

Farlon Agent Desktop

for Cisco UCC

Quick Reference Guide | EN

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Farlon Agent Desktop Version 2.6

Introduction

This Quick Reference Guide will make it fast and easy for Farlon Agent Desktop users to handle calls using keyboard shortcuts.

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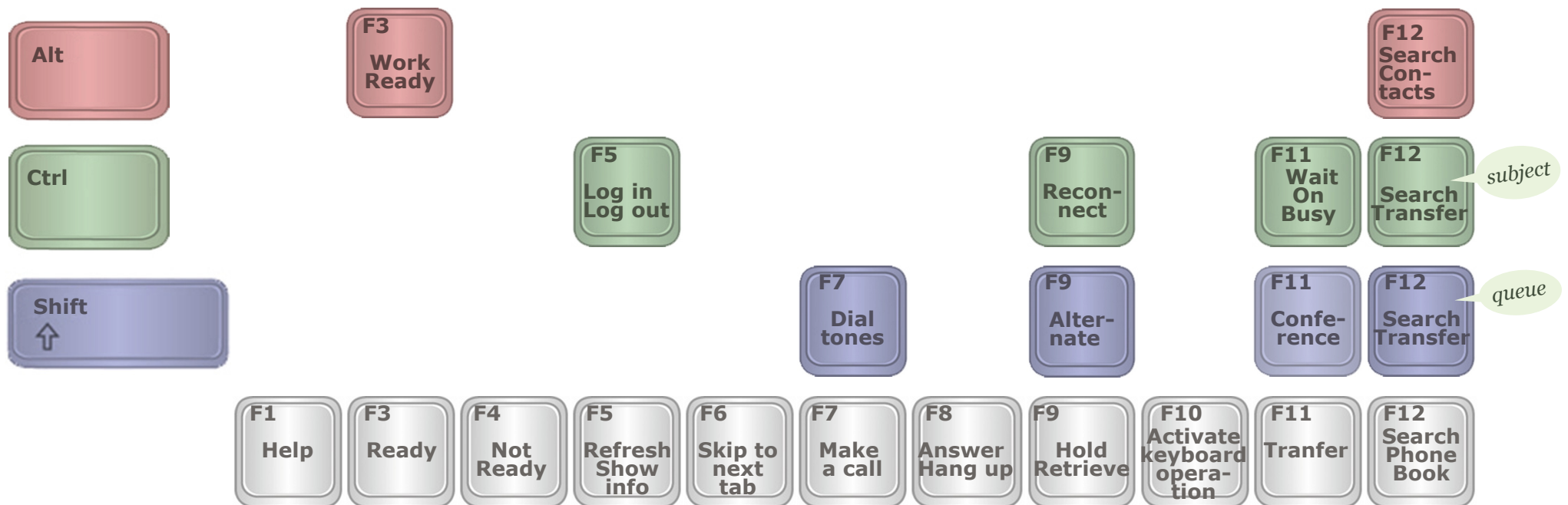
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Universal Keyboard Shortcuts

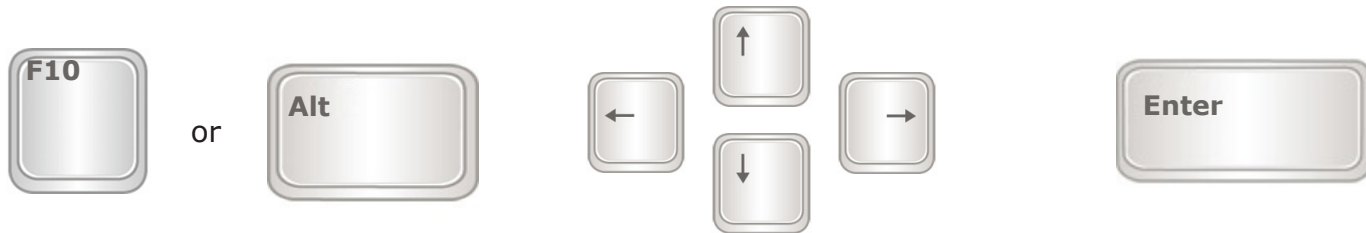
You can use universal keyboard shortcuts in any window or tab.

The grey shortcut keys are used alone. The red, green and purple shortcut keys are used in combination with Alt, Ctrl and Shift.

For example: press F3 to change your status to Ready or press Alt + F12 to search in the Contacts tab.



Tabs and Buttons Keyboard Operation



Enable and disable the Farlon Agent Desktop's keyboard operation

You can jump between tabs and function buttons when the keyboard operation is active

Activate the highlighted function button

Remember to disable tabs and buttons keyboard operation to use universal shortcuts again.

