

Sending a Message to One or More Agents

Use the Chat feature to send a message to individual agents or all agents on the team you are currently monitoring.

- Step 1

Click To.

The Select Agents window appears.
- Step 2

To choose an agent to receive your message, choose the agent’s name in the left pane, and then click To.

The agent’s name moves from the left pane to the right pane.

To send a message to all agents on the team you are monitoring, choose ALL Agents. To remove an agent from the recipient list, choose the agent’s name in the right pane, and then press the Delete key.
- Step 3

When all recipients of your message are listed in the right pane, click OK.
- Step 4

Enter your message in the text entry pane.
- Step 5

Click Send.



Standard Version



Cisco Supervisor Desktop Quick Reference Guide

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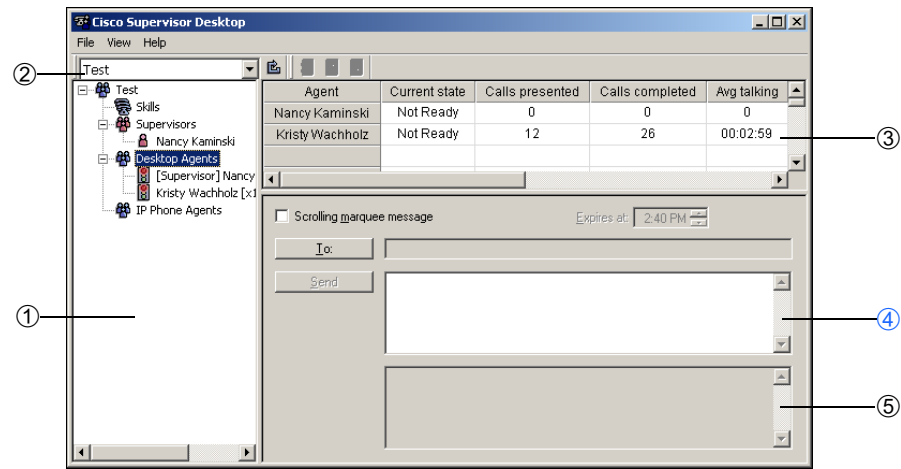
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1 Supervisor Desktop Window



- 1 Team View pane—Displays the skills, supervisors, and logged-in agents for the selected team.
- 2 Team Selection list—Use this drop-down list to choose the team to view. Supervisor Desktop performs all tasks (logging agents out, sending messages, etc.) on the team you choose from this list.
- 3 Data View pane—Displays skill group statistics, agent statistics, or call information, depending on the option you select in the Team View Pane.
- 4 Text entry pane—Type chat messages or scrolling marquee messages in this text field.
- 5 Chat Log pane—Displays a log of this session’s chat messages.

2 Toolbar

Button	Name	Shortcut	Description
	Refresh	Ctrl-F	Updates the information in the Data View pane.
	Logout	Ctrl-L	Logs the selected agent out of the Integrated Contact Distribution (ICD) server.
	Ready	Ctrl-E	Puts the selected agent into the Ready state (available to receive routed calls).
	Not Ready	Ctrl-N	Puts the selected agent into the Not Ready state (not available to receive routed calls).

3 Menus

Menu	Options Available
File	<ul style="list-style-type: none">• Change Password. Enables you to change your Supervisor Desktop password.• Exit. Closes Supervisor Desktop.
View	<ul style="list-style-type: none">• UserID. Shows/hides the agent’s user ID in the Team View pane.• Ext. Shows/hides the agent’s extension in the Team View pane.• Both UserID and Ext. Shows/hides both the agent’s user ID and extension in the Team View pane.
Help	<ul style="list-style-type: none">• Contents. Accesses the online help.• About Supervisor. Displays the version and copyright information.

4 Common Tasks

Sending a Scrolling Marquee Message

Use the scrolling marquee message feature to send announcements to all agents on the team you are currently monitoring. The agents’ Call/Chat windows automatically maximize to display the message.

- Step 1** Check the **Scrolling marquee message** check box.
- Step 2** In the **Expires at** field, enter a time for the message to expire.
The default length of time a message runs is 30 minutes.
- Step 3** Enter your message in the text entry pane.
- Step 4** Click **Send**.

Sorting the Data in the Data View Pane

You can sort the columns in the Data View pane in ascending/descending order by clicking on the column header. A triangle at the right of the column name denotes in which order the data is sorted:

- ▲ Ascending order
- ▼ Descending order