# CS Queue - WebEx CC Desktop User Instructions

**COOK'S PEST CONTROL**

This guide provides step-by-step instructions on how to access and use WebEx CC Desktop to accept calls in the Customer Support Queue.
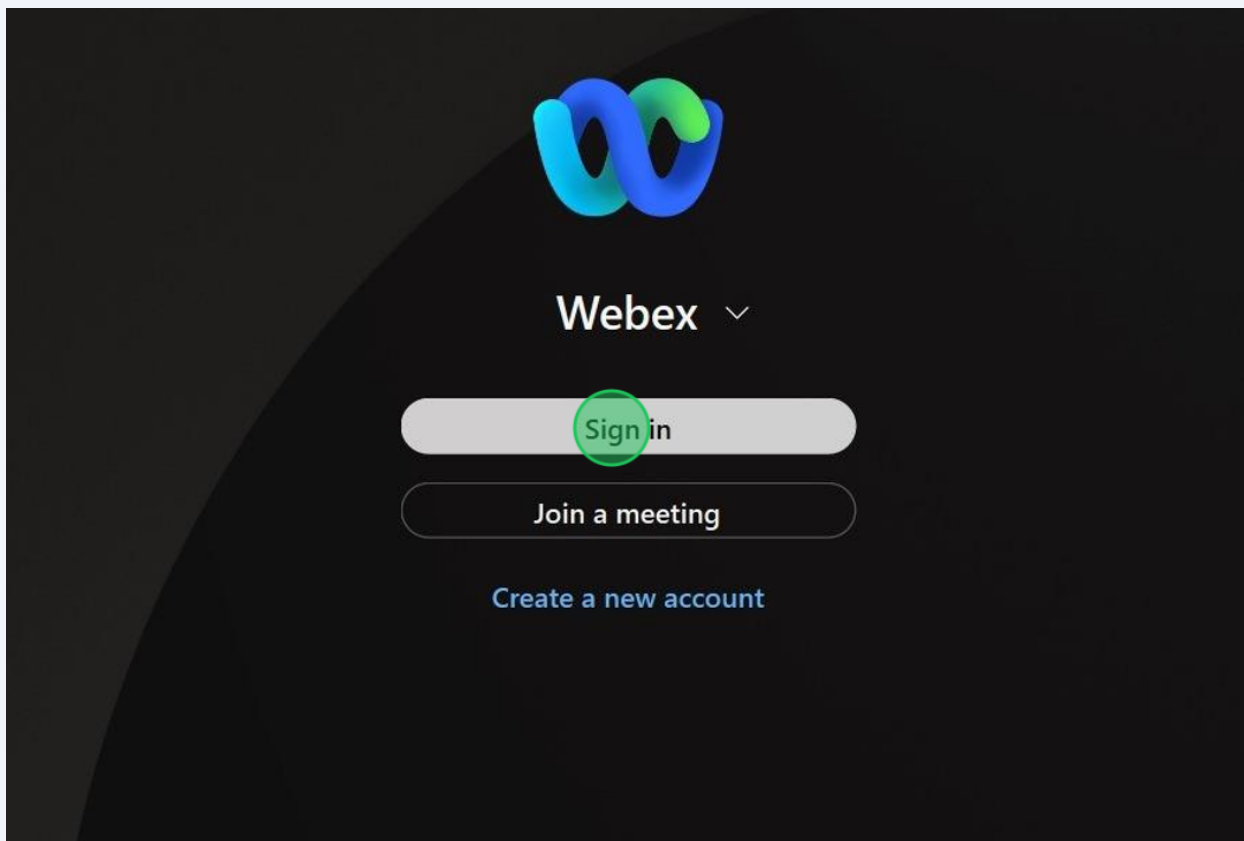
## Accessing the Customer Support Queue

> ⚠️ You must stay logged into both **WebEx** and **WebEx CC Desktop** to receive/make phone calls in the queue!
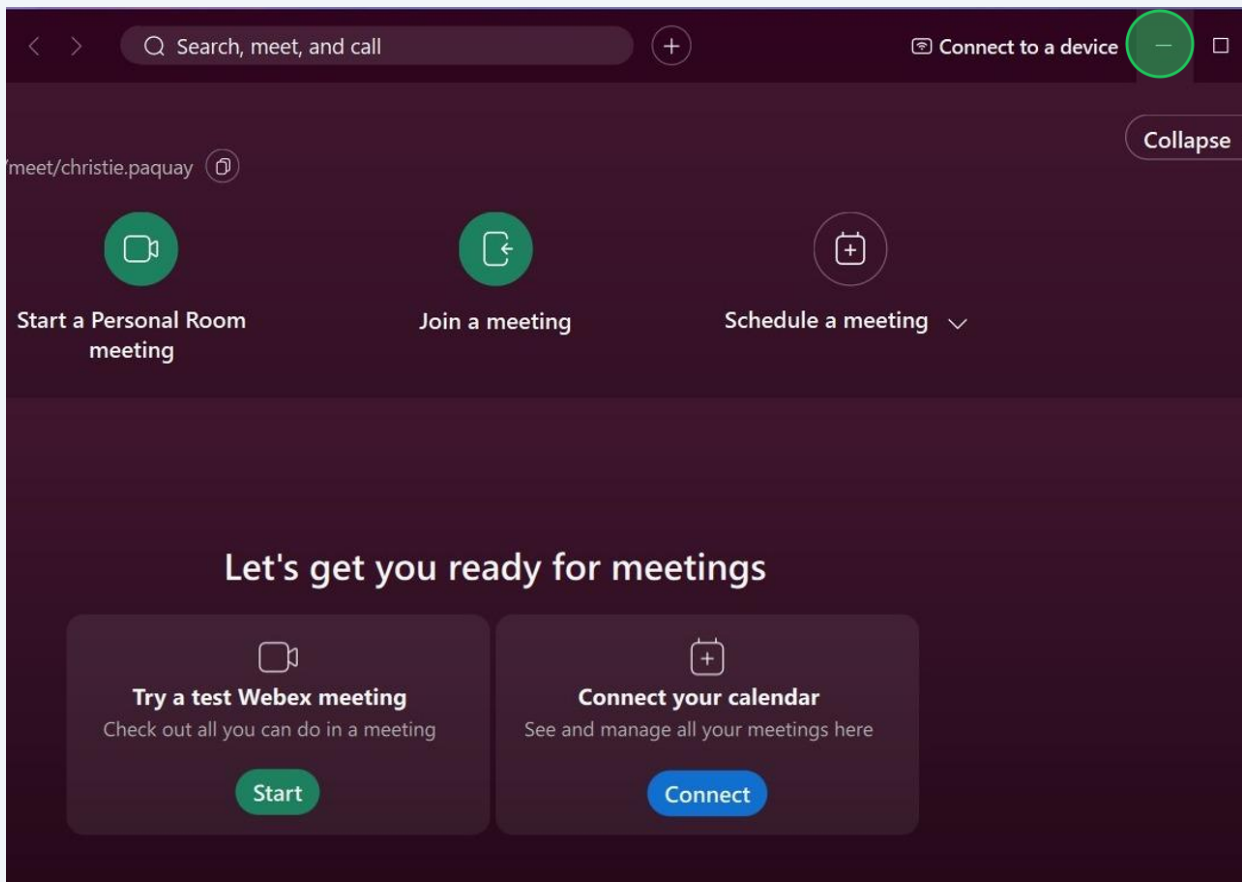
**1** Open **WebEx**.
Click the "*Sign in*" button.
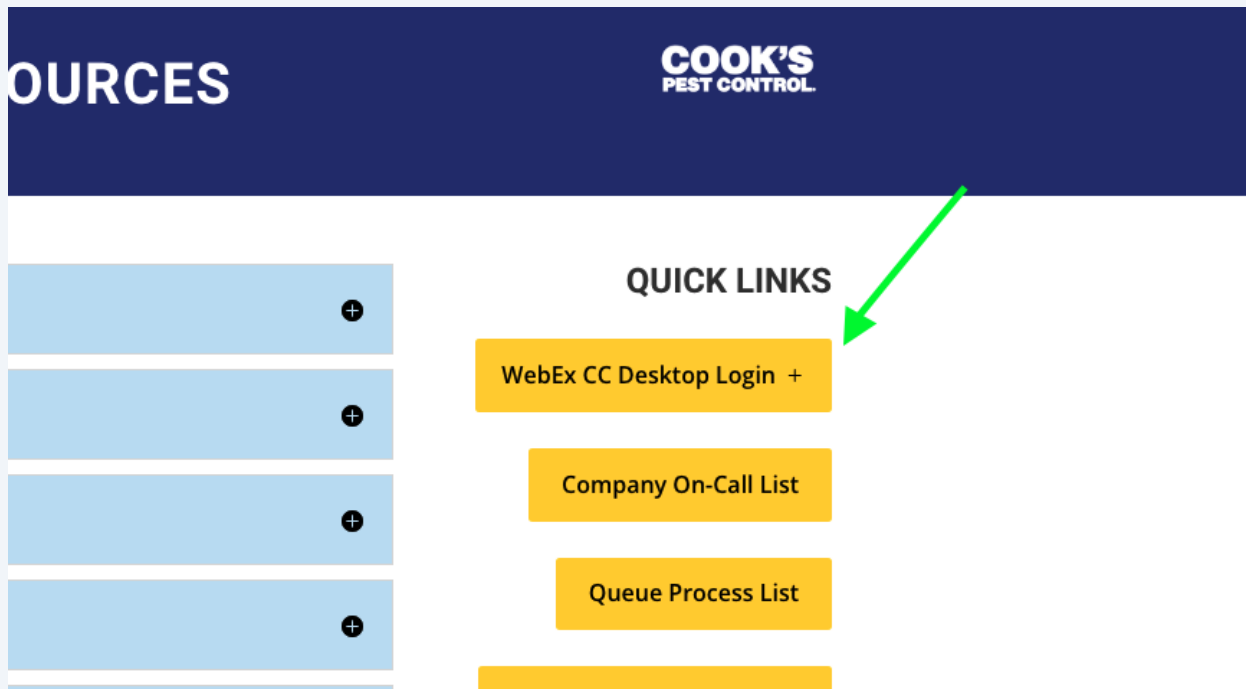Enter your Cook's email address and WebEx password.

