

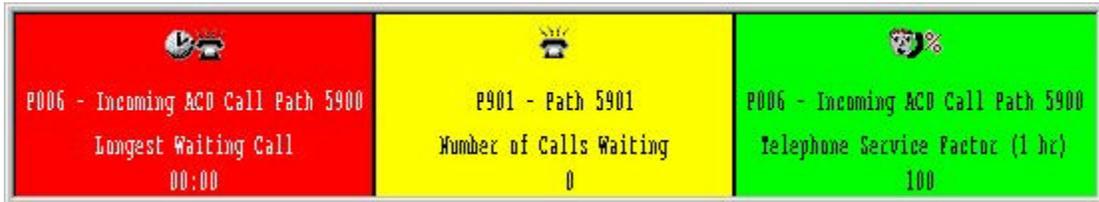
Table of Contents

TASKE AGENT DESKTOP	2
Agent Desktop Screen Overview	2
CREATING NEW AGENT DESKTOP SETTINGS	2
To create new Agent Desktop settings:.....	2
ADDING OR MODIFYING AN ACD VARIABLE	2
To define or add a variable:	2
To modify an existing variable:.....	3
To delete an existing variable:	4
CHANGING THE VARIABLE COLOR THRESHOLDS.....	4
To change the colors for an ACD Statistic:.....	4
CHANGING THE VARIABLE DISPLAY ORDER	6
To change from vertical to horizontal display of variables:	6
To change from horizontal to vertical display of variables:	6
To change the display order of variables:.....	7
DOCKING THE AGENT DESKTOP	7
To Dock the Agent Desktop:	7
To Undock the Agent Desktop:	7
MODIFYING THE DISPLAYED PILOT INFORMATION.....	7
To change the displayed Pilot (group) information:	8
CHANGING THE DISPLAY FONT	8
To change the font.....	8
ADJUSTING THE WINDOW SIZE AND POSITION.....	9
To adjust the window size:	9
To Hide the window from the Windows Desktop:	9
To keep the window on top:	9
SAVING AND RESTORING AGENT DESKTOP SETTINGS.....	10
To save Agent Desktop settings:.....	10
To open a saved version of Agent Desktop settings:.....	10
EXITING AGENT DESKTOP.....	10
To close the Agent Desktop:	10
HELP ON TASKE AGENT DESKTOP	11

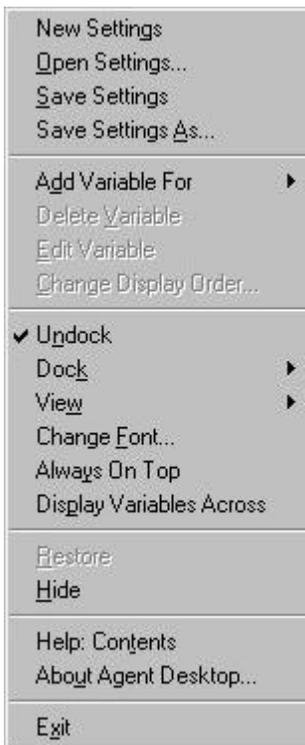
TASKE Agent Desktop

The TASKE Agent Desktop provides the functionality of the TASKE WallSign program right on your desktop screen, including real-time and historical statistics.

Agent Desktop Screen Overview



The TASKE Agent Desktop displays a sizable window that contains user-specified variables. The window is sized by clicking and holding the left mouse button on the border of the window, and dragging until the desired window size is obtained.



The menu is displayed by clicking the right mouse button anywhere within the Agent Desktop display window.

The Agent Desktop menu options are discussed in the following sections of this document.

Creating new Agent Desktop settings

User defined variables and Agent Desktop settings can be saved for future display. A user may create multiple sets of different settings for their Agent Desktop, to be used as needed.

To create new Agent Desktop settings:

