

Webex Agent Desktop Directory

Widget - WxDW



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Easy Phone Directory For WxCC

Integrates Multiple Directories

Global or Sub-group Searches

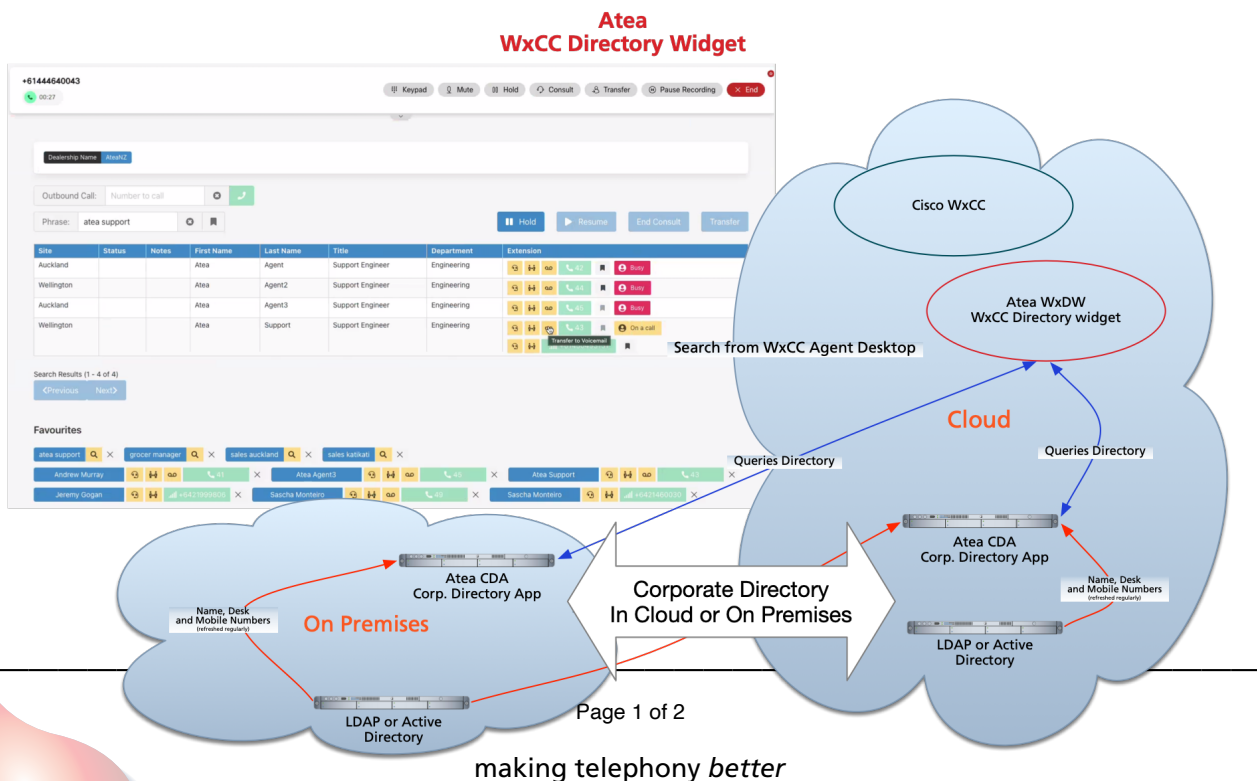
Dial Directly from Search

Flexible Directory Field Integration

- The widget service will connect Agents directly to an Atea server running the CDA (Corp. Directory Application) and WxCC Directory Widget (WxDW) Applications
- The agent must enter at least 3 characters to get results.
- The search will across all fields. Names, Title, Department and Location.
- The agent can use multiple search strings separated by a space.
 - ie "and sal" will return: Andy Salmon, Andrew Sales (Sales department)
- The WxDW will provide a list of directory entries that meet the search criteria and the associated phone numbers (desk, mobile, extension)
- The agent can choose from any of the numbers presented, and either call or blind transfer or send to voicemail.
- The WxDW will populate its directory tables from the LDAP services and will refresh the tables regularly, from daily to hourly.
- The WxDW will take the phone number and manipulate it to a dial-able number if possible (remove brackets, add prefixes, spaces, hashes, etc)
- The customer is required to have dial-able numbers in the directory to ensure the user can connect to their required number.

WxDW Directory Widget features:

- Linux on VM appliance or cloud docker
- Specifically engineered for WxCC
- Partial searches, Global or sub-group searches
- Requests are serviced from WxDW, not directory services
- CDA gets updates through regular syncs
- Direct Dial from results, Blind Transfers or Consultative
- Can integrate with multiple directories including LDAP, Database or csv
- Standard Fields include: first name, last name, department, title, extension, mobile, other
- Favourite numbers and searches can be saved per agent.
- A copy of the database is stored locally in the agents browser in case the main directly is unavailable.
- A contacts state is shown so an agent can decide whether to transfer, or send to voicemail.



+61444640043

00:27

KeypadMuteHoldConsultTransferPause RecordingEnd

Dealership NameAteaNZ

Outbound Call: Number to call

Phrase:atea support

HoldResumeEnd ConsultTransfer

Site	Status	Notes	First Name	Last Name	Title	Department	Extension
Auckland			Atea	Agent	Support Engineer	Engineering	<div><div></div><div></div><div></div><div>42</div><div></div><div>Busy</div></div>
Wellington			Atea	Agent2	Support Engineer	Engineering	<div><div></div><div></div><div></div><div>44</div><div></div><div>Busy</div></div>
Auckland			Atea	Agent3	Support Engineer	Engineering	<div><div></div><div></div><div></div><div>45</div><div></div><div>Busy</div></div>
Wellington			Atea	Support	Support Engineer	Engineering	<div><div></div><div></div><div></div><div>43</div><div></div><div>On a call</div></div>

Search Results (1 - 4 of 4)

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Favourites

atea supportgrocer managersales aucklandsales katikati

Andrew Murray41Atea Agent345Atea Support43

Jeremy Gogan+6421999806Sascha Monteiro49Sascha Monteiro+6421460030