**2** **MINIMIZE** WebEx by clicking the "-" in the top right corner.
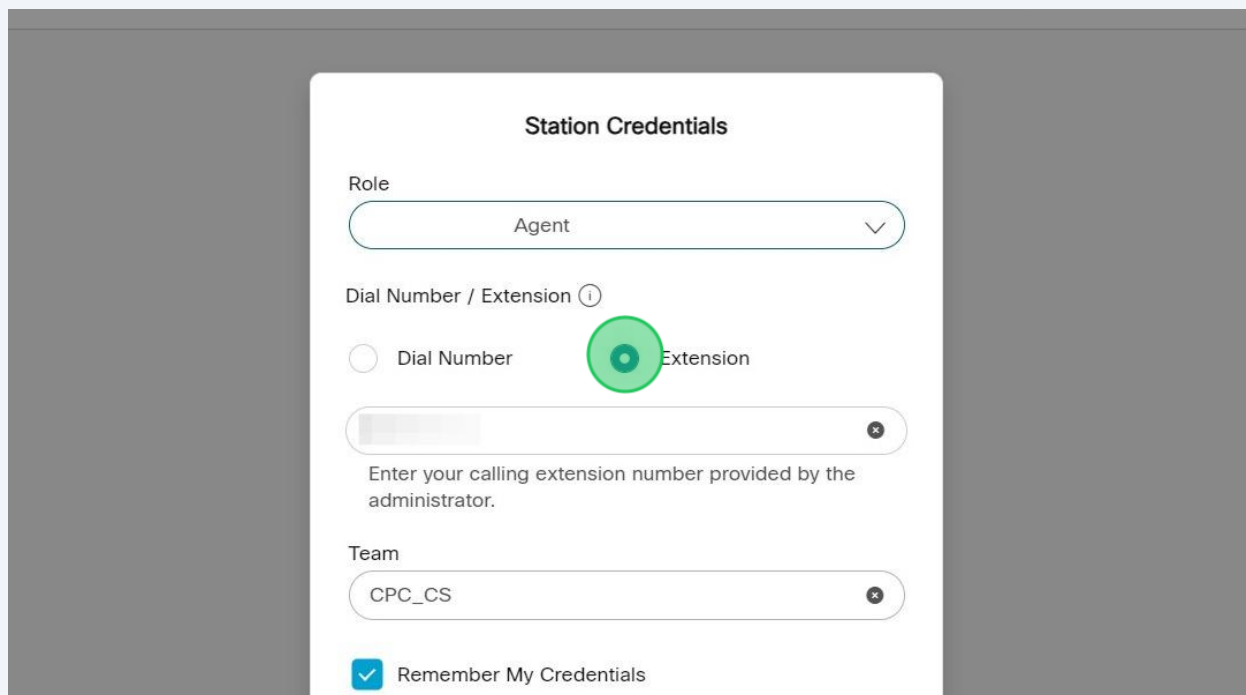(Do **NOT** click the "x" unless no longer taking calls in the queue.)

**3** Open **WebEx CC Desktop** using either the bookmark you saved in your browser or the Quick Link button available on the **CS Queue Resource Page**.



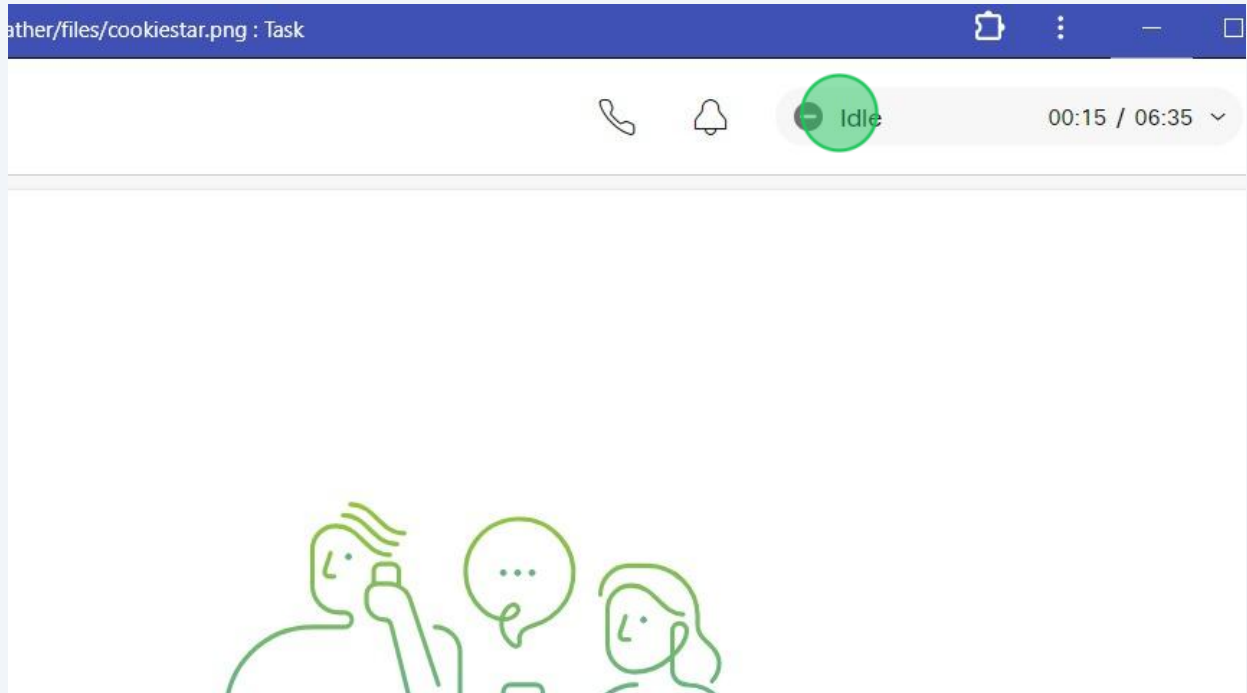**4** Make sure the "*Extension*" option is selected.