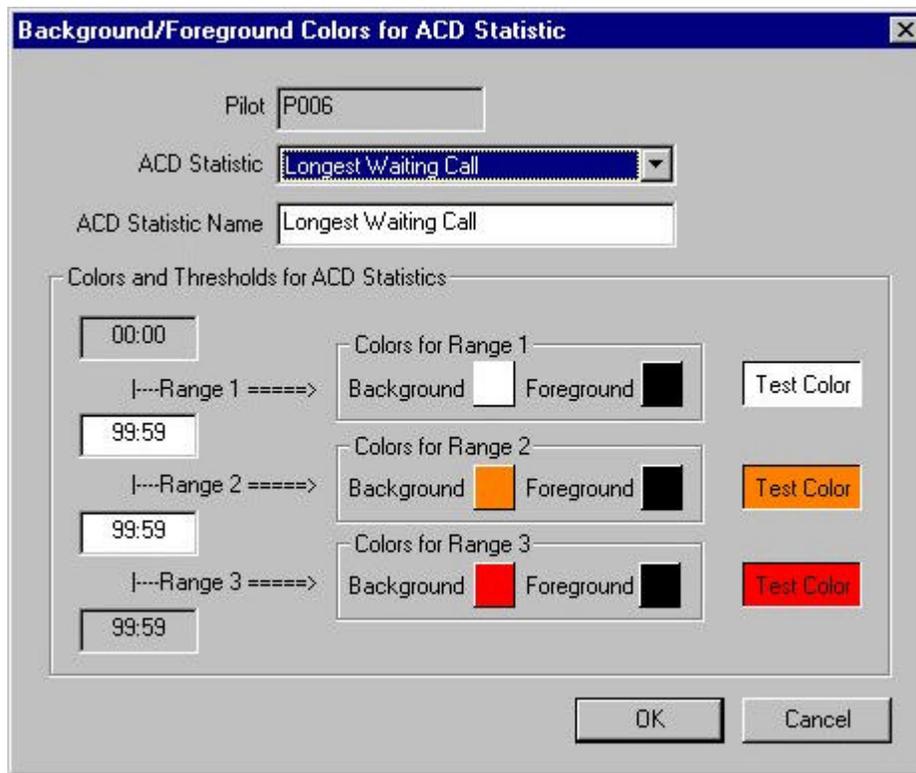
1. Move the cursor anywhere within the Agent Desktop window and click on the right mouse button.
2. Select **New Settings** from the pop-up menu. This will clear the Agent Desktop if settings are already being displayed.
3. If Settings are already displayed in the Agent Desktop, and they are to be saved before creating a new set, the Agent Desktop will prompt for a name for the existing settings to be saved with before starting a new set.

Adding or modifying an ACD Variable

The Agent Desktop can read ACD statistic information from the ACD Collector and display the information in real-time. Before any information can be shown, a list of variables must be defined.

To define or add a variable:

1. Move the cursor anywhere within the Agent Desktop window and click on the right mouse button.
2. Select **Add Variable For** from the pop-up menu. A pop-up menu will appear with a list of the available pilots and pilot groups.
3. Choose a **Pilot or Pilot Group** from the list. A dialog box appears for variable settings.



4. Choose the **Statistic** you would like from the drop-down list of **ACD Statistics**.
5. Enter the name you would like the Statistic displayed with in the Agent Desktop. You may leave it as the default by leaving the default displayed in the "ACD Statistic Name" field.
6. Choose the **colors and ranges** for your variable. Color combinations can be specified for up to 3 ranges of any ACD statistic.
7. Click the **OK** button to create a new variable for your Agent Desktop which will display in the Agent Desktop Window.

To modify an existing variable:

1. Move the cursor anywhere within the Agent Desktop window and click on the right mouse button.
2. Select **Edit Variable** from the pop-up menu. A pop-up menu will appear with a list of the available variables.
3. Choose the **Variable** you would like to edit.

4. Make your changes and
5. Click the **Close** button to update the display.

To delete an existing variable:

