



Using Avaya Agent for Desktop

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Chapter 1: Introduction

Purpose

This document describes how to use product features and capabilities.

Intended audience

This document is intended for users who want to gain a high-level understanding of the product features, functions, capacities, and limitations.

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.

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`, 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 based operating systems WES7 and WES8 and Linux based operating systems Debian Linux and SUSE Linux primarily running on HP and Dell Wyse respectively. 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 7, Windows 10, WES-8, and Apple macOS 10.13 High Sierra and macOS 10.14 Mojave.

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.

Usage scenarios

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

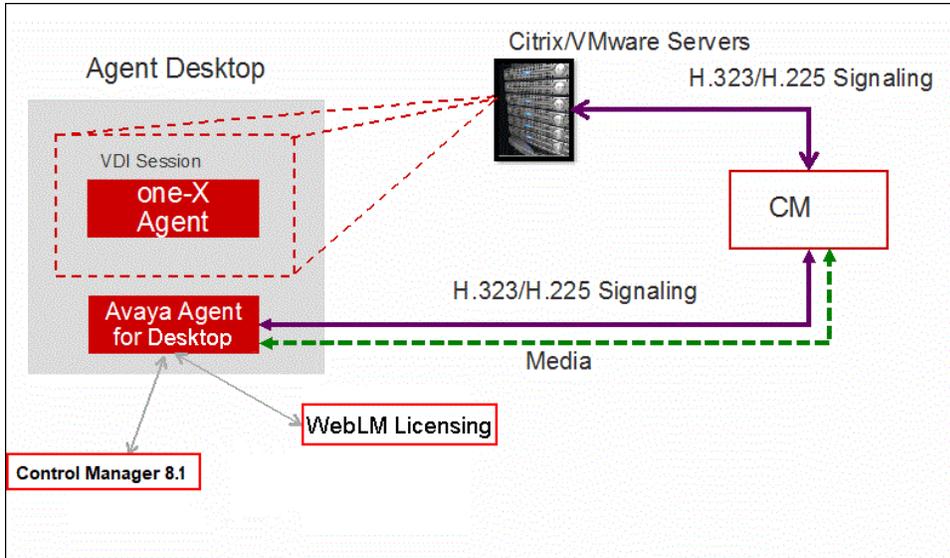


Figure 1: VDI solution with H.323

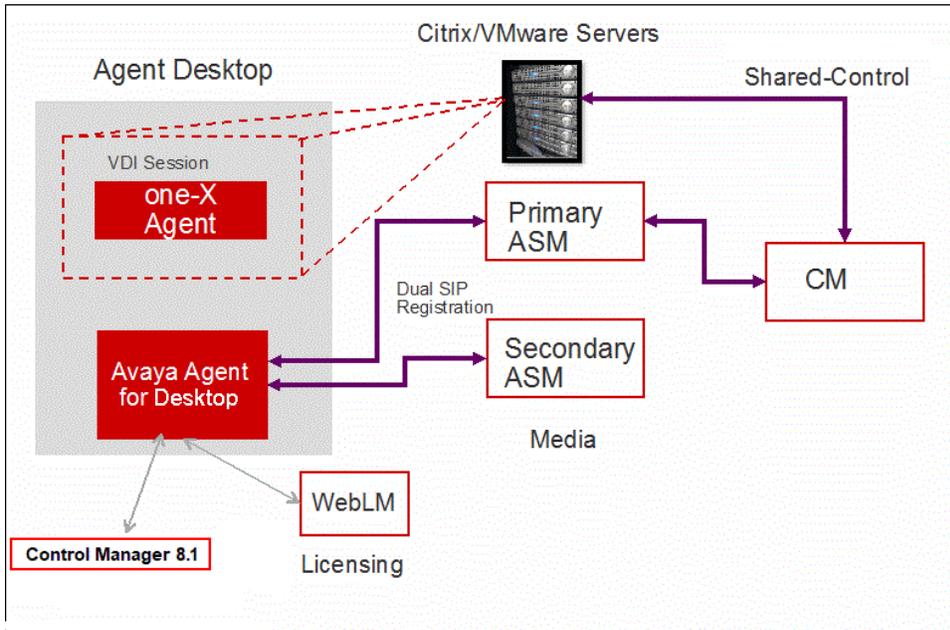


Figure 2: VDI solution with SIP

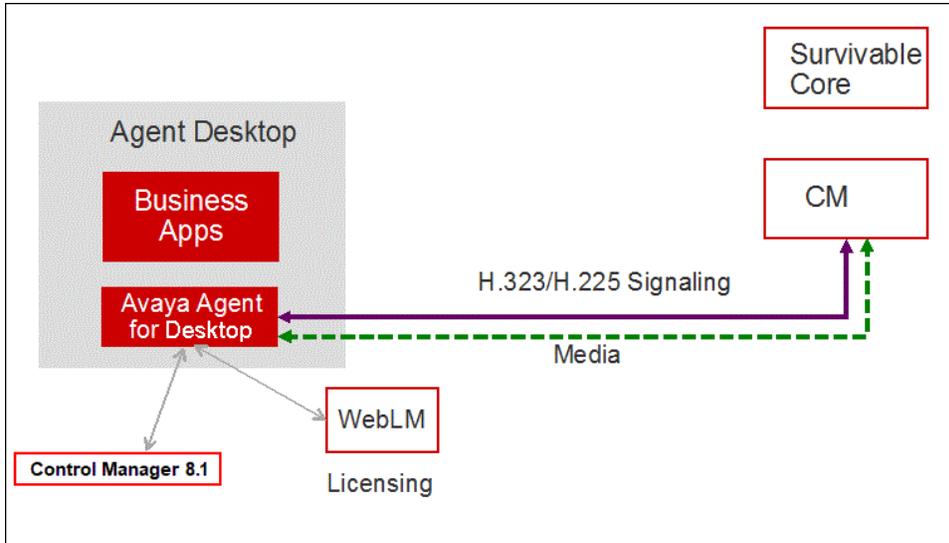


Figure 3: Standalone solution for H.323