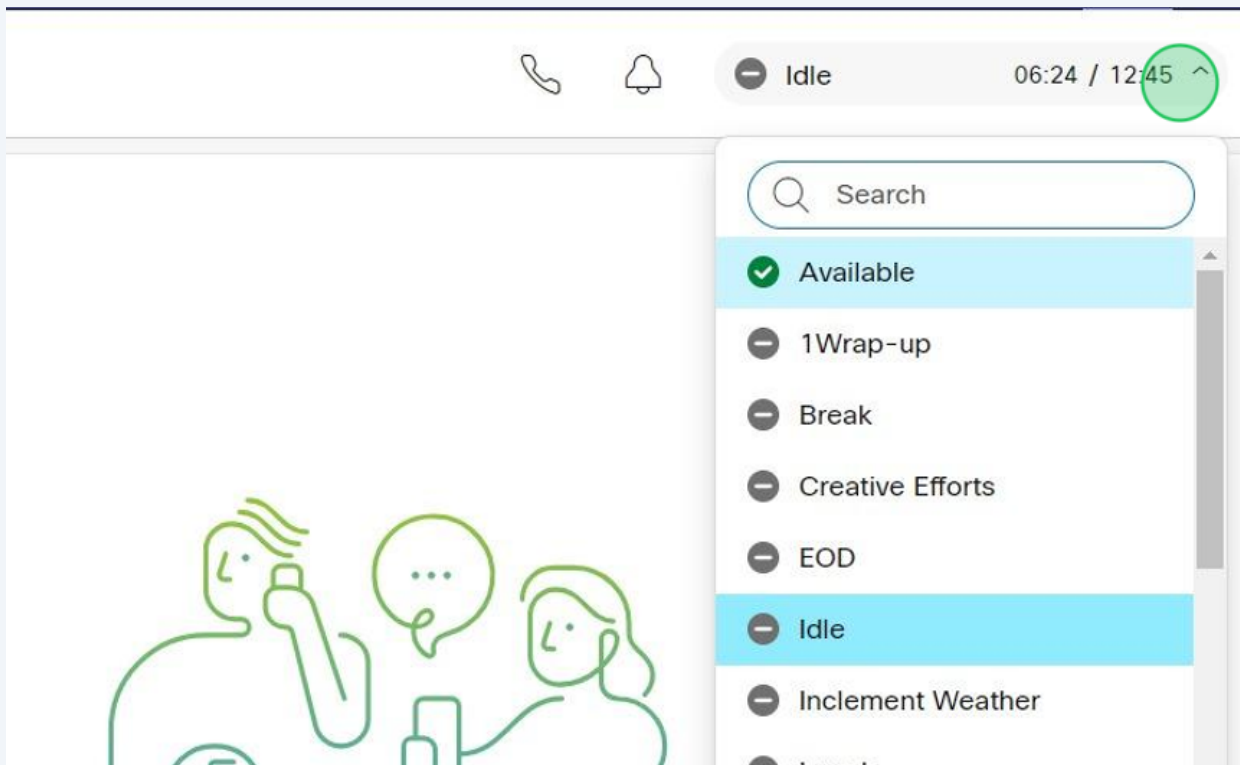> ⓘ  Click the checkbox next to "*Remember My Credentials*" to save these settings for future log-ins.
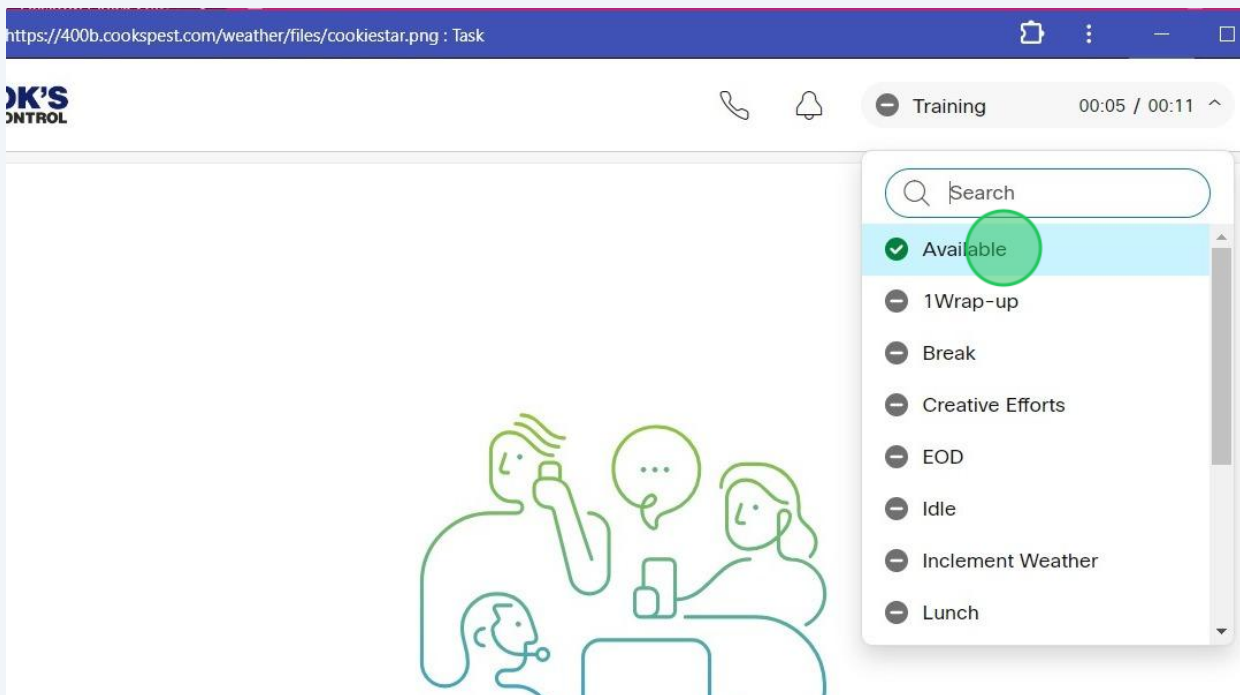
## Changing Status in the Queue

**5**  Once logged into WebEx CC Desktop, your status will be set to "*Idle*" by default.

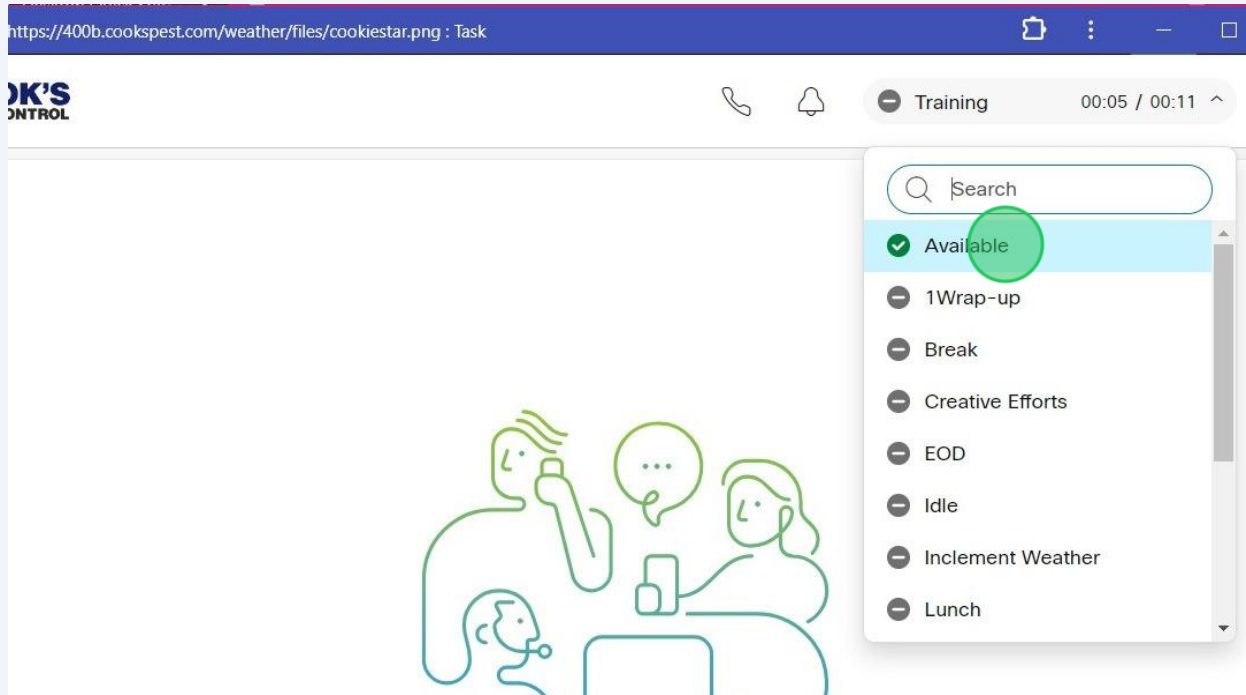**6**  To begin receiving calls in the queue, select "*Available*" from the dropdown menu.



**7**  If you will be **unavailable** to receive calls, select the status with the most accurate reason from the drop-down list to be taken out of call rotation.

