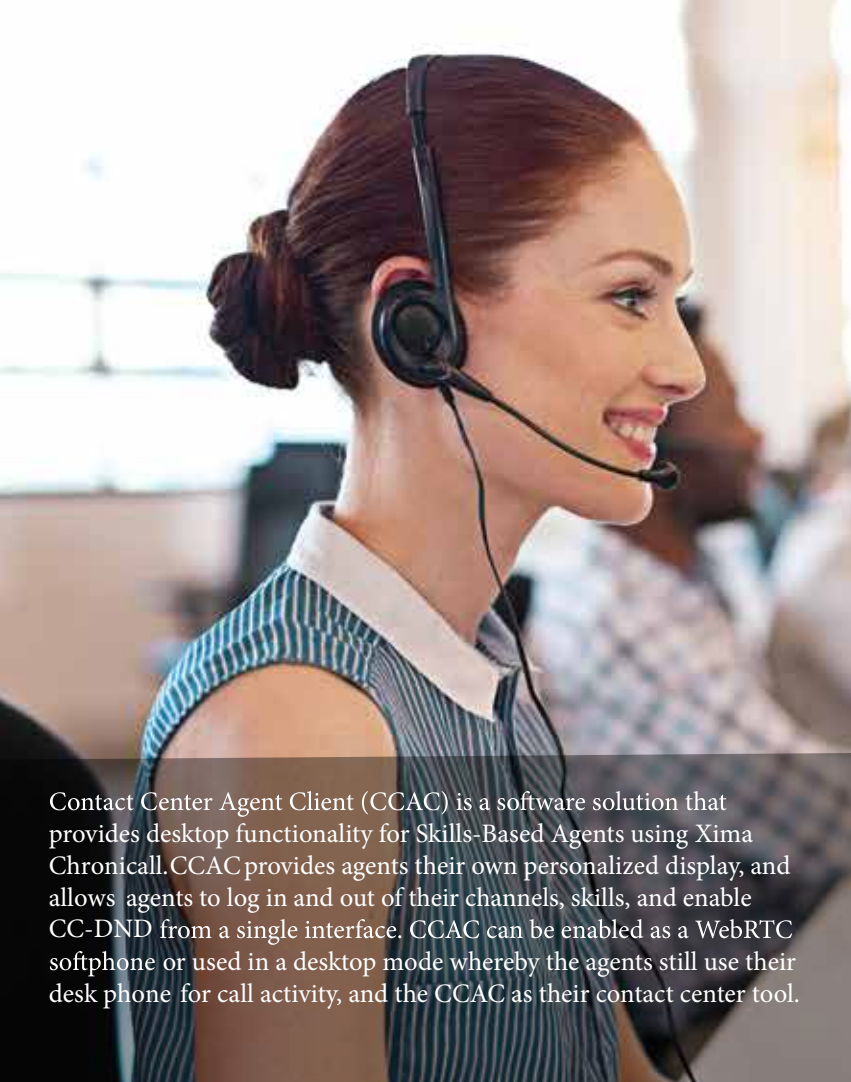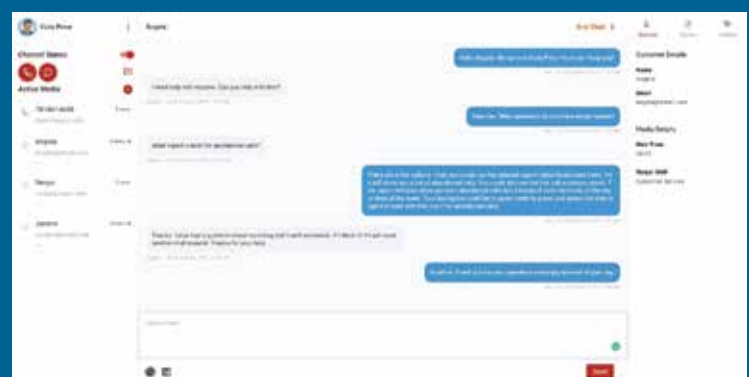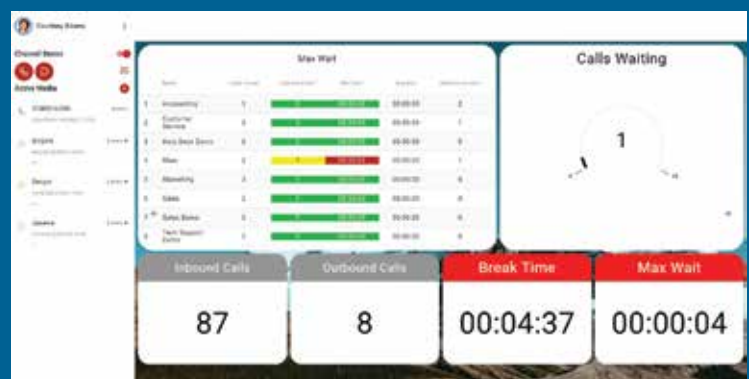# Contact Center Agent Client