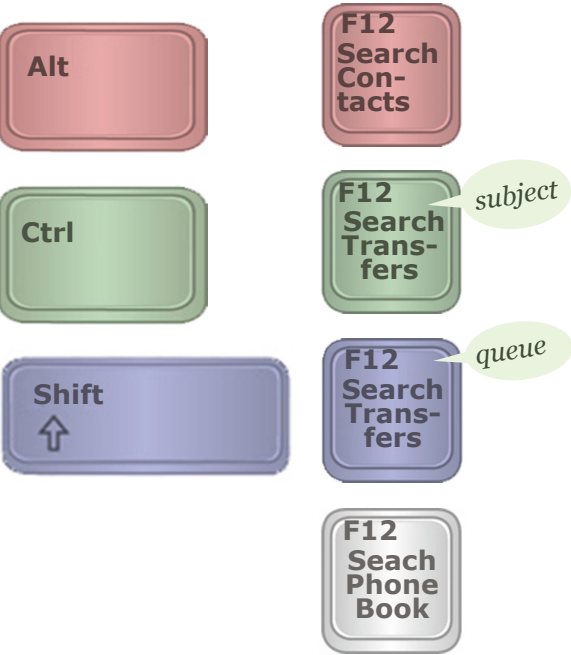
Navigation and Support Shortcuts



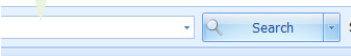
Search Procedures

For Transfers, Phone Book and Contacts tab.

Press the Search button to begin searching the Transfers, Contacts and Phone Book tabs. You can also use universal keyboard shortcuts.



Enter the wildcard character * in the search box to show all search results



Wildcard search

Character	Description	Example	Search result
*	Match one or more characters	pe*	Finds all words starting with pe like Peter, Pedro or Penelope

Wildcard character * can be placed before, inside, or after a keyword.

Or search

Character	Description	Example	Search result
&	OR operator	john &jane	Finds all results containing John or Jane

Separate keywords with a space for a combined search.

For example, when you enter "John Doe" the search results will contain both keywords.

Phonetic search

Phonetic search means you can enter a keyword the way it is pronounced. For example, a search for Petersen will generate search results including all phonetic variants of this name: Pedersen, Peterson, Petterson and of course Petersen.

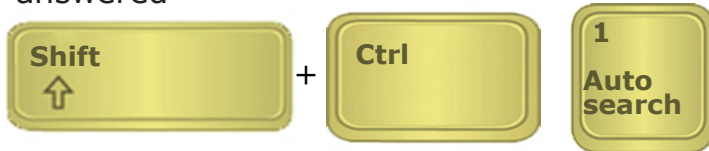
To disable phonetic search, append an exclamation mark ! before the search word. For example, if you enter !peter, search results will only include exact matches, not variations of the name.

Phonetic search will not be performed on a keyword with less than 4 characters or in combination with the wildcard character *.

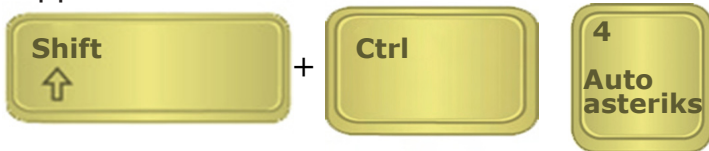
Search and Transfer Shortcuts

For Transfers, Phone Book and Contacts tab.

Jump to the search field in the Phone Book tab when a call is answered



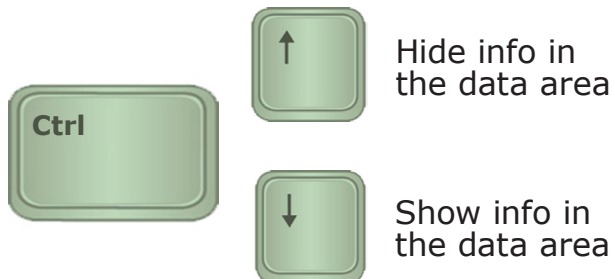
Append a wildcard * to each search word



Search while typing a search word



Automatically place a call on hold during a transfer or search



Your specific role in the contact center will determine which shortcut key will control each transfer type.

	Agent	Attendant
Enter	Consulted transfer	Direct transfer via Wait on Busy
Shift + Enter	Direct transfer	Direct transfer
Ctrl + Enter	Consulted conference	Consulted conference
Ctrl + Enter	Direct transfer via Wait on Busy	Consulted transfer
Shift + Ctrl + Enter		

Phone Book

Employee Search

Ctrl

A

All fields

N

Name, title & firm

L

Name, title, firm and location

D

Department

Activate the shortcut keys by entering a word in the search field.

Drill-Down search. New search for employees that have a specific relation to a highlighted employee.

Alt

1

With same title

2

Same department

3

With same address

4

In same room

5

Forwarded to

Home

→

Show the next drill-down result

←

Show the previous drill-down result

Show the first Drill-Down search result

Messages

Alt

F5

Create a new message

F6

Retrive recipient info

F7

Send the selected message

F8

Close the selected message

Consulted Transfer

Ctrl

P

Call a phone number

M

Call a mobile number

H

Call a home number

Shortcuts are also available in the Contacts tab. Mark an employee or a contact information field to activate the shortcut keys.