**8**    Once you're **available** to receive calls again, select "*Available*" from the drop-down list to be added back to the call rotation.
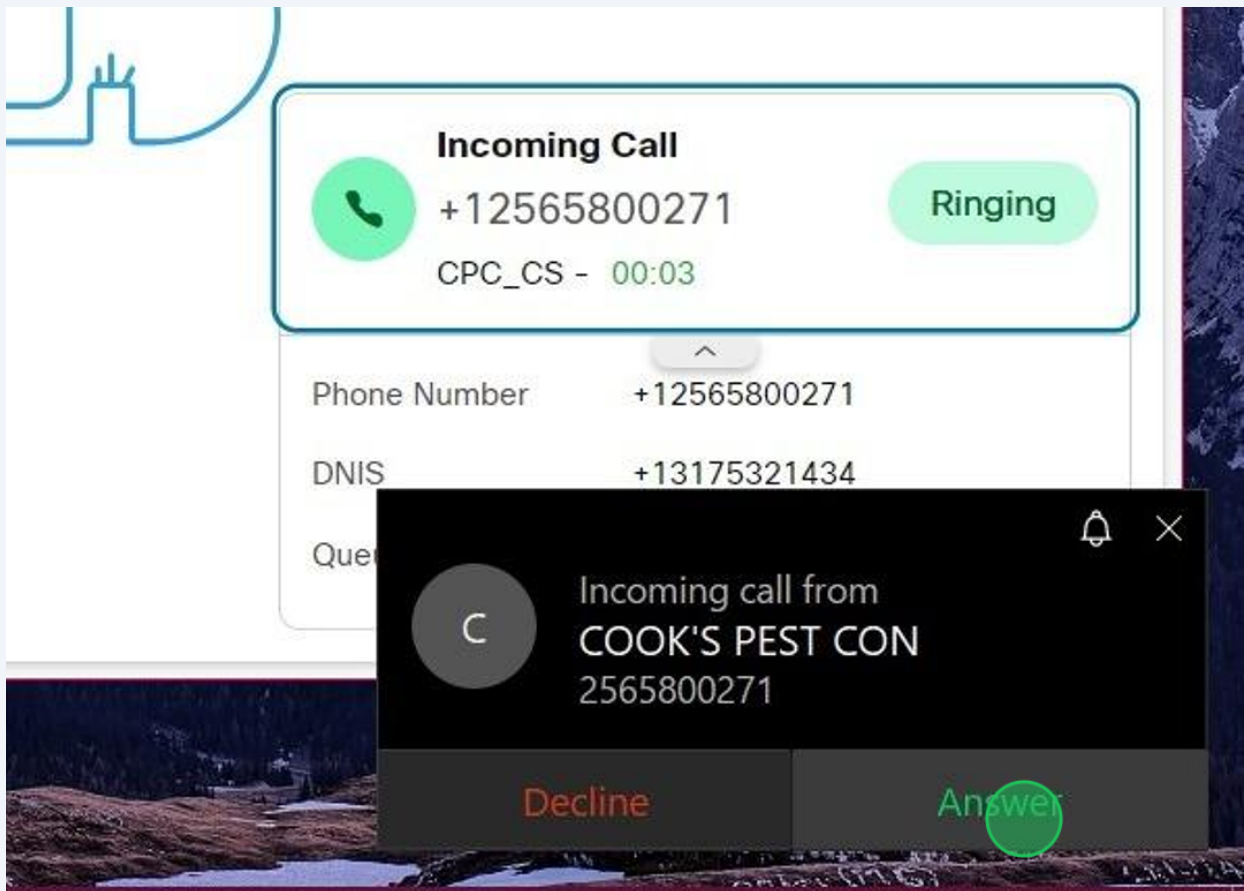


⚠️ Once you've ended a call, the queue will leave you **unavailable for 20 seconds**. After 20 seconds, your status will automatically change to "*Available***."**
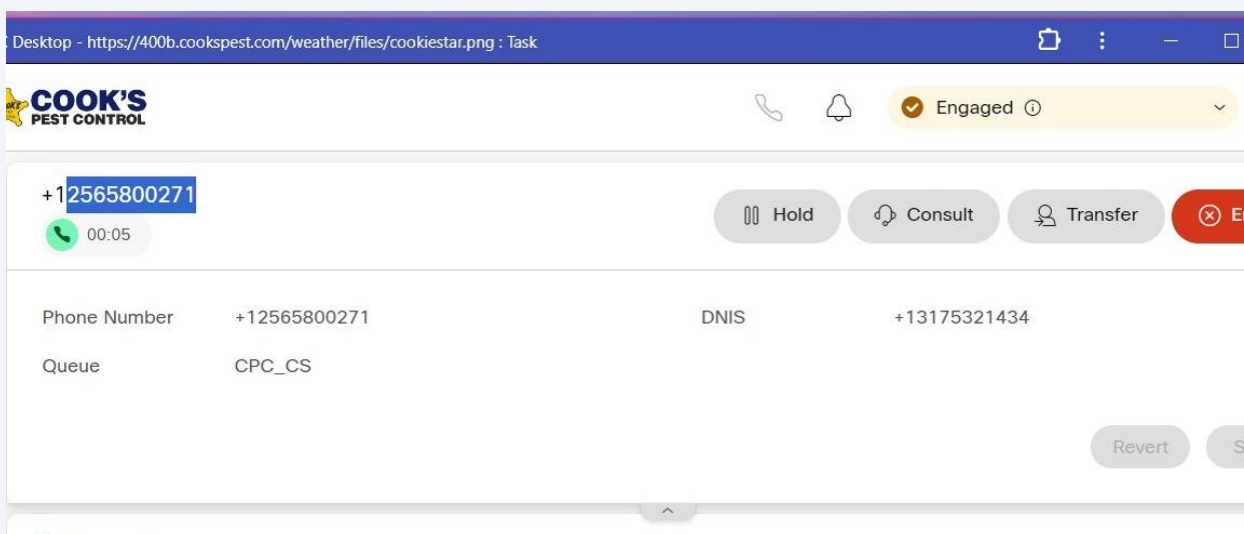
## Answering a Call in the Queue

**9** When you've been assigned a new call, a pop-up box will appear in the bottom right corner of your screen. **Click "*Answer*" to accept the call.**



**10** Immediately after accepting the call, **highlight and copy** the phone number shown in the call information inside of WebEx CC Desktop.

**11** Navigate to ServSuite in your browser, click the search parameter drop-down menu and select "*Phone#.*"

Paste the phone number in the "*Enter Criteria*" field to make the first attempt at locating the caller's account.
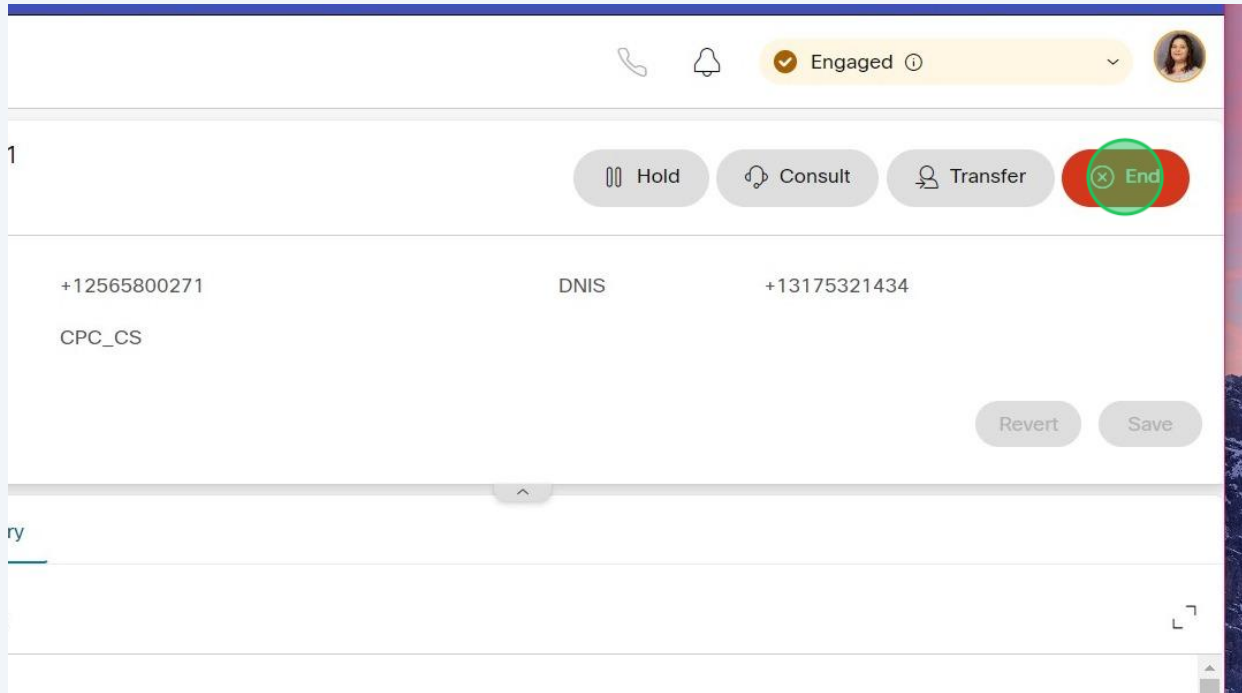