Contact Center Agent Client (CCAC) is a software solution that provides desktop functionality for Skills-Based Agents using Xima Chronicall. CCAC provides agents their own personalized display, and allows agents to log in and out of their channels, skills, and enable CC-DND from a single interface. CCAC can be enabled as a WebRTC softphone or used in a desktop mode whereby the agents still use their desk phone for call activity, and the CCAC as their contact center tool.

Key Features

○ **WebRTC and Desktop Mode:** CCAC can run in two different functions. WebRTC will allow agents to use the tool as their softphone. They can answer calls and make calls from the convenience of their desktop. They can also run the tool in a desktop mode whereby the tool interacts with the agent's physical phone.

○ **Personalized Display:** Within the CCAC, agents can have their own personalized display that can be viewed at any time. The display is customized by the supervisors within the HTML interface.

○ **Single Pane of Glass:** CCAC allows agents to easily navigate between their active media. This includes voice calls and external web chats. Agents can be allowed to handle multiple web chats at the same time. Agents can easily enable themselves between the different media channels, log in and out of different skill sets, and enable/disable MM-DND, which puts them into a busy state.

○ **Reason and Account Codes:** Agents can provide additional details as to why they logged in or out of a skill set or why they went on MM-DND by selecting from a defined reason code list. Agents can also tag custom notes or predefined account codes to any call or web chat.

○ **Salesforce Integration:** CCAC has a native plugin to Salesforce Lightning.

CCAC and WebRTC System Requirements

○ In order to use CCAC, agents must have a Contact Center Voice Agent license.

○ Your Chronicall instance must be release 4.0.6 or higher to run CCAC, and 4.2 or higher to use the Salesforce plugin.

○ WebRTC requires that the IP Office is Server Edition or has the Application Server. WebRTC Gateway must be enabled. The agents must be licensed within the IP Office with a Power User or Office Worker license.

○ Agents can continue to use the Desktop Application (Java) interface if they prefer.

○ The Chronicall server must not have another web service running on the PC/Server as it will use ports 80 (HTTP) and 443 (HTTPS) when enabling the SSL Proxy.

○ Chronicall will automatically configure and enable https (SSL Proxy) without the need to worry about SSL certificates. This process will generate a new URL that you will use rather than your local IP address.

Xima Chronicall Salesforce Integration

○ Click to dial out of Salesforce

○ Screen pop to contact screen

○ Record and/or pause directly from the client using VRTX.

○ Use WebRTC softphone within Salesforce, pop out to the full client, and connect to your desk-phone.

Salesforce Plugin System Requirements

The Salesforce Plugin is only supported in Lightning Mode. Classic Mode is not supported. Agents must be a Contact Center Voice Agent to use the Salesforce Plugin. Salesforce Integration will be available via ximasoftware.com/oemdownloads, not the Salesforce AppExchange. This integration utilizes the Salesforce Open CTI API to enable screen pops and Click-to-Dial.