for agents to see in their client interface.

No Browser dependency

Many customers complained about the browser-related issues and limitations of Cisco Finesse Web Client. Comstice Desktop Agent is a dedicated app that eliminates any browser-related issues and does not get affected by any browser updates or new security policies applied to the browser.

Why Comstice Desktop Agent



- **Agent-centered interface**
  - clean, fresh visual presentation, small and manageable on the agent PC
  - minimised when agent is idle and working on other tasks, will pop up when new contact is delivered
  - visual and audible alerts, based on team thresholds
- **Improved contact handing**
  - one-click transfers for mis-queued calls
  - visibility of available team members for consult / transfer or before taking a break
  - access to corporate directory, extending customer service beyond the call center
- **Efficient resource management**
  - scrolling team messages with 3-level severity
  - reporting of agent break utilisation
  - simplicity of interface minimises agent training needs
- **CRM Integration**
  - Easy integration with any web-based CRM platform
  - Automatic or agent-invoked launch of caller CRM page on a new browser tab when a call arrives.

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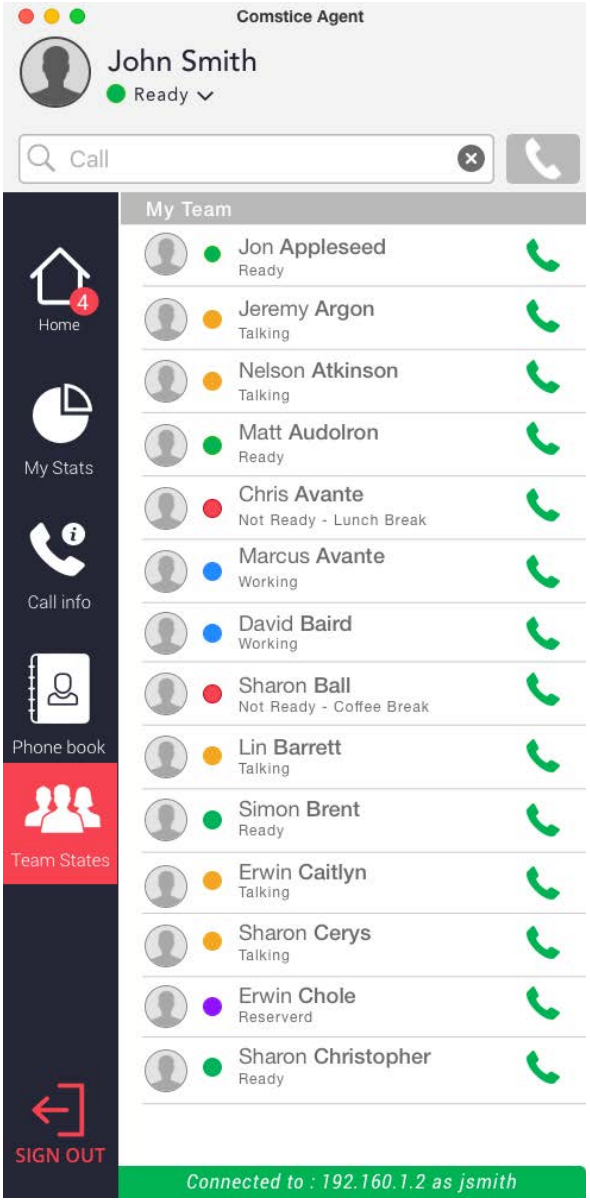
Key Features

- Native Screen pop for incoming calls
- Audible alerts with thresholds
- Visual Alerts with thresholds
- Editing call variables in an incoming call
- Visibility of other agents states in the team
- Scrolling team messages that are managed by the supervisor / manager
- Detailed call logs including the call variables
- Access to Cisco CUCM Corporate Directory or AD Contacts
- One-click transfer to other queues
- Company log and marketing colors
- Personal phone book for agents
- Team Chat room
- One to one chat
- Twilio or Cisco Tropo SMS/Text Sending feature
- Ability to access customer information in your CRM platform from call variables in the active call. Agent can click on the call variable and launch the customer page based on calling number, account number etc.