**12** **NOTE:** When you accept a call, a WebEx window will appear. **You can ignore or minimize this window.**

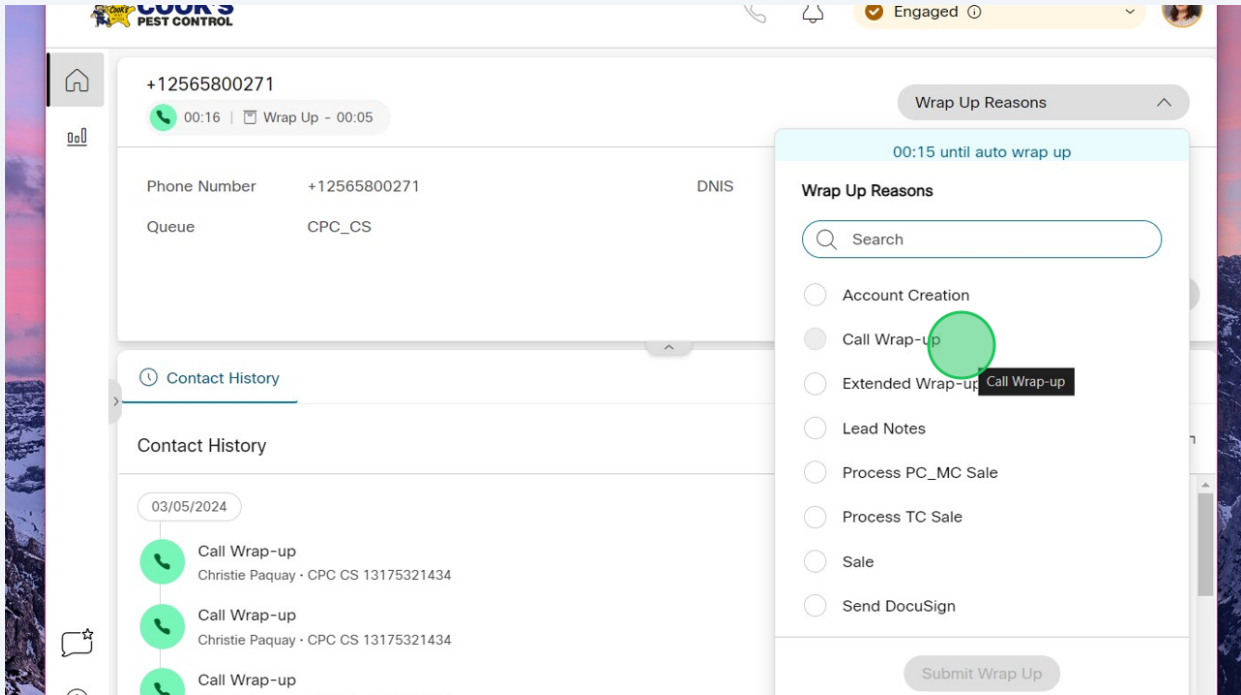*This window is only needed if you want to mute your microphone during the call.*
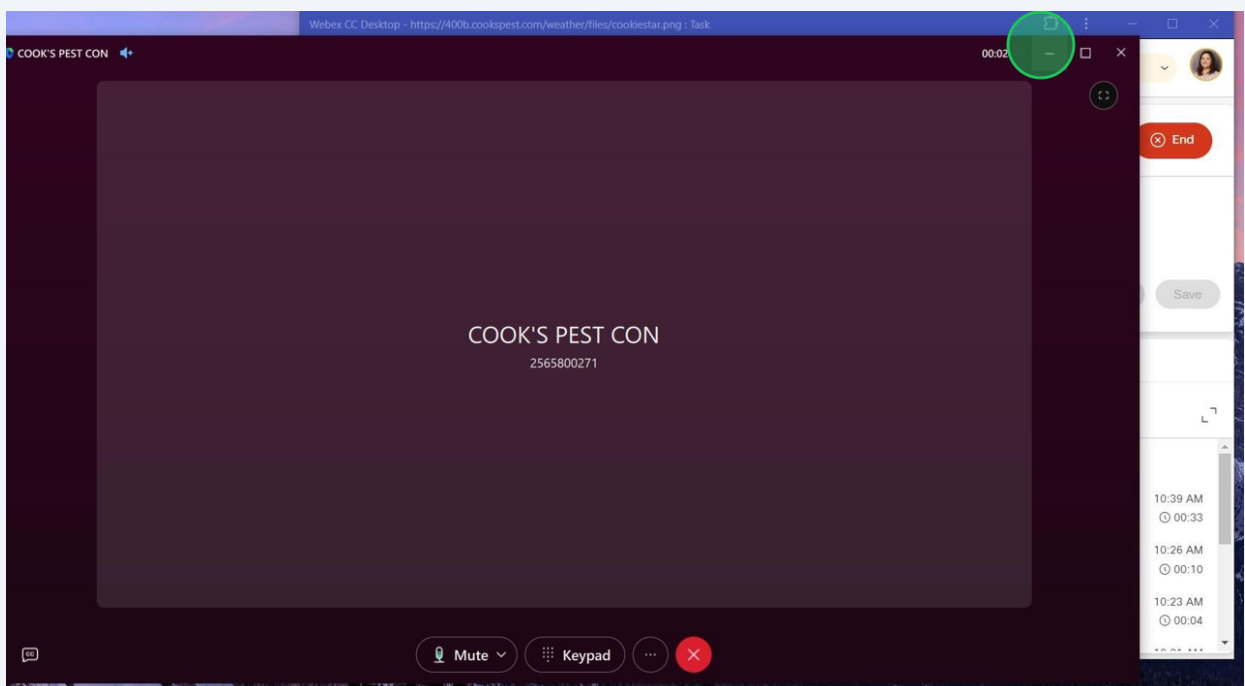
# End a Call & Submit Wrap Up Reason

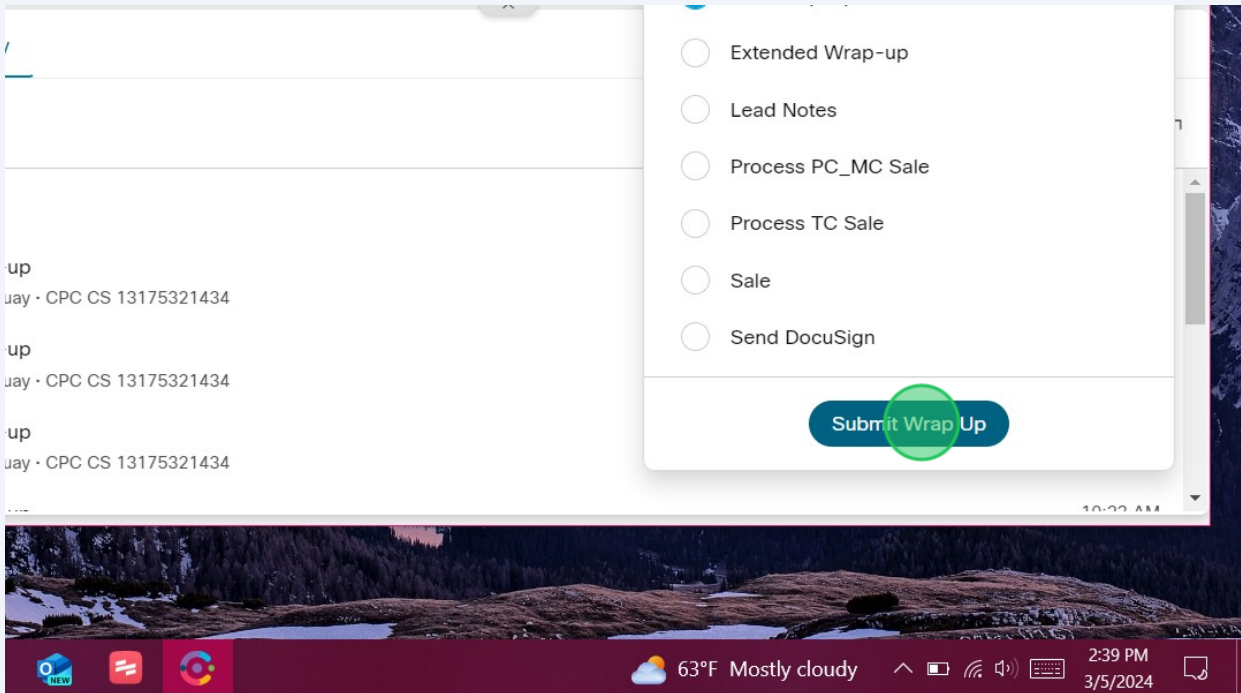**13** Once a call is complete, click the *"End"* button.