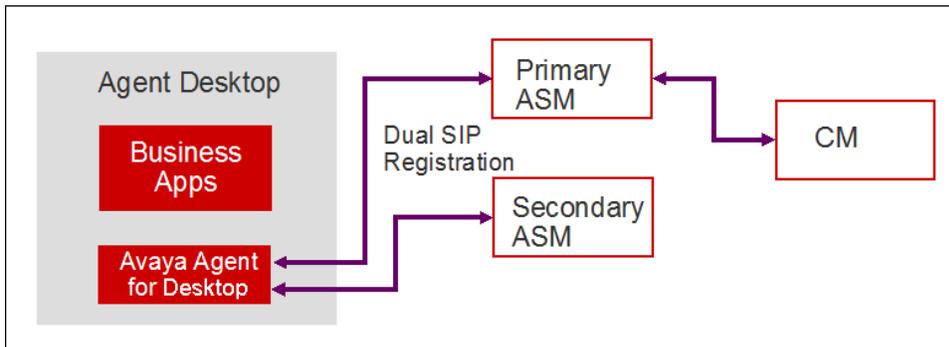


Figure 4: Standalone solution for SIP

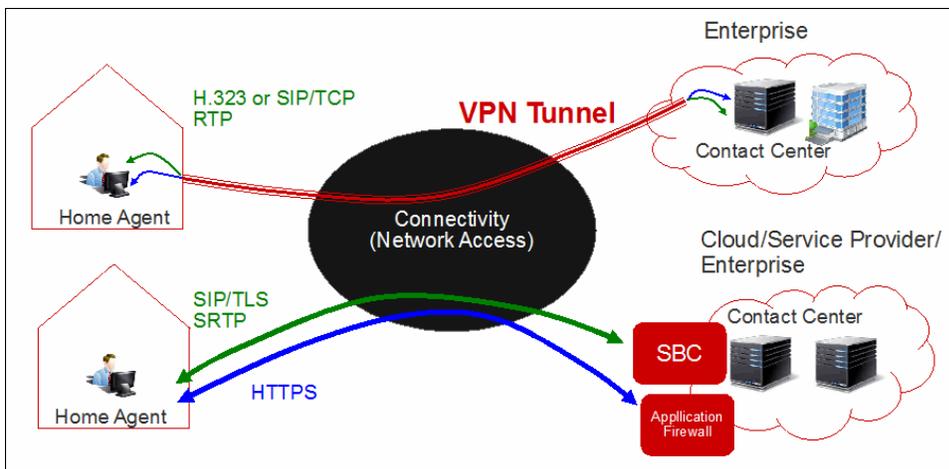


Figure 5: Remote agent solution for both VPN and SBC

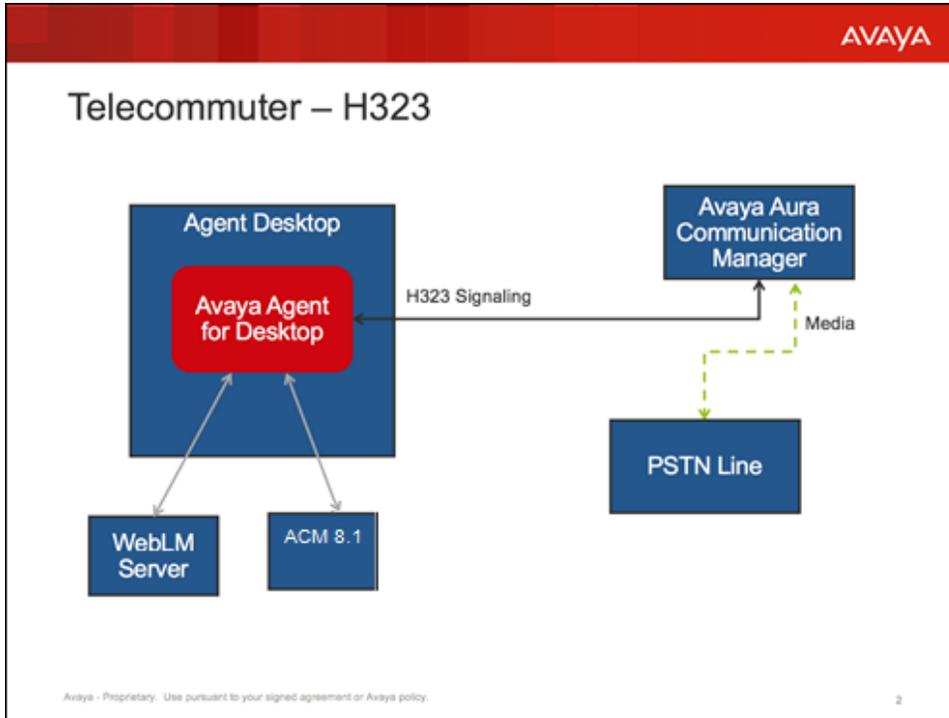


Figure 6: Telecommuter mode with H.323

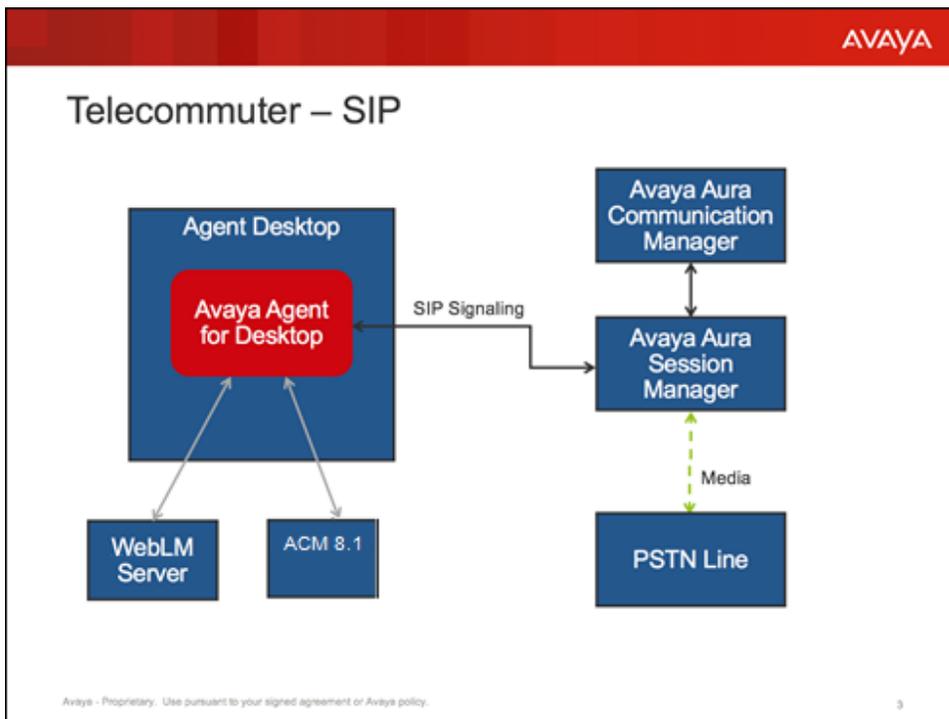


Figure 7: Telecommuter mode with SIP

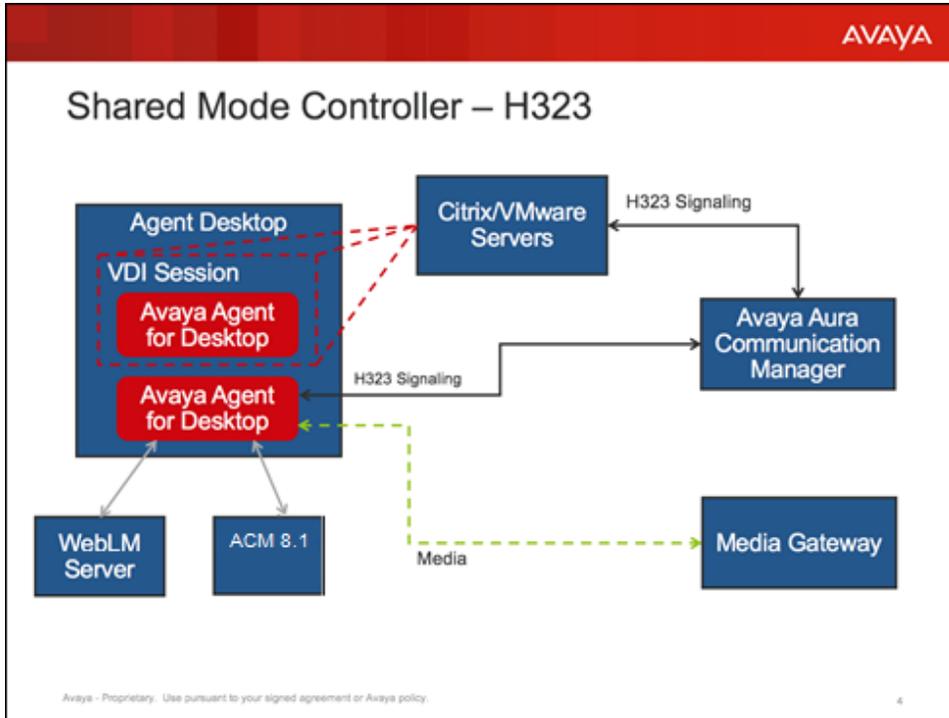


Figure 8: Shared Control as Controller with H.323

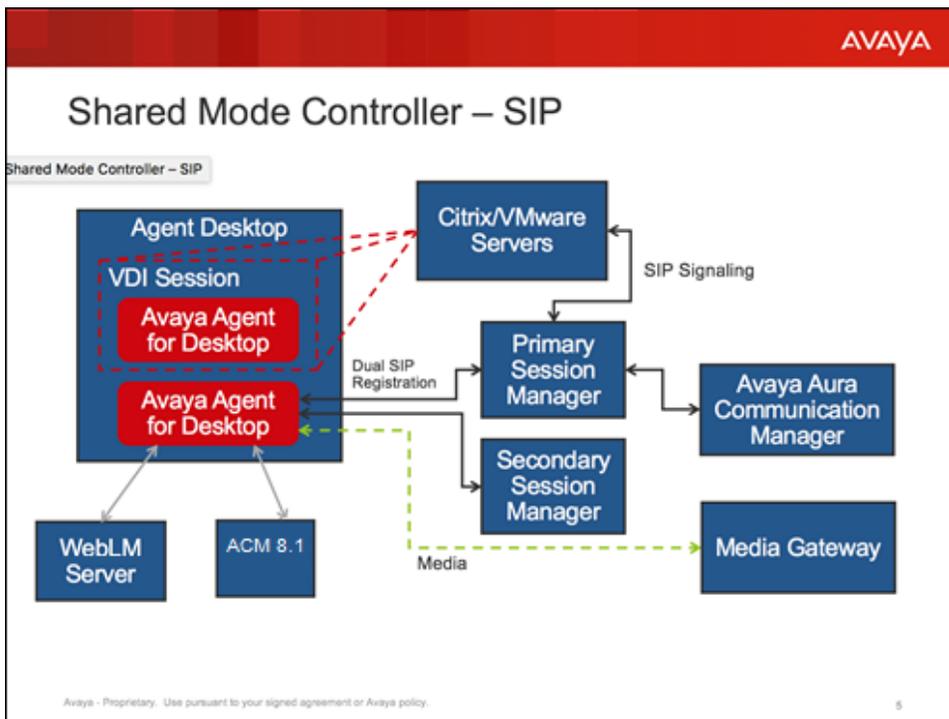


Figure 9: Shared Control as Controller with SIP

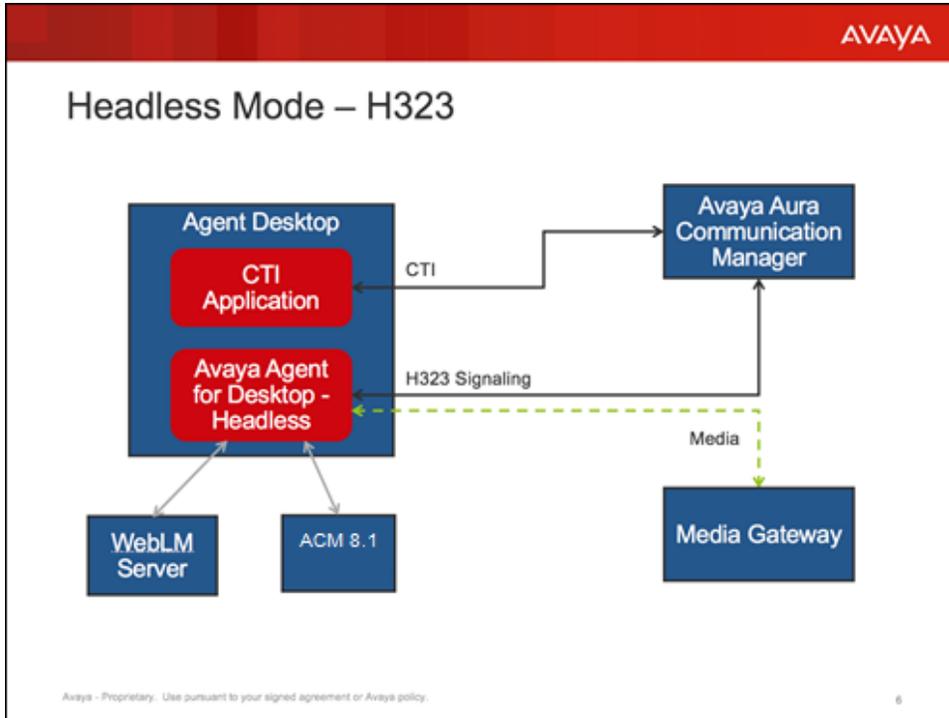


Figure 10: Headless Mode – H.323

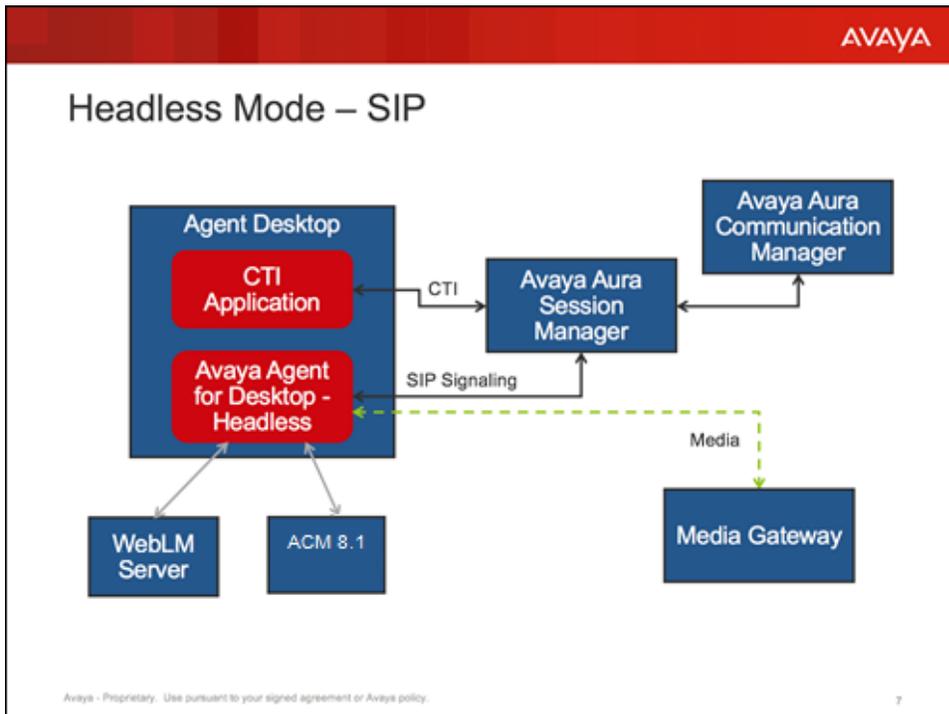


Figure 11: Headless Mode – SIP

Avaya Agent for Desktop now also works 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 (shown as Avaya Endpoint) works with Avaya Workspaces for Elite:



Figure 12: Avaya Agent for Desktop (Avaya endpoint) 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 in this release

- **Desk phone license type:** Avaya Agent for Desktop now allows you to select Desk phone as a new license type while configuring the EULA settings for the Avaya Agent for Desktop application after the installation is complete. When the Desk phone license type is selected, the WebLM address field and check box are disabled. When you login into the Avaya Agent for Desktop application using the Desk phone login mode, the application registers station without acquiring the license and connection with the station and headphone is established. In addition to Desk phone license type, if you select Advanced license type and use Desk phone login mode, then application will not acquire the required license.
- **Service observe feature in Other phone mode:** Supervisors can now initiate the service observing feature in Other Phone mode.
- **Multiple lengths for internal phone numbers in the dialing rules:** In dialing rules, now a user can add multiple lengths for internal phone numbers using comma separators. If in the

"Internal extension length" field only one value is configured, all numbers which are shorter or equal to this value will be considered as internal number. If there are more than one value in this field, only numbers whose length is equal to one of the entered values will be considered as internal numbers.