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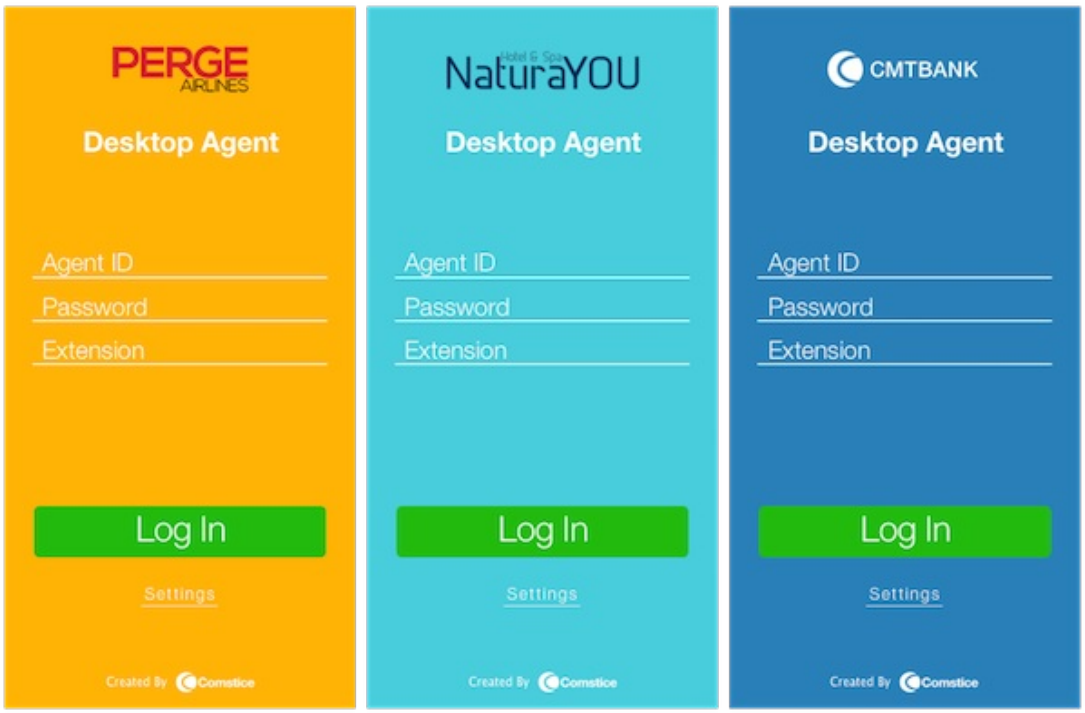
Fast Deployment, Easy Configuration



- Easy set-up using a team code to assign parameters to agents at the team level
- Simple bulk rollout process with centralised configuration
- Ability to toggle between multiple team settings (including cross-brand when serving multiple organisations)
- Centralised software updates and patches; on-premise or through the cloud.

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Agent Features

Better Queue Visibility

Agents can see the individual queues they need to monitor as well as the total calls waiting and longest call in those queues. Visual and audible alerts notify agent when calls in queue and longest waiting call reaches the team threshold. This is particularly useful if the agent is working from home or unable to see the Wallboard screens.

Daily Agent Statistics

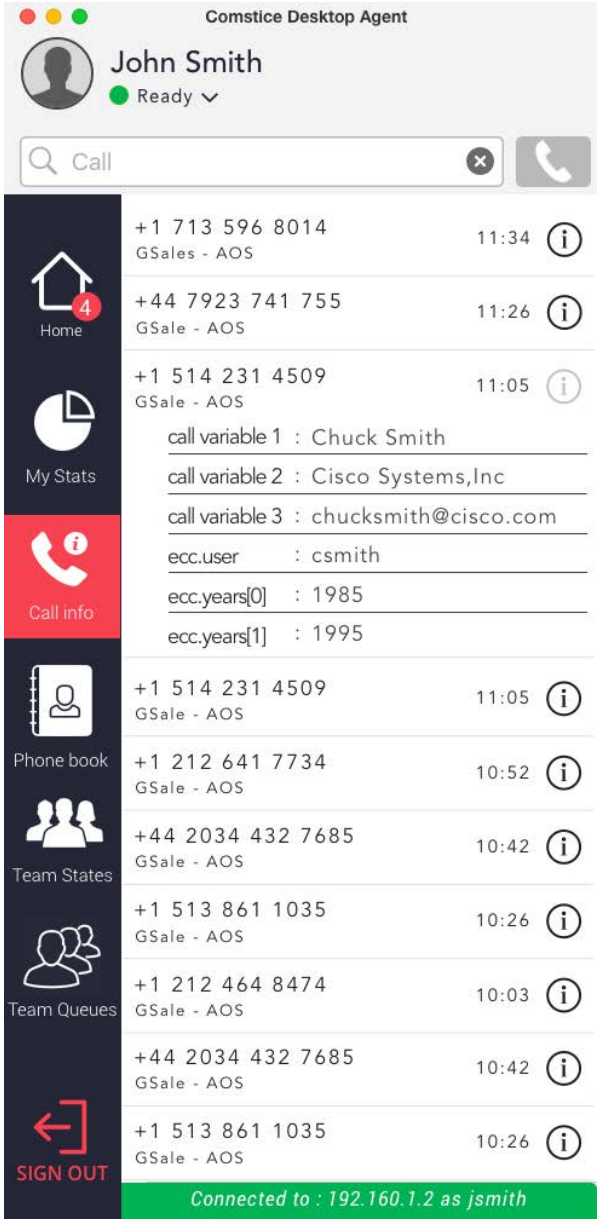
Number of calls answered and abandoned, maximum, total and average agent states are reported in graphical format so that agent can easily monitor her daily performance.