**14** After ending a call, a list titled "*Wrap Up Reasons*" will be shown. Select the reason that best represents the caller's reason for calling or the specific technical error that occurred while on the call.
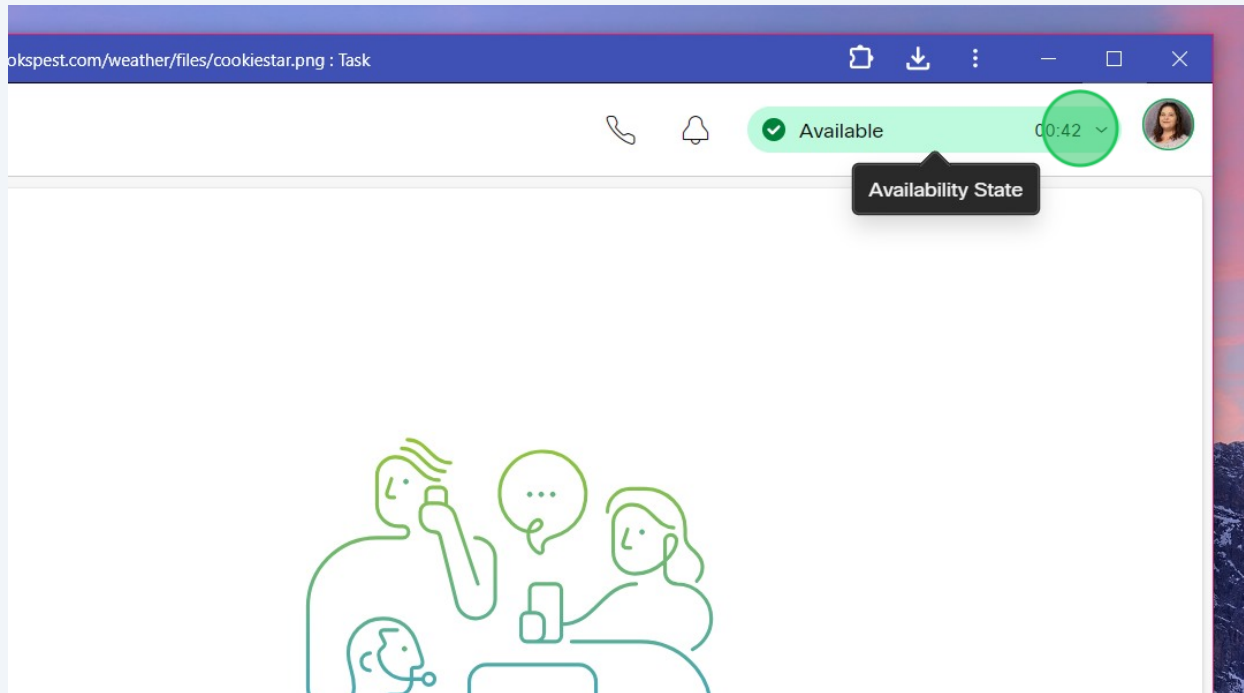


**15** Select the "*Submit Wrap Up*" button.

**16** You will be given 20 seconds to submit a Wrap Up Reason. After submitting a reason or after 20 seconds (whichever comes first), your status will automatically be changed to "*Available,*" adding you back into the call rotation.



# CONSULT/TRANSFER a Call Outside of the Queue

**17** Let the caller know that you'll need to place them on a brief hold while you connect them with a team member who can assist them.
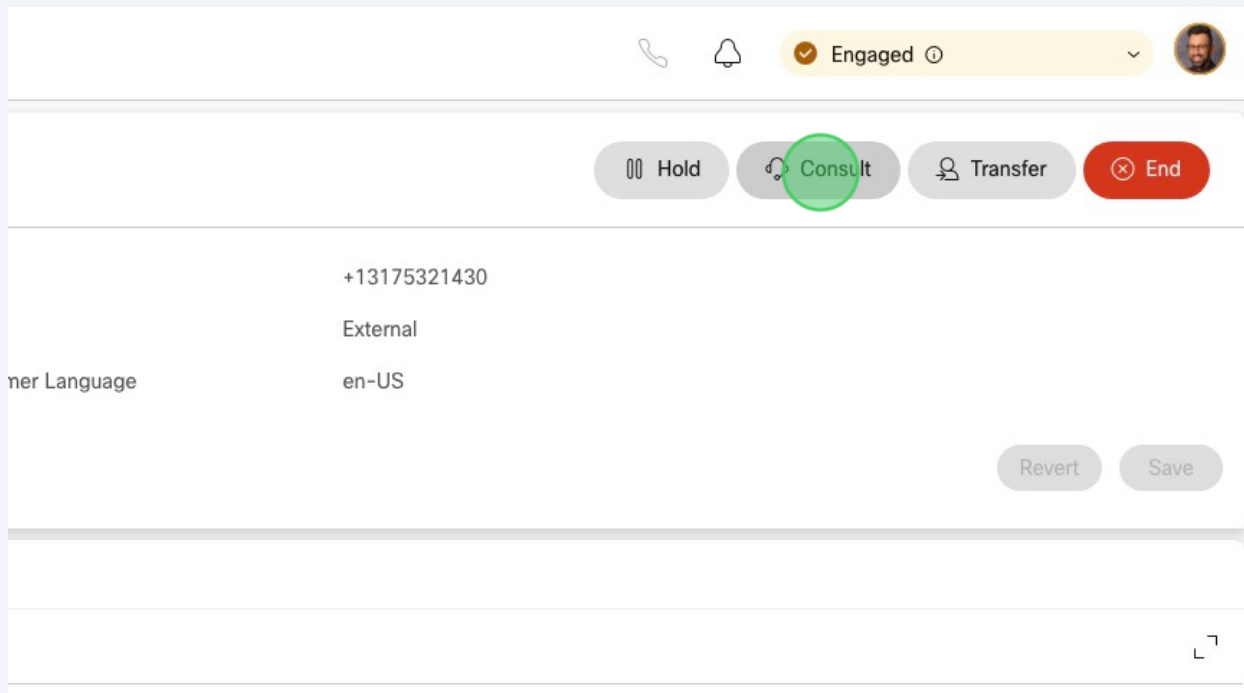
⚠ Get a good callback phone number from the caller by either asking for one **OR** by providing the last 4 digits of the phone number shown on the caller ID to verify this is the number they can be reached at in case the call is disconnected.

**18** Click the "*Hold*" button before selecting "*Consult*" to place them on hold.
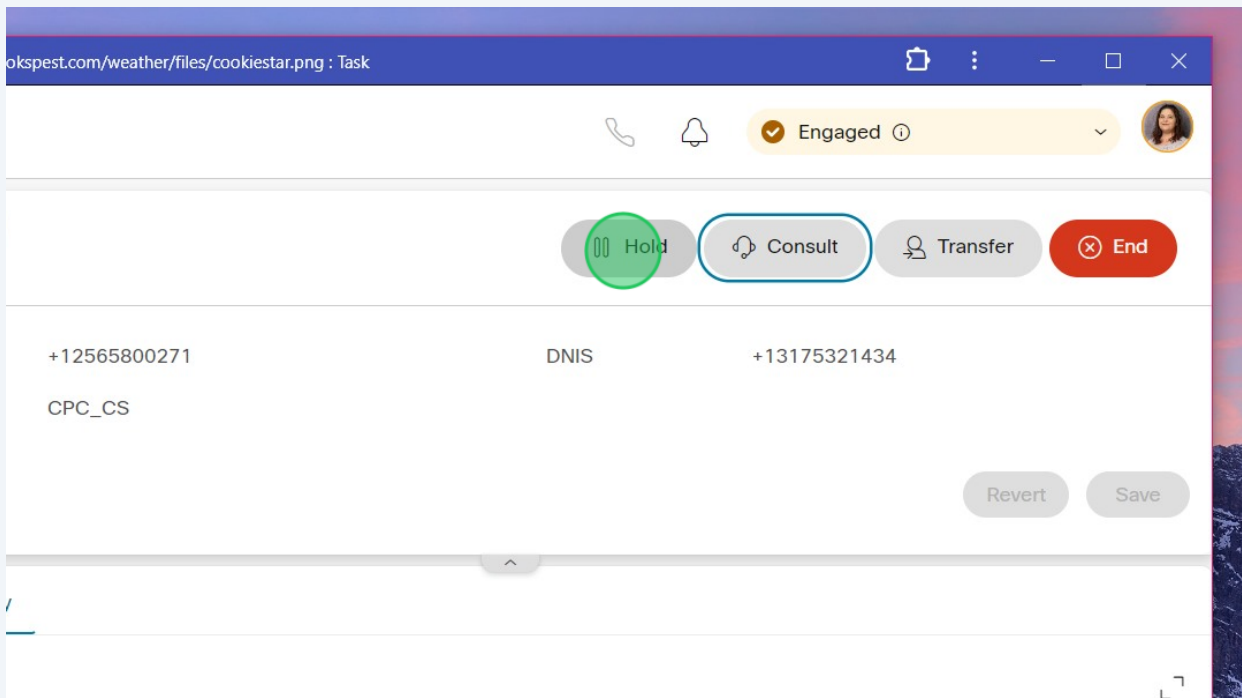