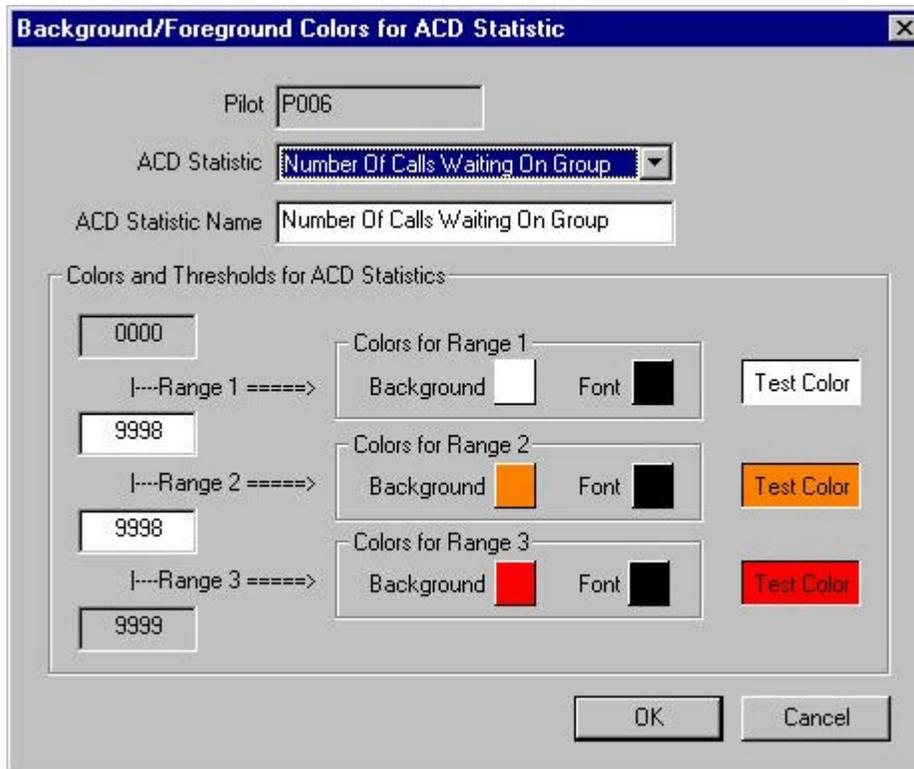
1. Move the cursor anywhere within the Agent Desktop window and click on the right mouse button.
2. Select **Delete Variable** from the pop-up menu. A pop-up menu will appear with a list of the available variables.
3. Choose the **Variable** you would like to delete. The variable selected in the list is deleted and the display is updated.

Changing the variable color thresholds

Each variable displayed on the Agent Desktop can change its colors based on a user-defined range of values.

To change the colors for an ACD Statistic:

1. Move the cursor anywhere within the Agent Desktop window and click on the right mouse button.
2. Select **Edit Variable** from the pop-up menu. A pop-up menu will appear with a list of the available variables.
3. Select the desired variable. The Background/Foreground colors dialog box appears.



4. Enter the **desired range values** and
5. Click on the **color boxes** to select the colors.

For example, if you have already defined a Number of Agents Idle variable, you could define the colors as follows:

1. Move the cursor anywhere within the Agent Desktop window and click on the right mouse button.
2. Select **Edit Variable** from the pop-up menu. A pop-up menu will appear with a list of the available variables.
3. Click on the **Number Of Calls Waiting On Group** variable.
4. In the second range box (small box on the left-hand side of the window with the value 99:59 displayed in it), type the number 2. This defines Range 1 as all numbers between 0 and 2. In the third range box, type the number 3. This defines Range 2 as all numbers between 2 and 6. By default, this also defines Range 3 as all numbers between 6 and 9999.
5. To define the Agent Desktop display black text with a green background for Range 1, click on the Background color box for

Range 1 and choose the color black. Then click on the Foreground color box and choose green. The foreground color is the color the text is presented in.

6. To define black text with a yellow background for Range 2, click on the Background color box for Range 2 and select yellow. Click on the Foreground color box and choose black.
7. To define black text with a red background for Range 3, click on the Background color box for Range 3 and select red and click on the Foreground color box and choose black.
8. Click on the **OK** button to save your settings.

When the number of Calls Waiting on the group falls within one of the defined ranges, the corresponding color combination will be used to display the text in the Agent Desktop window.

Changing the variable display order

By default, any variables added to the Agent Desktop are displayed vertically in the order they are created.

To change from vertical to horizontal display of variables:

1. Move the cursor anywhere within the Agent Desktop window and click on the right mouse button.
2. Select Display Variables Across from the pop-up menu. The variables will automatically rearrange to a horizontal configuration within the Agent desktop.

To change from horizontal to vertical display of variables:

1. Move the cursor anywhere within the Agent Desktop window and click on the right mouse button.
2. The Display Variables Across option appears with a checkmark to indicate it is active. Choose the option Display Variables Across to change the display to vertical.

To change the display order of variables:

1. Move the cursor anywhere within the Agent Desktop window and click on the right mouse button.
2. Select Change Display Order... from the pop-up menu.
3. Choose a variable to move by clicking on it and drag it to the desired location in the list, or highlight the variable to move and click the up/down arrows at the top left corner of the dialog box to move the variable in the list.

Docking the Agent Desktop

The Agent Desktop can be docked on your Windows Desktop in a similar manner to any other Windows application.

To Dock the Agent Desktop:

1. Right-click your mouse anywhere in the Agent Desktop window.
2. Move your pointer over the Dock menu option, and then select where you wish to dock the Agent Desktop application on your screen: Left, Right, Top or Bottom.