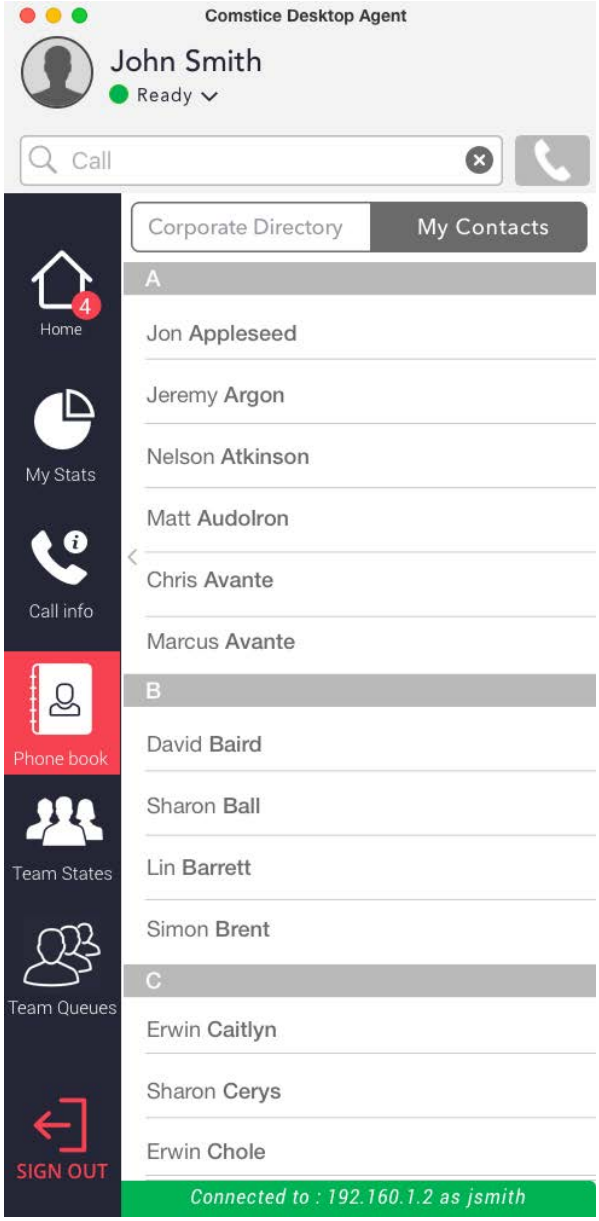
Team Alerts and Break Duration Bar

Team leaders can create some team messages to be seen on the agent desktop and each message is color-coded based on the severity assigned (Red, amber, green for severity 1,2,3 respectively). Break Duration bar helps agent to monitor their break allowance during the shift.

Access to Cisco CUCM Corporate Directory

Agent can search for contacts in the CUCM Corporate Directory of Active Directory from Phone Book tab.