> ⓘ **NOTE:** Unlike our Cisco desk phones, selecting "*Consult*" **does not** immediately put the caller on hold. Both parties will continue hearing each other until after you specify the destination and click the 2nd "*Consult*" button *(shown in Step 24)*.
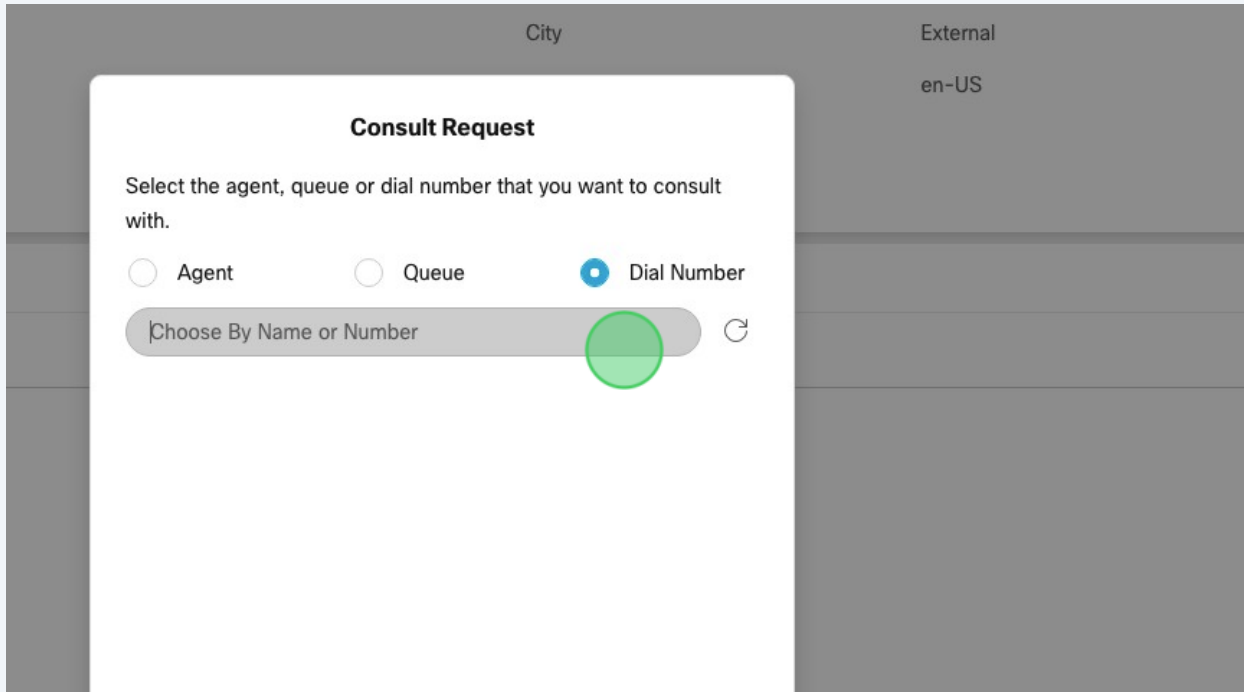
**19** Click the "*Consult*" button.

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External

ner Language      en-US

**We do NOT cold transfer calls at Cook's Pest Control!** We always speak with the person to whom we are transferring the call to first.
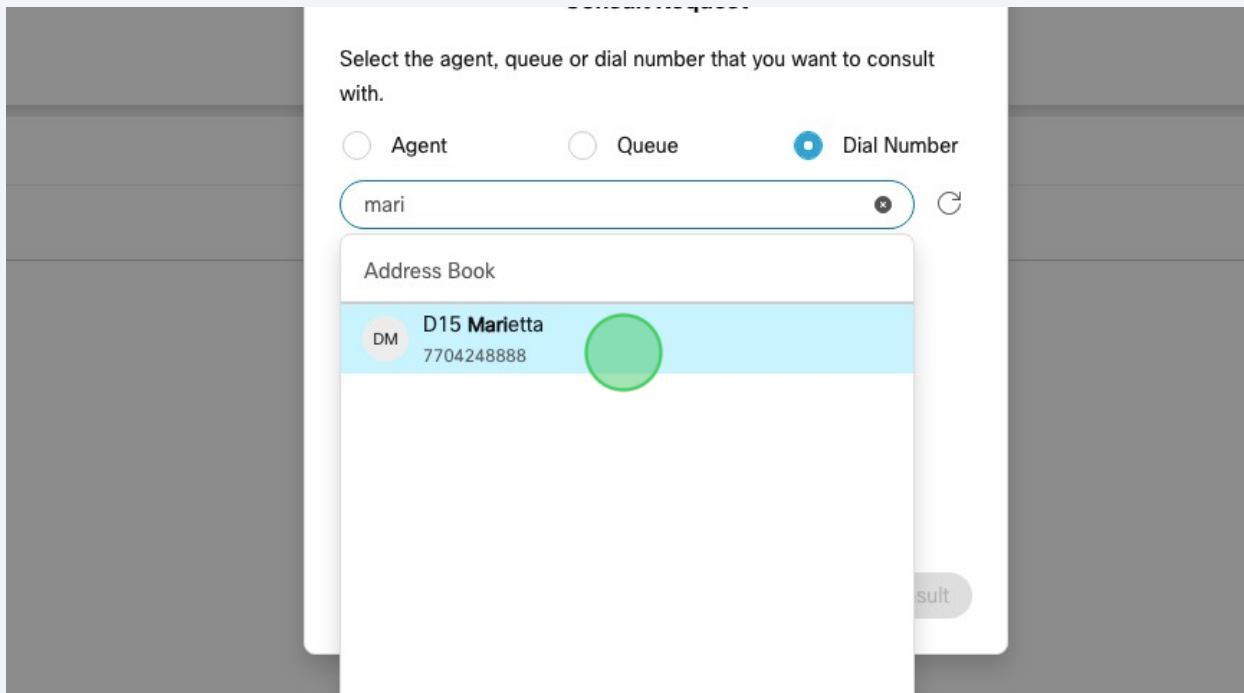
**20** If transferring the call to a District Office or a District Employee Phone, select "Dial Number."

City

External

en-US

**Consult Request**

Select the agent, queue or dial number that you want to consult with.