- **Multiple lengths for national phone numbers in the dialing rules:** In dialing rules, now a user can add multiple lengths for national phone numbers using comma separators.
- **Disable dialing rules:** As an administrator, you can now disable the dialing rules completely. When the dialing rules are disabled, the dialed number will be send to the server exactly as typed while making a call.
- **SRTP support in Other Phone mode:** Avaya Agent for Desktop now supports SRTP in Other Phone mode. If both endpoints, telecommuter device (IP phone or PSTN gateway) and called user, have SRTP capability, Avaya Agent for Desktop negotiates SRTP and audio stream is encrypted between them. Otherwise Avaya Agent for Desktop negotiates RTP for the session.
- **Restriction on downloading Avaya Agent for Desktop logs:** Avaya Agent for Desktop now provides option to restrict agents from downloading logs. Now logs can be downloaded or retrieved by administrators only after updating the LockManager.xml file.
- **FQDN address resolution:** The FQDN addresses can be added now in the Host file as a list of IP addresses and domain names combination. This resolves the old process of adding FQDN address in the configuration parameter VDIASipControllerList and IP address in the SipControllerList parameter on each launch or configuration changes of Avaya Agent for Desktop. This works for both SIP and H.323 protocols.
- **Browser Extension check boxes:** Browser extension installation options are now unchecked by default. The administrators must select the options if they want to install them. Also, for silent installation, if no parameters are passed, browser extensions are not installed. To check Browser extension check boxes, you must use /INSTALLEXTENSIONS command while performing the silent installation.
- **Mutual Authentication:** Mutual Authentication prevents unauthorized hosts getting Avaya Agent for Desktop services. Avaya Agent for Desktop provides ability to setup client identity certificate thorough mutual authentication. TLS mutual authentication mode requires both the server endpoint and client endpoint to exchange X.509 certificates for authentication and prevent unauthorized access.
- **Coaching feature:** In Avaya Agent for Desktop, the new coaching feature allows agents to listen to the supervisor and restrict customers from hearing the same conversation.
- **Telecommuter mode – Check TC device To Login Agent:** In Telecommuter (Other Phone) mode, if the 'Check TC device To Login Agent' option is enabled, Avaya Agent for Desktop will login agent extension only after the call is answered on the mentioned TC device.
- **New headset support:** Avaya Agent for Desktop now supports RTX L139 with L100 USB Adapters HID, Jabra, and Plantronics headsets. Jabra and Plantronics headset's support is available only for Windows (32 Bit install) and MAC.
- **Command line parameter to store password in config file:** New application command line parameter:

--storage: This parameter determines how application will store passwords. It can take three values:

1. *forcesecure*: This is same as 'Security Storage Only' in Config Dialog. Only Security Storage will be used to store passwords. If it is not available, application will ask users whether they want to store and use unsecure storage.
2. *secure*: This is same as 'Security Storage If Available' in Config Dialog. Use Security Storage if available. If it is not available, use unsecure storage in config file.
3. *Unsecure*: This is same as 'Non-secure Storage Only' in Config Dialog.

For example:

AvayaAgent.exe --storage unsecure

If application is started with 'storage' parameter, Password Storage option in Config Dialog will be disabled until application is restarted without parameters. Command line parameter does not replace parameter in config. That is, if Security Storage Only' is selected in Config Dialog and Avaya Agent for Desktop started with *--storage unsecure*, then passwords will be stored in the config file. But after application restarts without parameter, Avaya Agent for Desktop will use Security Storage again.

- **SRTCP support**: AAfD now provides support for Secure Real Time Control Protocol (SRTCP). SRTCP support allows you to securely send the media statistics from AAfD.
- **Mute button is added in the Lock Manager for Headless Mode**: In Headless Mode, the administrator can use Lock Manager to remove the Mute button.
- **Close button (X) on AAfD main window**: A new check box 'Stay in notification area if main window is closed' is added on the Preferences tab in the Configuration window. If this check box is selected, Avaya Agent for Desktop application will appear in the notification area (in the system tray) when the main window is closed. If this check box is not selected, the confirmation 'Are you sure you want to quit?' dialog box is displayed when the main window is closed.
- **Disabling of the Audio tab for Desk phone and Other phone login modes**: If a user selects login mode as Desk phone or Other phone, the Audio tab on Avaya Agent for Desktop configuration window is disabled.
- **Disable/enable the dialing rules**: As an administrator or agent you now have an option to completely disable the dialing rules. When the dialing rules are disabled, the dialed number will not go through any rules and the number will be send to the server exactly as dialed by the user while making a call.
- **Other enhancements in Avaya Agent for Desktop 1.7.19**:
 - The login process time is reduced with focus now on the Login button in the Login window.
 - If Local Settings is selected for ACM Login Type in the Settings (Configuration) window, then ACM Login section is not displayed on the Login window.
 - A new column is added on the Reason codes screen which displays a lock icon next to the reason codes received from ACM.

- Chrome browser extension installation procedures are updated to align with the Chrome extension installation policies.
- Avaya Agent for Desktop now allows Internal Extension length up to 16 digits.
- Avaya Agent for Desktop now supports TLS v1.2 to connect to ACM.

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 application with H.323.

No.	Task	Description	✓
1	Avaya Aura® Communication Manager 8.0.1	Avaya Aura® Communication Manager 8.0.1 server URL for CC elite is configured.	Mandatory
2	Avaya Control Manager 8.1	Valid Avaya one-X® Agent profile is configured on Avaya Control Manager for H.323.	Optional
3	WebLM 6.3.16 and 7.0.0.1	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 application with SIP.

No.	Task	Description	✓
1	Avaya Aura® Communication Manager 8.0.1	Avaya Aura® Communication Manager 8.0.1 server URL for CC elite is configured.	Mandatory
2	(Optional) Avaya Control Manager 8.1	Valid Avaya one-X® Agent profile is configured on Avaya Control Manager for SIP.	Optional
3	Avaya Aura System Manager 8.0.1	Valid Avaya Aura System Manager 8.0.1 server URL is configured in Avaya Agent for Desktop.	Mandatory
4	Avaya Aura Session Manager 8.0.1	Valid Avaya Aura Session Manager 8.0.1 server URL is configured in Avaya Agent for Desktop.	Mandatory

Table continues...

No.	Task	Description	✓
5	WebLM 6.3.16 and 7.0.0.1	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 8.1	<p>Presence service works in a shared control mode only if Avaya Agent for Desktop is used on both side (Controlled and controlling).</p> <p>* Note:</p> <p>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</p>	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 application with H.323.

No.	Task	Description	✓
1	Avaya Aura® Communication Manager 8.0.1	Avaya Aura® Communication Manager 8.0.1 server URL for CC elite is configured.	Mandatory
2	Avaya Control Manager 8.1	Valid Avaya one-X® Agent profile is configured on Avaya Control Manager for H.323.	Optional
3	WebLM 6.3.16 and 7.0.0.1	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 application with SIP.

No.	Task	Description	✓
1	Avaya Aura® Communication Manager 8.0.1	Avaya Aura® Communication Manager 8.0.1 server URL for CC elite is configured.	Mandatory
2	(Optional) Avaya Control Manager 8.1	Valid Avaya one-X® Agent profile is configured on Avaya Control Manager for SIP.	Optional
3	Avaya Aura System Manager 8.0.1	Valid Avaya Aura System Manager 8.0.1 server URL is configured in Avaya Agent for Desktop.	Mandatory
4	Avaya Aura Session Manager 8.0.1	Valid Avaya Aura Session Manager 8.0.1 server URL is configured in Avaya Agent for Desktop.	Mandatory
5	WebLM 6.3.16 and 7.0.0.1	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	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 8.1	<p>Presence service works in a shared control mode only if Avaya Agent for Desktop is used on both side (Controlled and controlling).</p> <p> Note:</p> <p>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</p>	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 application with H.323.

No.	Task	Description	✓
1	Avaya Aura® Communication Manager 8.0.1	Avaya Aura® Communication Manager 8.0.1 server URL for CC elite is configured.	Mandatory
2	Avaya Control Manager 8.1	Valid Avaya one-X® Agent profile is configured on Avaya Control Manager for H.323.	Optional
3	WebLM 6.3.16 and 7.0.0.1	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	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 application with SIP.