The Agent Desktop will then dock on the selected side of your Windows Desktop, and resize/move all other desktop applications to fit.

To Undock the Agent Desktop:

1. Right-click your mouse anywhere in the Agent Desktop window.
2. Select Undock from the pop-up menu.

The Agent Desktop will then undock from the selected side of your Windows Desktop, and return to the original state of floating.

Modifying the displayed pilot information

By default, all variables that are displayed in the Agent Desktop are displayed with the icon representing the variable, the Pilot (Group) ID, Pilot (Group) Full Name, Variable Name and Value. You may also choose to display the Pilot (Group) Nick Name in the Agent Desktop. As many or as few of those identifiers may be displayed in the Agent Desktop.

To change the displayed Pilot (group) information:

1. Move the cursor anywhere within the Agent Desktop window and click on the right mouse button.
2. Select **View** from the pop-up menu. A pop-up list of all of the different identifiers displays.
3. Choose the information you would like to display from the list - any information that has a check mark beside it in the pop-up menu will be displayed in the Agent Desktop.

Changing the display font

The Agent Desktop uses the same font for all variables displayed in its window. The font used is automatically sized to fit the window. The standard Windows Font dialog box allows you to change the font used to display the ACD variables in the Agent Desktop Window.

To change the font

1. Move the cursor anywhere within the Agent Desktop window and click on the right mouse button.
2. Select **Change Font...** from the pop-up menu. A standard Windows Font dialog box will appear that allows you to select a font from all fonts currently installed on your system.



3. Select a font, font style and effect. Note that there are no font size or color options in the Font dialog box as these are controlled automatically by the Agent Desktop.
4. Click **OK** to use the current settings.

Adjusting the window size and position

The Agent Desktop window can be adjusted to any size, up to the full size of your screen. The font size is automatically adjusted to accommodate the new window size.

The Agent Desktop window can be set to appear on top of all other windows at all times. This eliminates the need to search through multiple windows to find the Agent Desktop. The Agent Desktop can also be set to dock on your Windows Desktop, similar to other Windows applications, so that it stays in one location.

To adjust the window size:

1. Move the cursor anywhere along the border of the window.
2. When the cursor changes to a double-arrow, click and hold the left mouse button.
3. Move the mouse until the window is the desired size.
4. Release the mouse button.

To Hide the window from the Windows Desktop:

1. Move the cursor anywhere within the Agent Desktop window and click on the right mouse button.
2. Select **Hide** from the pop-up menu. The Agent Desktop is still operational, however is hidden from view. To restore (unhide) the Agent Desktop, right click on the Agent Desktop icon in the Windows Taskbar tray, and choose **Restore** from the pop-up menu.

To keep the window on top:

1. Move the cursor anywhere within the Agent Desktop window and click on the right mouse button.
2. Select **Always On Top** from the pop-up menu.

Saving and restoring Agent Desktop settings

Once a user has set up the User defined variables and all of the Agent Desktop settings, the settings can be saved for future display. If the settings are not saved, then the user needs to reset the Agent Desktop again if the Agent Desktop is closed.

To save Agent Desktop settings:

4. Move the cursor anywhere within the Agent Desktop window and click on the right mouse button.
5. Select **Save Settings As...** from the pop-up menu. A dialog box will appear prompting you for a file name.
6. Enter a name for the Settings file and then click the **Save** button.

Note If you have previously given your settings a file name, you may resave the file with the same name by selecting the Save option from the menu.

To open a saved version of Agent Desktop settings:

1. Move the cursor anywhere within the Agent Desktop window and click on the right mouse button.
2. Select **Open Settings...** from the pop-up menu. A dialog box will appear for you to choose the saved settings file to be opened.
3. Choose the settings file you would like to open.
4. Click the **Open** button to open the selected settings file.

Exiting Agent Desktop

To close the Agent Desktop:

1. Move the cursor anywhere within the Agent Desktop window and click on the right mouse button.
2. Choose **Exit** from the pop-up menu.

Do not forget to save your Agent Desktop settings before exiting if you would like them available for the next time you use the Agent Desktop.

Help on TASKE Agent Desktop

Selecting the Help menu enables you to access basic instruction on commands, and on available on-line options.

1. Select Help:Contents to open the Help files for the Agent Desktop program. This will display a list of subject areas for which online help is available.
2. Select Help:About Agent Desktop... to obtain information on the TASKE Agent Desktop software version you are currently using.