◯ Agent    ◯ Queue    ● Dial Number

[Choose By Name or Number]

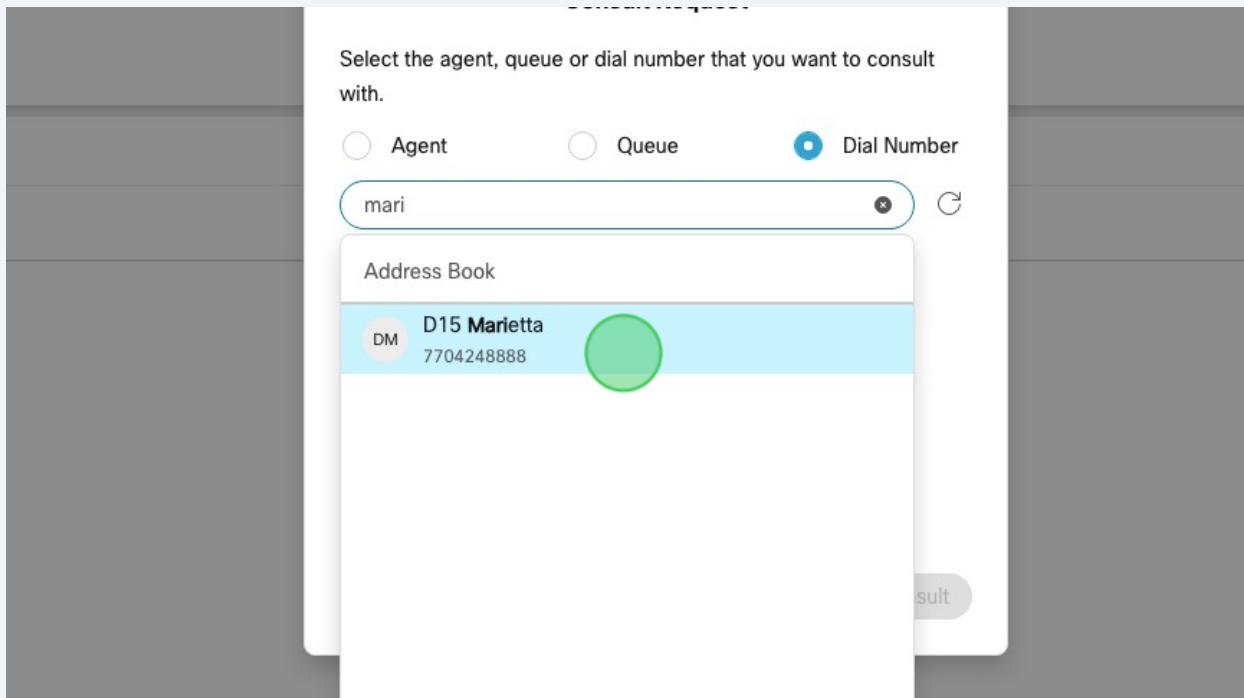**21** **DISTRICT OFFICE:** locate the correct office by using the search bar or scrolling through the Address Book.

Select the agent, queue or dial number that you want to consult with.

◯ Agent    ◯ Queue    ● Dial Number

mari

Address Book

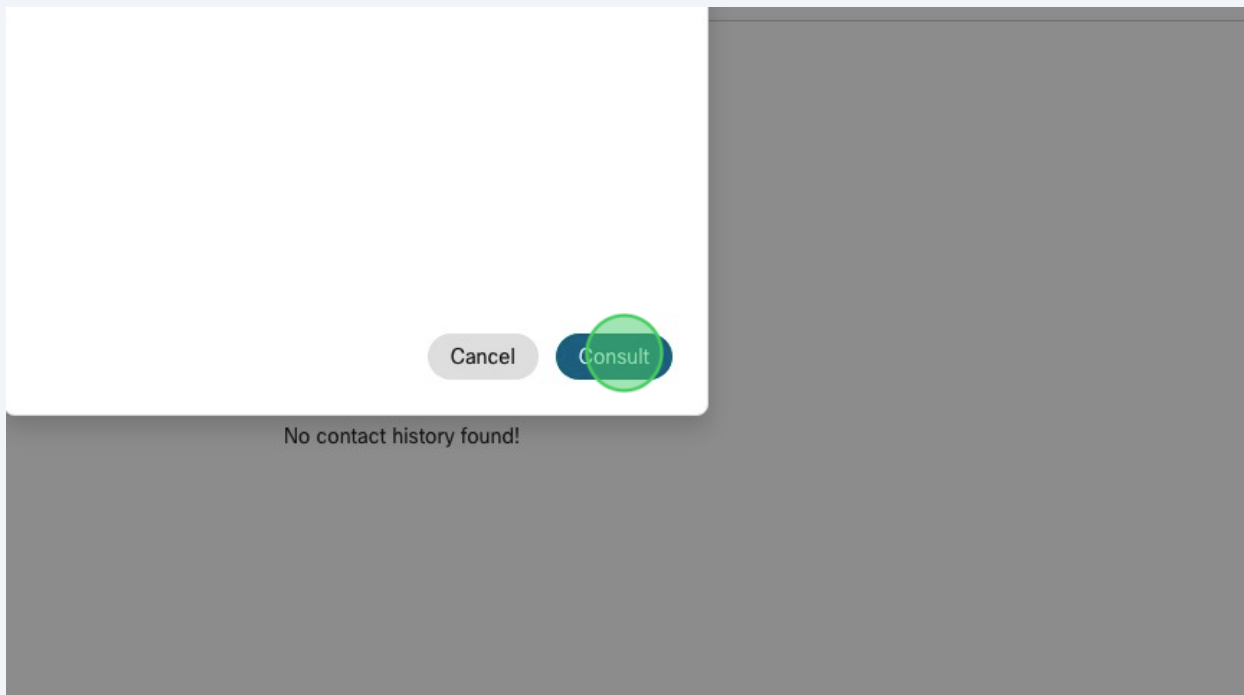DM  D15 **Marietta**
7704248888

sult

**22** Select the correct District Office contact.



**23** **DISTRICT EMPLOYEE PHONE (or other external phone number):** Enter their 10-digit mobile phone number. *(ex. 2565802548)*
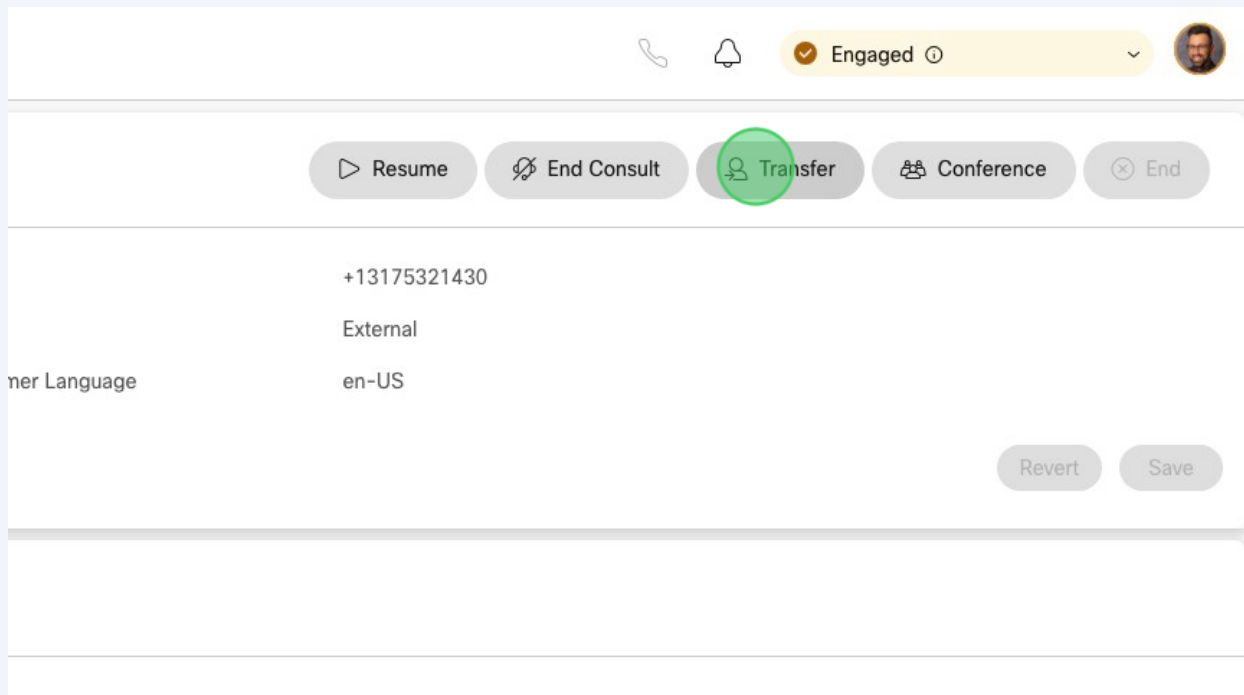
**24** Click the "*Consult*" button.



Cancel    Consult

No contact history found!

**25** When you reach the intended party, **identify yourself and explain** what the caller is requesting.

**26** Provide the **callback phone number** you collected and let them know you're about to transfer the call now.

**27**   Click the "Transfer" button



⚠ CONTIGENCY: If you reach a voice mailbox when attempting to transfer a call, leave a detailed voice message with the caller's phone number. Click the "*End Consult*" button and inform the caller you were unable to reach anyone, but you'll have someone give them a call back as soon as possible.