No.	Task	Description	✓
1	Avaya Aura® Communication Manager 8.0.1	Avaya Aura® Communication Manager 8.0.1 server URL for CC elite is configured.	Mandatory
2	Avaya Aura System Manager 8.0.1	Valid Avaya Aura System Manager 8.0.1 server URL is configured in Avaya Agent for Desktop.	Mandatory
3	Avaya Aura Session Manager 8.0.1	Valid Avaya Aura Session Manager 8.0.1 server URL is configured in Avaya Agent for Desktop.	Mandatory
4	WebLM 6.3.16 and 7.0.0.1	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

Table continues...

No.	Task	Description	✓
6	Avaya Session Border Controller for Enterprise (SBC) 7.1 and 8.0	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 8.1	<p>Presence service works in a shared control mode only if Avaya Agent for Desktop is used on both side (Controlled and controlling).</p> <p>* Note:</p> <p>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</p>	Optional

Logging in to Avaya Agent for Desktop

About this task

The way you log in to Avaya Agent for Desktop depends on the system configuration.

You can log in using your agent extension and password, but you may also need to provide the extension and password for the station that you are logging in to. Contact your system administrator or your supervisor, to request the credentials that you must use.

If the *Skip Login dialog* setting is enabled, the system does not display the window to log in to the station and registers the agent automatically.

Procedure

1. Start Avaya Agent for Desktop.
2. Do any one of the following actions:
 - If you are configured to use ACM profile, type the **ACM Login** credentials:
 - If you are configured to use local configuration, type the **Station** and **Agent** credentials.

*** Note:**

If Local Settings is selected for ACM Login Type in the Settings (Configuration) window, then ACM 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 Configuration** window > **Server** tab.

3. To save the station or the agent passwords, select the **Save password** check box for the respective fields.
4. If you want to change the login mode, click **Advanced**.
The system displays the advanced login screen options, such as login mode and configuration settings option.
- 5.
6. In the **Login mode** field, select any one of the following options:
 - **My Computer:** Use this option to use Avaya Agent for Desktop with general telephony capabilities for making VOIP calls from a 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 location. 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 Telecommuter (TC) number once you select this option.
7. Click **Login**.
If the login process is successful, the system displays a green tick mark 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	Logged out	This state is visible when there is a network connection issue. Once the connection issue is resolved, the agent is automatically logged in again.
Register Agent	Logged out	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 this option and provide the agent user name and password.
	Ready	The system displays this icon when the agent changes the status to Ready from the Agent State drop-down arrow. The Ready message 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.
	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.
	On-a-call	The system displays this icon when the agent state is ready, but currently on an active call.
	Offline	The system displays this icon when the agent is either not logged in or when the agent has logged out from the ACD service.

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
- Log Out
- Call Work

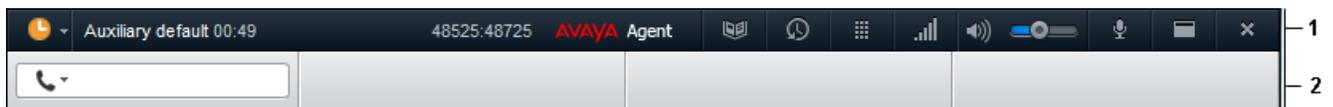
The reason code represents the reason for not being at the workstation, call work related actions during an active call, or for not accepting the ACD call. The system displays a lock icon next to the reason codes received from ACM.

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:



1	Top bar
2	Action bar

Top bar items:

The top bar of Avaya Agent for Desktop contains application controls, such as agent state, contact list, call history, and volume control.

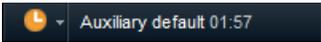
Icon	Name	Description
	Agent state	Displays the agent state with reason code name and the state timer. The state timer indicates the total time that you spend in the current state.
	Station: Agent extension numbers	Displays the station number and agent extension that you use for logging in to Avaya Agent for Desktop.
	Application name	The name of the application. This field displays Avaya Agent for Desktop at all times.
	Contacts	Displays or hides the contact list.
	History	Displays or hides the work log history.
	DialPad	Displays or hides the dial pad.
	Quality Indicator	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.
	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.
	Maximize	Expands the Avaya Agent for Desktop window to the top of the computer desktop.

Table continues...

Icon	Name	Description
	Message waiting indicator (MWI)	Displays the voice mailbox window with the list of read and unread voice mails. When a new voice mail arrives, the MWI icon turns red ().
	Close	Hides the Avaya Agent for Desktop user interface. To display the Avaya Agent for Desktop user interface, you can: <ul style="list-style-type: none"> • double-click the Avaya Agent for Desktop system tray icon. • right-click the Avaya Agent for Desktop system tray icon and select Hide Interface.

Action bar items:

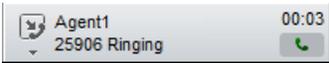
The action bar contains the controls to handle the calls and to make call transfers and conferences. The action bar also displays the active calls. The maximum number of active calls that Avaya Agent for Desktop can display is 3.

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 marked as Speed Dial by clicking the icon located next to the Call text box and selecting the contact in the Speed Dial list.

Table continues...

Icon	Name	Description
	Active call cell	<p>As you make and receive calls, the action bar displays a cell for every active call.</p> <p>The cell contains the following items:</p> <ul style="list-style-type: none"> • 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 <i>Conference</i> 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 • 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. <p>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.</p>

Table continues...

Icon	Name	Description
	Ringing call cell	When you have an incoming call, the system displays a cell that contains the following items: <ul style="list-style-type: none"> • Call control button: use for accepting the incoming call. • Call timer • Answer button
	Call Action button	The Call Action button is visible at all times during a call and can contain the following options, depending on the state of the call: <ul style="list-style-type: none"> • New call • Transfer to • Conference with • Speed dial list • Transfer to • Add participant • Add participant from Speed Dial list • Hold the call/conference • Drop the call/conference
	Answer / Resume button	The icon that the system displays in the call cell when you have an incoming call or an active call that is on hold.
	Hold button	The icon that the system displays for putting a call on hold.
	Drop button	The icon that the system displays for dropping a call or a conference.

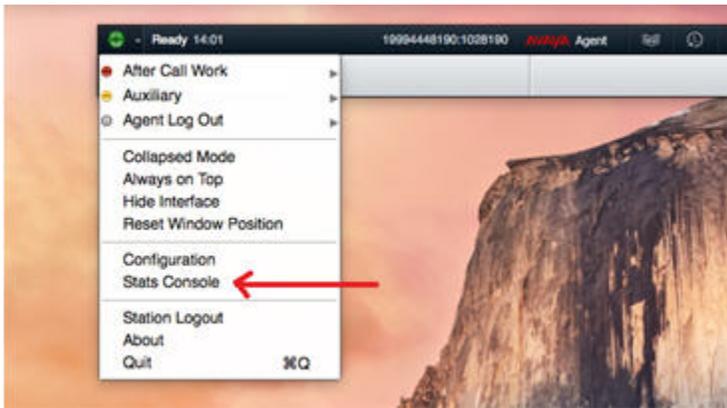
Avaya Agent for Desktop tray icon and action bar items

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

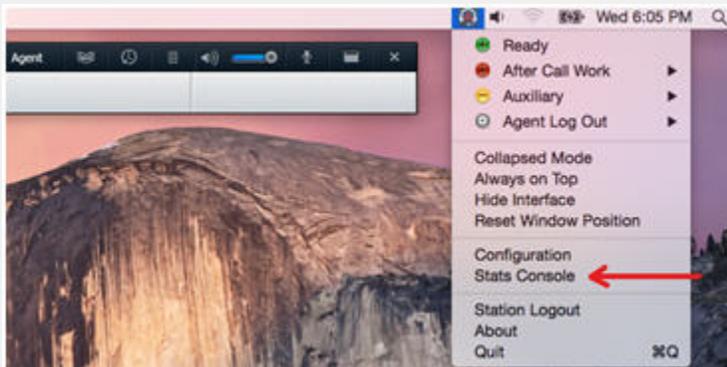
Name	Description
Register Agent	This option is visible if the agent is not logged in or have logged out. of the Avaya Agent for Desktop system. To register the user or to login to the system, click this option and provide the agent user name and password.
Collapsed Mode	View the Avaya Agent for Desktop 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.
Reset Window Position	Realign the Avaya Agent for Desktop window to the default position.
Configuration	Open the Avaya Agent for Desktop configuration window.
Stats Console	Open the Stats Console information window. For more information on the Stats Console in Avaya Agent for Desktop, refer the following <i>Stats Console UI</i> table.
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.
Station Logout	Log out of the station.
About	Display version information about Avaya Agent for Desktop.
Quit	Close Avaya Agent for Desktop.