Comstice Desktop Agent
John Smith
Ready
Call
Home
My Stats
Call info
Phone book
Team States
Team Queues
SIGN OUT
+1 713 596 8014
GSales - AOS
11:34
+44 7923 741 755
GSale - AOS
11:26
+1 514 231 4509
GSale - AOS
11:05
call variable 1 : Chuck Smith
call variable 2 : Cisco Systems,Inc
call variable 3 : chucksmith@cisco.com
ecc.user : csmith
ecc.years[0] : 1985
ecc.years[1] : 1995
+1 514 231 4509
GSale - AOS
11:05
+1 212 641 7734
GSale - AOS
10:52
+44 2034 432 7685
GSale - AOS
10:42
+1 513 861 1035
GSale - AOS
10:26
+1 212 464 8474
GSale - AOS
10:03
+44 2034 432 7685
GSale - AOS
10:42
+1 513 861 1035
GSale - AOS
10:26
Connected to : 192.160.1.2 as jsmith


Comstice Desktop Agent
John Smith
Ready
Call
Corporate Directory
My Contacts
Home
My Stats
Call info
Phone book
Team States
Team Queues
SIGN OUT
A
Jon Appleseed
Jeremy Argon
Nelson Atkinson
Matt Audolron
Chris Avante
Marcus Avante
B
David Baird
Sharon Ball
Lin Barrett
Simon Brent
C
Erwin Caitlyn
Sharon Cerys
Erwin Chole
Connected to : 192.160.1.2 as jsmith

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CRM Integration without any development

Comstice Desktop Agent displays the CRM page of the incoming contact without any organic CRM integration; using the contact identifier, it opens the page of the CRM contact in the default browser of the agent PC.

Team Visibility

Each agent can see the current states and reason codes of other team members. They can check the overall availability of the team before taking any breaks or making themselves unavailable.

Chat Agent Features

Comstice Desktop Agent can also offer agent chat functionality through Cisco SocialMiner or third party chat providers such as Salesforce Live Chat, Egain Chat and others.

One-click Transfer

Some of the calls need to be transferred to the other queues for further processing. Agent can right click to the queue name on the "Other Queues" section and transfer the call easily without typing any queue number.

Updating Call Variables

Agent can easily edit the call variables from the call window so that the calls will be displayed correctly at the receiving queue and the reports.

Active Directory / CUCM Contacts

Agent can access the AD and CUCM contacts from the Phone Book menu.

Supervisor Features

There are some additional menu options and features for the agents with Supervisor credentials.

Managing Agents

Supervisors have additional features in Team States section; along with monitoring agent states within the team, they can also change agent states, log them out, call them directly or access daily stats of individual agents.

Monitoring Queues

Supervisors can monitor each queue within the team and drill down to individual queue stats. They can also see the list of agents who can take calls from that queue but currently in not ready state. Supervisor can conveniently see the Not Ready agents and can make some of them "Ready" when there is a call in queue.

Changing Agent States

Supervisor can change the agent state from Team States menu as well as at the individual queue level. At each queue, they can see the list of Not Ready agents and set them ready if needed.

Agent and Queue Dashboard: View and Save

Supervisors can right click and launch dashboard view to see all the agents and the queues on a single view. They can also print the dashboard or save it as a PDF whenever they need.

Comstice Supervisor

Team Agents | Team Queues

Ready	:	7
Talking	:	5
Working	:	3
Reserved	:	2
Not Ready	:	3

TOTAL		
Answered	:	455
Abandoned	:	106
Avg. Handle Time	:	04:32
Avg. Speed of Answ.	:	03:56

Name Ascending

NAME	STATE	ANSW	ABAND	AHT	ASA
Jon Appleseed	Ready	102	15	23:55	23:55
Jeremy Argon	Ready	57	10	21:26	21:26
Nelson Atkinson Hutchson	EU_HelpDesk	52	5	32:43	32:43
Matt Audolron	Working	123	17	16:54	16:54
Chris Avante	Working	86	8	34:21	34:21
Marcus Avante	IT_Support	94	12	21:45	21:45
David Baird	Ready	90	2	54:31	54:31
Sharon Ball	Coffee Break	56	13	42:26	42:26
Lin Barrett	Reserved	49	9	35:57	35:57
Simon Brent	Working	32	12	30:04	30:04
Erwin Caitlyn	Global_Sales	51	10	43:56	43:56
Sharon Cerys	Ready	116	6	45:41	45:41
Erwin Chole	Lunch Break	8	1	28:15	28:15
Sharon Christopher	Working	25	3	34:21	34:21

