Sending a Team Performance Message (TPM)

You can send a TPM to all agents on a team, as long as the agent has Agent Desktop open and is logged in.

To send a TPM, choose the team you want to send the message to. In the TPM pane, enter a time for the message to expire (by default, TPMs run for 30 minutes), type your message in the text entry pane, and then click **Start**. Click **Stop** to stop the message before it expires.

Viewing Team Reports

Team reports are viewed in the Team Reports popup window. To view reports, click the **Reports** button, and then select one of the available reports from the Reports drop-down list.

Viewing Agent Reports

Agent reports are viewed in the Data View pane. To view an agent report, select the agent's name in the tree control and then choose a report to view from the Reports menu.

Setting Report Preferences

You can configure what data is displayed in team and agent reports. Choose **Preferences** on the menu bar and then select the fields you want to display in the reports.

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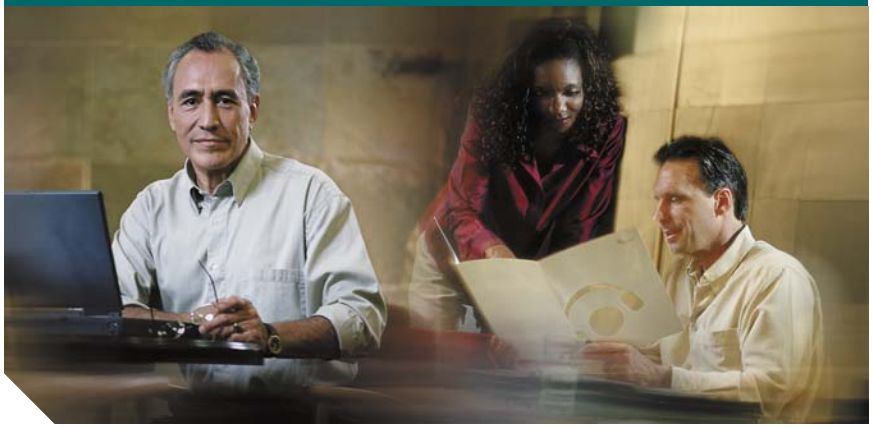
Quick Reference



Cisco Supervisor Desktop Quick Reference

CAD 6.3 for Cisco Unified Contact Center Express Release 4.1

1 Toolbar

Button	Name	Shortcut	Description
	Refresh	Ctrl-F	Refreshes the information in the Data View pane.
	Logout	Ctrl-L	Logs the selected agent out of the ACD.
	Ready	Ctrl-E	Puts the selected agent into the Ready state.
	Not Ready	Ctrl-N	Puts the selected agent into the Not Ready state.
	Barge-In	Ctrl-B	Enables you to join an agent's phone conversation.
	Intercept	Ctrl-I	Enables you to intercept a phone call while disconnecting the agent from the phone call.
	Chat	Ctrl-J	Opens the Chat window.
	Reports	Ctrl-Q	Opens the Reports window.
	Start Record	Ctrl-R	Starts recording the selected phone call (Enhanced and Premium versions only).
	Stop Record	Ctrl-S	Stops recording the selected phone call. (Enhanced and Premium versions only).
	Start Voice Monitor	Ctrl-A	Starts voice monitoring of the selected agent.
	Stop Voice Monitor	Ctrl-P	Stops voice monitoring of the selected agent.

2 Common Tasks

Monitoring an Agent

To monitor an agent, choose an agent in the Team View pane, and then click the **Start Voice Monitor** button. To stop monitoring an agent, click the **Stop Voice Monitor** button.

You can't monitor an agent if you are a participant in a phone call, or if you use the Barge-In or Intercept functions.

Barging in on a Call

Barging in is a forced conference call. To barge in on a call, select an agent call in the Team View pane, and then click the **Barge-In** button.

When you use Barge-In, voice monitoring is disabled. You can't barge in if the agent is on hold, in a conference call, on two calls, or if you are already on a call.

Intercepting a Call

Intercepting is a forced transfer. To intercept a call, select an agent call in the Team View pane, and then click the **Intercept** button.

When you use Intercept, voice monitoring is disabled. You can't intercept a call if the agent is on hold, on two calls, or if you are already on another call.

Recording a Call

To record a call, choose the agent call from the Team View pane, and then click the **Start Record** button. To stop recording the call, click the **Stop Record** button.

Multiple recordings can be in progress at the same time, but only one recording can be made per agent.

Reviewing Recordings

Choose **View > Recorded Files** from the menu bar to open Supervisor Record Viewer. Select the day whose recordings you want to review. Click **Extended Lifetime** to include recordings saved for 30 days. Select the recording you want to review, and click **Play**.

To tag a recording for extended archiving, select the recording and then click the **Set extended Lifetime** button. The recording will be saved for 30 days.

Changing an Agent's Agent State

To change an agent's agent state, select the agent in the Team View pane, and then click the appropriate agent state button (including Logout) on the toolbar. The agent must be on your team.

Sending Chat Messages

You can send instant messages to one or more agents on your team and to other supervisors, as long as they Agent Desktop is open and they are logged in.

To send a chat message, click the **Chat** button, and double-click the names of the people you want to chat with. Type your message in the Chat Session window, and then click **Send** or press **Enter**. If you want your message to pop on the recipient's screen, check the **High priority** check box.