Stats Console UI

Stats Console in main menu



Stats Console in tray icon menu



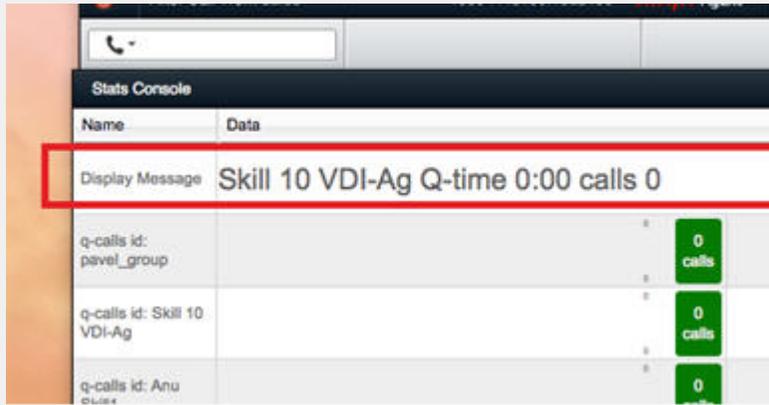
Agent can see the two columns – Name and Data in the Stats Console window. In the window, Agent can see Various q-call id data status as per the Skillset agent have configured.

A screenshot of the Stats Console window. The window title is 'After Call Work 01:37'. The table below shows the following data:

Name	Data
Display Message	
q-calls id: pavel_group	0 calls
q-calls id: Skill 10 VDI-Ag	0 calls
q-calls id: Anu Skill 1	0 calls

Table continues...

Display Message



Q-calls id panel with graphical representation, total number of call, and time of calls in Queue for that VDN / Skillset.



Settings button: Agent can select the display content of Stats Console window with the help of Setting button by selecting and deselecting the item present in the drop-down list.

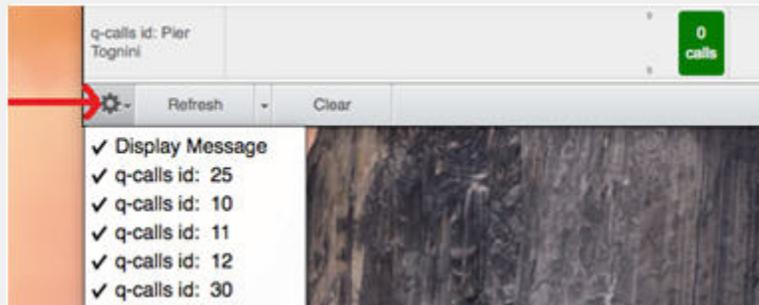
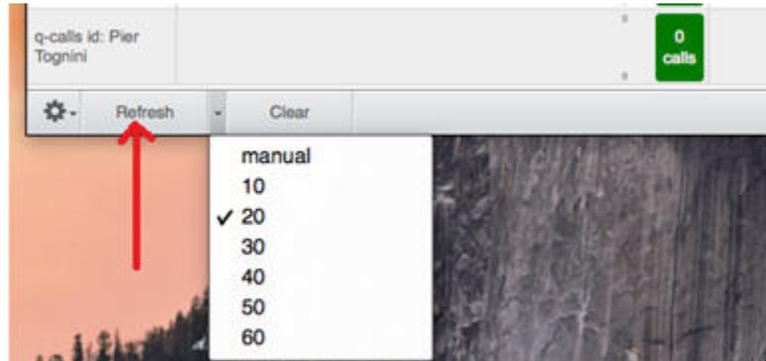
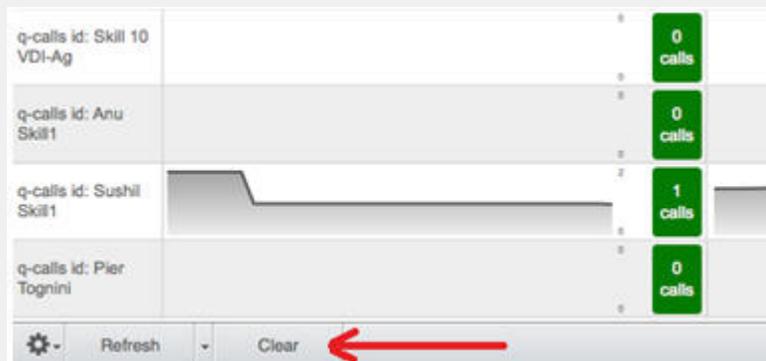


Table continues...

Refresh button: Agent can select the display content refresh interval time of Stats Console window using the Refresh button by selecting and deselecting the time value in the drop –down list.



Clear button: Agent can clear the display content of Stats Console window using the Clear button.



Feature buttons: Agent can select the display content of Stats Console window using the feature button like Q-calls id and Vu Display.

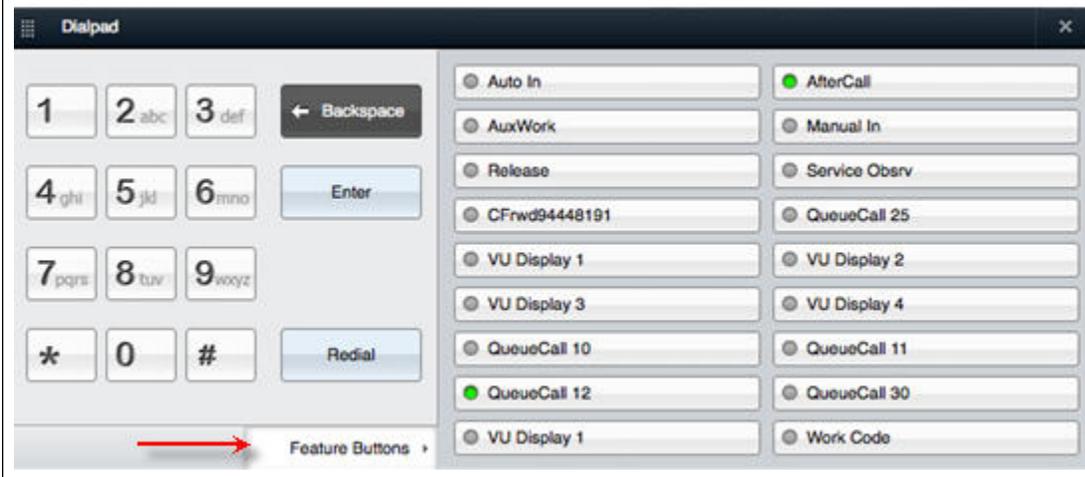
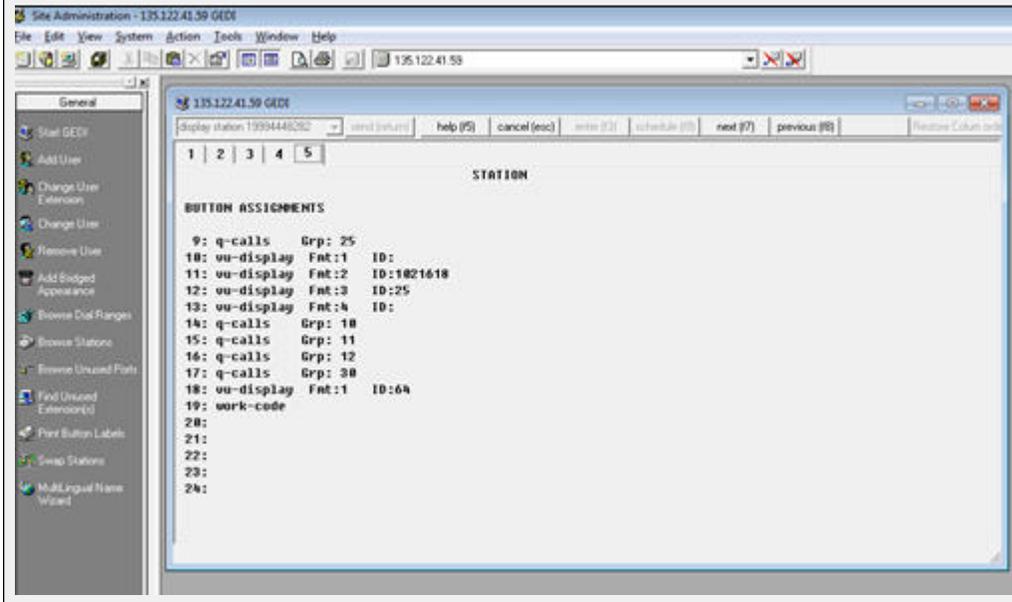