Comstice Supervisor

Team Agents | Team Queues

Calls in Queue

9

Oldest in Queue

02:40

TOTAL		
Received	:	1887
Answered	:	1471
Abandoned	:	389
Dequeued	:	99

Name Ascending

CSQ	RECVD	ANSW	ABAND	DEQD	InQ	Oldest	SL
Global_Sales_Q	156	105	46	7	1	02:55	90
Pwd_Reset	215	167	35	13	0	00:00	85
Servicing_IT	132	113	14	5	1	03:41	75
LoanService_East	125	97	24	4	0	00:00	95
LoanService_West	167	134	37	6	0	00:00	75
Insurance_East	183	149	84	10	1	03:45	85
Insurance_West	106	72	26	8	0	00:00	85
Insurance_Canada	182	153	17	12	0	00:00	90
Insurance_Car_Home	186	161	9	16	0	00:00	90
Renewals_Insurance	154	127	21	6	0	00:00	75
LoanService_CA	137	87	43	7	1	04:56	80
India_Overflow	144	106	33	5	0	00:00	85

Features that require a server element

Some of the Comstice Desktop Agent features need an additional, on-premise server. Here is a list of agent and supervisor features that require Comstice Server

Agent Features

- Team Messages

Supervisor Features

- Team Outbound Calls
- Manual Call Routing of individual calls in Queue
- UCCE/PCCE: Updating agents in each skill group, updating skills and attributes assigned to each agent, resetting agent password.
- UCCX:Adding agents to CSQs and updating agent skills

Comstice Server is a linux-based virtual server that requires;

- 2GB RAM
- 10GB HDD
- 2xvCPUs

If you are an existing Comstice Wallboard customer, Comstice Wallboard server can be used as well.

Manual Call Routing from Queue

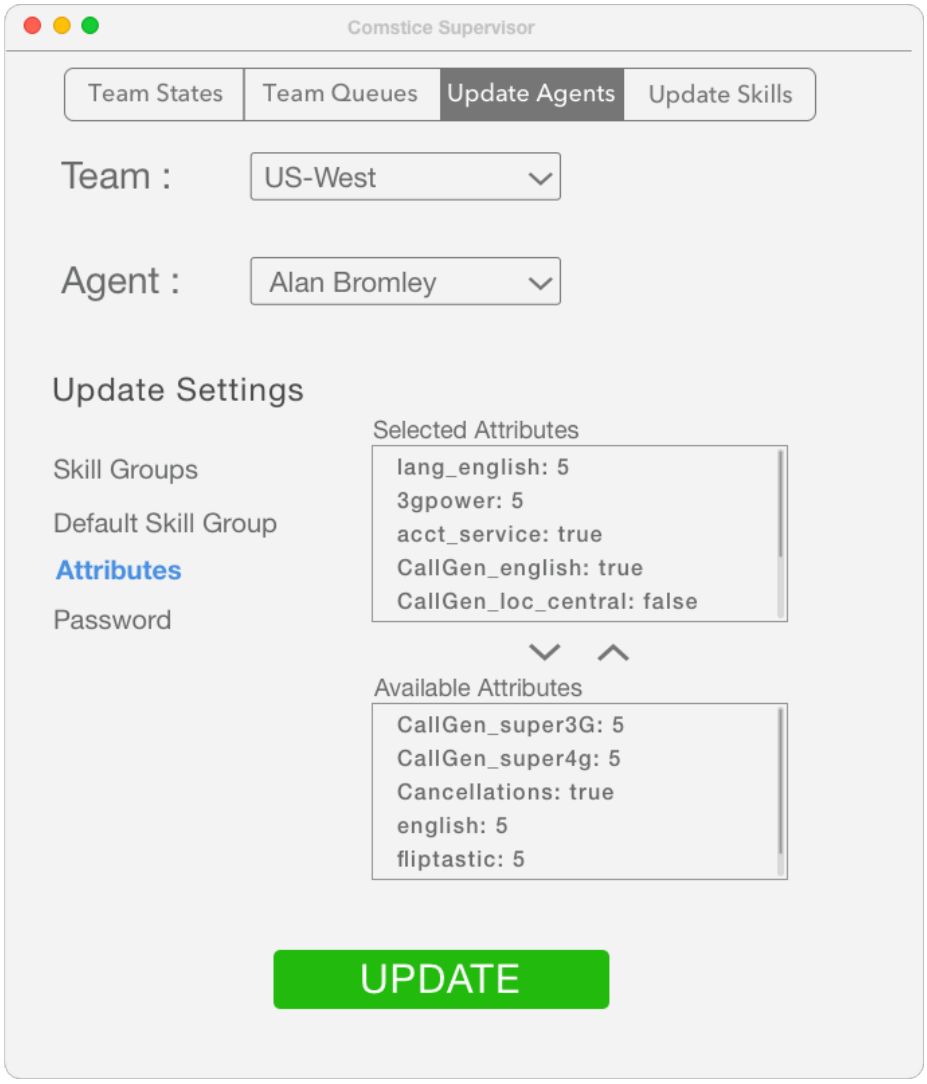
This feature helps supervisors to monitor individual calls in queue and route them manually if needed.