W

Show a web page

E

Send E-mail

Open attached link

Web Browser



Jump up to the Web Browser tab



Move from one web page to an other



Return to web page data area

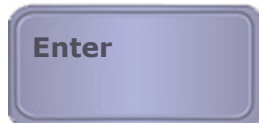
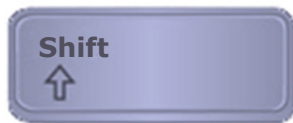


Move a web page up and down

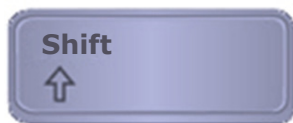
After opening



Return to previos view



Close the web page



Close the web page and return to the previos view

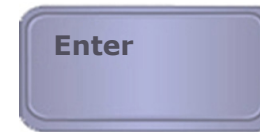
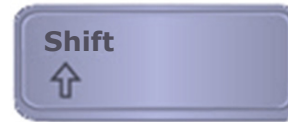
Call List

The action taken depends on the call state:

Talking
Hold
Dialing
Alerting



Hold / Alternate
Retrieve / Alternate
Hang up / Reconnect
Answer

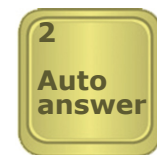


Terminates a call with the *Talking* state

Auto Answer will cause incoming calls to be answered automatically



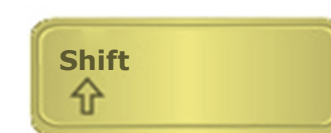
+



Supervisor assistance



+



Index

Activates a column where a shortcut key has been assigned.

- Call to a home number
- Call to a mobile number
- Call to a phone number
- Send an E-mail
- Show the attached web page

Activate Farlon Agent Desktop

Enable/Disable keyboard operation

- Activate a function button
- Jump between tabs and pushbuttons

Answer an incoming call

Alternate

Auto answer

Auto search

Bad line

Conference

Consulted transfer (Agent)

Consulted transfer (Attendant)

Dial

Dial tones

Direct conference

Direct transfer

Direct transfer via Wait-on-Busy, Agent

Direct transfer via

Wait-on-Busy, Attendant

Drill-Down search

- With same title
- In same department
- With same address
- In a same room
- Forwarded to
- Show the first search result
- Show the next search result
- Show the previous search result

Emergency call to your supervisor

Edit field

Hang up

Help

Ctrl + A-Z

Ctrl + H

Ctrl + M

Ctrl + P

Ctrl + E

Ctrl + W

Ctrl + Shift + S

Alt or F10

Enter

← → ↑ ↓

F8 or Enter

Shift + F9 or Enter

Ctrl + Shift + 2

Ctrl + Shift + 1

Ctrl + Shift + F8

F11

Enter

Ctrl + Shift + Enter

F7

Shift + F7

Ctrl + Enter

Shift + Enter

**Ctrl + Shift + Enter
or Ctrl+F11**

Enter or Ctrl+F11

Alt + 0-9

Alt + 1

Alt + 2

Alt + 3

Alt + 4

Alt + 5

Alt + Home

Alt + →

Alt + ←

Ctrl + Shift + F6

F2

F8 or Shift + Enter

F1

Hide info

Hold

Log in

Log out

Messages

- Create a new message
- Send the selected message
- Close the selected messages
- Retrieve recipient information for the selected message

Next tab

Next window

Not Ready

Previous tab

Previous window

Ready

Reconnect

Refresh / Show info

Retrieve

Narrow down search results

- Search in all fields
- Search in name, title and firm
- Search in name, title, firm & location
- Search in department

Search in the Contacts tab

Search for queue in the Transfers tab

Search for subject in the Transfers tab

Search in the Transfers tab, show all

Search in the Phone Book tab

Show info

Supervisor assistance

Support request

Transfer

Web Browser

- Close webpage
 - Close web page and return to the previous view
 - Return to previous view
 - Return to web page data area
- Work, Ready

Ctrl + ↑

F9 or Enter

Ctrl + F5

Ctrl + F5

Alt + F5

Alt + F7

Alt + F8

Alt + F6

F6

Tab

F4

Shift + F6

Shift + Tab

F3

Ctrl + F9 or Enter

F5

F9 or Enter

Ctrl + A

Ctrl + N

Ctrl + L

Ctrl + D

Alt + F12

Shift + F12

Ctrl + F12

*** numerical keyboard**

F12

Ctrl + ↓

Ctrl + Shift + F6

Ctrl + Shift + F7

F11

Shift + Enter

Shift + Esc

Esc

Tab

Alt + F3

Notes



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