Table continues...

You must add these feature buttons to H.323 Station on CM to make them work as per their functionality.



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 to the top of the screen, 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 top 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)	<ul style="list-style-type: none"> • Full agent control • Telephony • Features and media control
	Headless mode (Hide interface)	<ul style="list-style-type: none"> • System tray icon • Control from a Computer Telephony Integration (CTI) application • Media control through headset
	Collapsed mode	<ul style="list-style-type: none"> • 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 35

[Greetings configuration](#) on page 35

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 **Configuration**. The system displays the Avaya Agent for Desktop Configuration 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, select the **Advanced** tab.
2. In the **Language** field, select one of the available languages.
3. Click **Save**.

Related links

[Avaya Agent for Desktop settings](#) on page 34

Greetings configuration

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

To gain access to the greetings configuration menu, right-click the Avaya Agent for Desktop tray icon and select **Configuration**. The system then displays the Avaya Agent for Desktop Configuration window.

Related links

[Avaya Agent for Desktop settings](#) on page 34

[Adding a greeting message](#) on page 36

[Removing a greeting message](#) on page 37

[Changing the order of a greeting message](#) on page 37

[Greetings tab field descriptions](#) on page 37

Adding a greeting message

Before you begin

In the system tray, right-click the Avaya Agent for Desktop icon and select **Configuration**. The system displays the Avaya Agent for Desktop Configuration 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 Configuration window, select the **Greetings** tab.
2. Click the **Add** icon.
3. Double-click the **Rule Name** field and type the name of the greeting message.
4. Double-click the **VDN Name** 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** 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. In the **Duration** field, click the **Settings** icon to start recording or uploading a greeting message.
7. In the **Greeting** dialog box, click **Add** to add a new audio message.
8. To record an audio file, select an entry from the **Greetings List** and click the **Record** icon.
9. To rename an audio file, select the file and double-click the file to edit the file name.
10. (Optional) Click the **Play** icon to listen to the recording.

To upload an audio file for a greeting message, select an entry from the **Greetings List** and click **Browse** and upload a new audio file.
11. To remove an audio file from the **Greetings List**, select an entry from the list and click the **Delete** icon.
12. Click **Yes** to confirm deletion.

13. To activate an audio file for a greeting message, from the **Greetings List** section, select an audio file.
14. Click **Save** to save the audio file configuration.
15. Click **Save** to save the greeting message configuration.

Related links

[Greetings configuration](#) on page 35

Removing a greeting message**Before you begin**

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

Procedure

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

Related links

[Greetings configuration](#) on page 35

Changing the order of a greeting message**Before you begin**

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

Procedure

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

Related links

[Greetings configuration](#) on page 35

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	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 triggered for "Avaya1VDN", "Avaya2VDN" and similar.
Auto Play	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: <ul style="list-style-type: none"> • 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 the file name of the active audio file.
Duration	This field displays the duration of the recorded audio greeting.

Icon	Name	Description
	Add	Add a new greeting to the greetings table.
	Remove	Remove a greeting from the greetings table.
	Move upward	Move the selected greeting upward in the greetings table.

Table continues...

Icon	Name	Description		
	Move downward	Move the selected greeting downward in the greetings table.		
	Settings	<p>Click to record or upload a an audio files.</p> <p>The settings button appears when the cursor is hovered over an entry in the greeting list.</p> <p>Audio settings dialog box field descriptions.</p> <ul style="list-style-type: none"> • Add (	Play	<p>Plays an existing greeting message.</p> <p>The play button appears when the cursor is hovered over an entry in the greeting list.</p>

Related links

[Greetings configuration](#) on page 35

Chapter 3: Using Avaya Agent

Managing the contact list

Use the Contact List 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
- Selecting to display all the contacts, the favorite contacts, or the contacts marked for Speed Dial
- Searching for a contact by name or by phone number

Related links

[Viewing contacts](#) on page 40

[Adding a contact](#) on page 41

[Editing contacts](#) on page 41

[Removing a contact](#) on page 42

[Avaya Agent user interface](#) on page 24

Viewing contacts

Procedure

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

The system displays the Contact List window.

 **Note:**

You can also view the LDAP contacts in the Contact List 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 first name, in ascending order, click the **First Name** header once. To sort the contacts in descending order, click the **First Name** header a second time.

3. To select the type of contacts to display, select one of the following tabs:
 - **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 search for a contact, type the name or the phone number in the **Search** field.

Related links

[Managing the contact list](#) on page 40

[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 40

[Avaya Agent user interface](#) on page 24

Editing contacts

Procedure

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

The system displays the Contact List window.
2. In the Contact List window, perform one of the following actions:
 - Right-click the contact and select **Edit**.
 - Double-click the contact.

3. Edit the contact information.
4. Click **Save**.

Related links

[Managing the contact list](#) on page 40
[Avaya Agent user interface](#) on page 24

Removing a contact

Procedure

1. In the top bar, click the **Contacts** button.
The system displays the Contact List window.
2. Select the contact.
3. Click the - button.
4. Click **Save**.

Example

Related links

[Managing the contact list](#) on page 40
[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 43

[Making a call using Speed dial](#) on page 43

[Making a call using the Contact List](#) on page 44

[Using headset buttons for handling calls](#) on page 44

[Making a call using a click-to-dial feature](#) on page 45

[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.
2. Press **Enter**.

You can also click the **Call Action** button located on the left of the text input field and select **New call** after you type the destination number.

Related links

[Handling calls](#) on page 42

[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 the Speed Dial feature, perform the following actions:

Procedure

1. On the action bar, click the **Call Action** button next to the text input field.
2. Move the cursor to the contact in the Speed Dial list.
3. Select **Call**.

Related links

[Handling calls](#) on page 42

[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 top bar, click the **Contacts** button.
The system displays the Contact List window.
2. Click the **Call Action** button next to the contact number.
3. Select **Call**.

Related links

[Handling calls](#) on page 42

[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 42

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 42

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 using the Contact List](#) on page 46

[Transferring calls using Speed Dial](#) on page 46

[Transferring calls using the text input field](#) on page 47

[Avaya Agent user interface](#) on page 24

Transferring calls using the Contact List

About this task

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

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

Procedure

1. In the top bar, click the **Contacts** button.
The system displays the Contact List window.
2. Click the **Call Action** button next to the contact number.
3. Select **Transfer to**.

The system transfers the call to the selected contact.