Calling	Called	Queue	Flag	Wait Time	Route
2126970876	MainNumber	Reservations		04:23	To Agent / To Phone / Send
07956765453	8310	PremiumQ	VIP	03:45	To Agent / To Phone / Send
01613485959	8235	WebBookings	DEBT	03:25	To Agent / To Phone / Send
Unknown	MainNumber	GroupBookings		02:56	To Agent / To Phone / Send
07705157771	8116	Reservations	Fraud Risk	02:20	To Agent / To Phone / Send
07500870012	8365	Reservations		01:37	To Agent / To Phone / Send
07901234567	8305	PremiumQ	VIP	01:08	To Agent / To Phone / Send
Ms Clare McCoy	MainNumber	Reservations		00:56	To Agent / To Phone / Send
Unkwon	8116	WebBookings		00:41	To Agent / To Phone / Send
02060521560	8232	Reservations	DEBT	00:24	To Agent / To Phone / Send
07667567006	MainNumber	MainNumber	Fraud Risk	00:17	To Agent / To Phone / Send
07502397542	8267	WebBookings		00:09	To Agent / To Phone / Send

Comstice Desktop Agent helps agents to monitor individual calls in queues and manually route them to an agent or a phone number before the automatic routing process of the call center sends the call to the next available agent.

Updating Skills and Agent Details

Comstice Desktop Agent allows supervisors to update agent's skills and attributes as well as update agents for each skill group for both Cisco UCCX and UCCE/PCCE.



Technical Information

Compatibility

Comstice Desktop Agent is a Java-based client, therefore uses Java Runtime Environment (JRE) v8 or higher.In case JRE version is not up to date, it can update during the setup

Comstice Desktop Agent supports Windows, Linux and Mac OS. It can work through HTTP Proxies and Citrix-friendly.

Configuration

Comstice Desktop Agent is configured by using the 6-character company code provided. Using the company code, the app updates the company logo and marketing colors and all the team level settings. Usually there are multiple codes for each company, one for each team.

Software Updates

Software updates are checked automatically at the start of the application. User has the option to confirm or ignore the updates available. Software updates can be hosted locally on Comstice Wallboard Server or can be retrieved from Comstice Software Cloud.

Comstice Wallboard Server

Comstice Wallboard Server is a Linux-based virtual machine provided by Comstice that provides some additional functionality in Cisco UCCX or UCCE. It is also used as a software version management platform.

Comstice

Download Comstice Desktop Agent

The best way to experience the benefits that Comstice Desktop Agent offers is to test it in your environment. You can click on the button below to download the latest version.

CLICK HERE TO DOWNLOAD

FAQ

Q: What is the licensing model

The licensing is per agent, but not concurrent agent. Same license is used for supervisors as well. No additional Cisco licenses required.

Q: Is Comstice Desktop Agent just a client or a server required?

A: For most of the features, no server required. There are some nice to have features that we offer through Comstice Bridge Server. You can find the details in the data sheet.

Q: Is it possible to create a custom user interface as per the customer requirements?

A: We can create a bespoke client based on customer requirements.

Q: Is it Citrix-friendly? Which OS Supported?

A: Yes, it works with Citrix. Windows 7, 8, 10, MacOS and Linux

Q: How can the customer test the solution?

A: They can test it in their own setup or in Cisco DCloud demo environment.

Q: Is there any 24/7 support available?

A: Yes, we do provide 24/7 support.

Q: Which languages are currently supported?

A: Currently English, French, Russian and Spanish. New languages can be added easily.