Related links

[Making call transfers](#) on page 46

[Avaya Agent user interface](#) on page 24

Transferring calls using Speed Dial

About this task

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

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

Procedure

1. In the active call cell, click the **Call Action** button next to the text input field.

2. Move the cursor to the contact in the Speed Dial list.
3. Select **Transfer to**.

The system transfers the call to the selected contact.

Related links

[Making call transfers](#) on page 46

[Avaya Agent user interface](#) on page 24

Transferring calls using the text input field

About this task

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

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

Procedure

1. Type the destination number.
2. Click the **Call Action** button.
3. Select **Transfer to**.

The system transfers the active call to the destination number.

Related links

[Making call transfers](#) on page 46

[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 using the text input field](#) on page 48

[Creating a conference using the contact list](#) on page 48

[Creating a conference using the speed dial list](#) on page 49

[Avaya Agent user interface](#) on page 24

Creating a conference using the text input field

About this task

Avaya Agent for Desktop provides you options to create conferences in different ways, such as using call history or the text input field located on the action bar. You can also transfer a call using the call history.

To create a conference using the text input field located on the action bar, perform the following actions when you have an active call:

Procedure

1. Type the contact number to add to the conference.
2. Click the **Call Action** button.
3. Select **Conference with**.

The system adds the number you entered at Step 1 to the conference.

Next steps

To control the conference, use the **Drop** and **Hold** buttons as follows:

- **Drop**: Drop a participant from a conference call or drop the conference call itself.
- **Hold/Unhold**: Put an active conference call on hold or to return to a conference call on hold.

You can also control the conference using the **Call Action** button.

Related links

[Creating conferences](#) on page 47

[Avaya Agent user interface](#) on page 24

Creating a conference using the contact list

About this task

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

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

Procedure

1. In the top bar, click the **Contacts** icon.
2. In the Contact List, move the cursor to the number that you must add to the conference.
3. Click the **Call Action** button.
4. Select **Conference with**.

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

Next steps

To control the conference, use the **Drop** and **Hold** buttons as follows:

- **Drop**: Drop a participant from a conference call or drop the conference call itself.
- **Hold/Unhold**: Put an active conference call on hold or to return to a conference call on hold.

You can also control the conference using the **Call Action** button.

Related links

[Creating conferences](#) on page 47

[Avaya Agent user interface](#) on page 24

Creating a conference using the speed dial list

About this task

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

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

Procedure

1. Click the **Call Action** button.
2. Select a contact from the Speed Dial list.
3. Select **Conference with**.

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

Next steps

To control the conference, use the **Drop** and **Hold** buttons as follows:

- **Drop**: Drop a participant from a conference call or drop the conference call itself.
- **Hold/Unhold**: Put an active conference call on hold or to return to a conference call on hold.

You can also control the conference using the **Call Action** button.

Related links

[Creating conferences](#) on page 47

[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. The dial pad also provides quick access to other features, such as redial, changing the agent state, changing the ready mode, and releasing the call.

Procedure

1. In the top bar, click the **DialPad** button.
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 **Enter**.

 **Note:**

If you use the dial pad to enter a number for a call transfer or for adding a number to a conference, click the **Call Action** icon in the action bar and select **Transfer** or **Conference**.

5. (Optional) Click **Feature Buttons** to display other features of the dial pad, such as:
 - **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
 - **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 Dialpad window, click the **X** button located in the top right corner.

Related links

[Avaya Agent user interface](#) on page 24

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**: whether the call was incoming, outgoing, or cancelled by the caller
- **Name**: the name of the contact
- **Phone**: the phone number of the contact
- **Date - Time**: the date and time of the call
- **Duration**: the duration of the 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 51

[Making a call from the Call History window](#) on page 52

[Removing an entry from the call history](#) on page 52

[Avaya Agent user interface](#) on page 24

Viewing the call history

Procedure

1. In the top bar, click the **History** button.
The system displays the Calls History 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, 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.

Related links

[Managing the call history](#) on page 51

[Avaya Agent user interface](#) on page 24

Making a call from the Call History window

Procedure

1. In the top bar, click the **History** button.
2. In the Calls History window, move the cursor to the phone number of the contact.
3. Click the **Call Action** button and select **Call**.

Related links

[Managing the call history](#) on page 51

[Avaya Agent user interface](#) on page 24

Removing an entry from the call history

Procedure

1. In the top bar, click the **History** button.
2. In the Calls History window, select the entries to delete.
3. Perform one of the following actions:
 - Right-click the entry and select **Delete**.

- In the bottom left corner of the Calls History window, click the bin icon and select **Remove selected**.

Related links

[Managing the call history](#) on page 51

[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. When you click the MWI button, the system dials the voice mailbox number configured for the host agent. Avaya Agent for Desktop supports 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 Desktop as 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 Desktop interface 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. Coach: listen-only: Supervisor could only hear the talk between the agent and the customer.
 - b. Coach: 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. Coach: listen-only: Supervisor could only hear the talk between the agent and the customer.
 - b. Coach: listen/talk: Supervisor could also talk and the agent and the customer will hear the supervisor.
 - c. Coach: 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 extension 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 extension 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.

Related links

[Using the supervisor feature](#) on page 56

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 55

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
	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

Table continues...

	Offline	Offline	
	Unknown	Unknown	

Related links

[Viewing the Presence feature](#) on page 59

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.

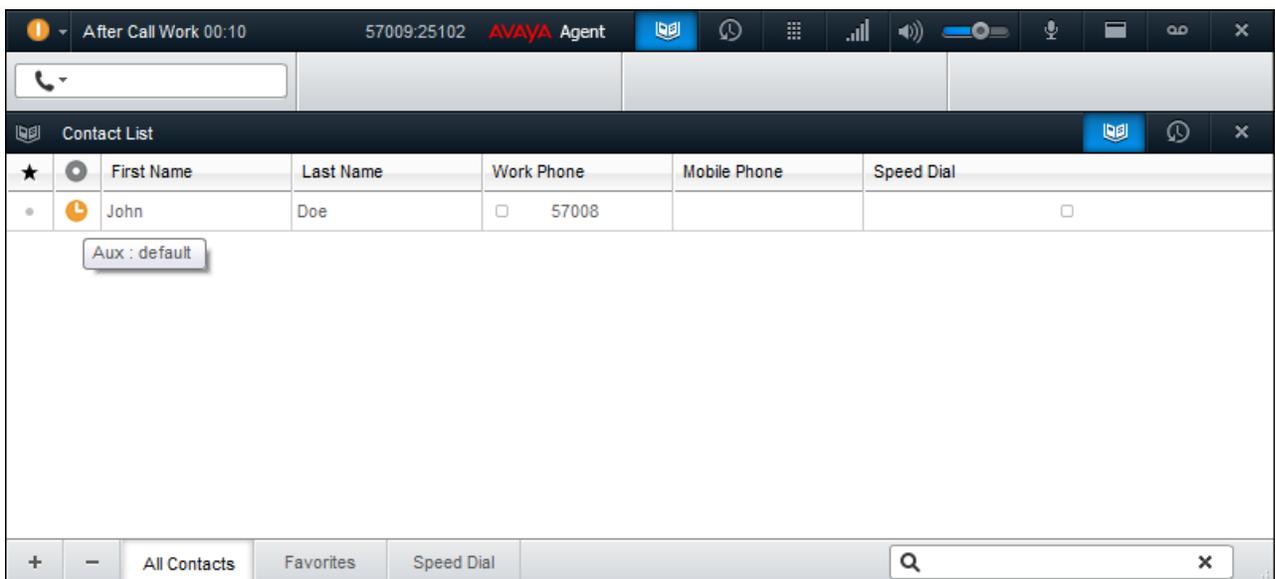
* Note:

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 configuration settings and configure SIP endpoint for Presence Services

Procedure

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

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



Using Avaya Agent

Related links

[Avaya Agent for Desktop Presence feature overview](#) on page 57

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 Desktop is a client application for a contact center agent, which Avaya 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	<p>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:</p> <ul style="list-style-type: none">• 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.

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