Sending a Team Message (TM)

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

To send a TM, click the Team Message button to open the TM window. Choose the team you want to send the message to, enter a time for the message to expire (by default, TMs 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. The last 10 TMs are stored so they can easily be reused.

Viewing Real-Time Displays

There are two types of real-time displays: tabular and graphical (Premium only).

- Tabular displays present skill group, team, and agent information in a grid. It can be sorted by in ascending or descending order by clicking any column header in the grid.
- Graphical displays present the same information as bar charts, except for the Agent vs. Team Statistics, which is presented as two pie charts.

Setting Preferences

You can configure what information is displayed in the display panes and how the Supervisor Desktop interface looks and behaves using the Preferences dialog box.

Step 1 From the menu bar, choose View > Preferences.

Step 2 In the left pane of the Preferences dialog box, select the node you want to configure. The preferences for that node appear in the right pane.

Step 3 Configure the settings in the pane as desired.

Step 4 At the bottom of the Preferenes dialog box, select the options you want: **Enable movable windows**, **Enable large toolbar icons**, and **Enable integrated browser.**

Step 5 Click **OK**.

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Quick Start Guide

Cisco Supervisor Desktop

CAD 6.5 for Cisco CRS Release 6.0

1 Toolbar

2 Common Tasks

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.
	Team Message	Ctrl-X	Opens the Team Message 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.
	Voice Monitor Volume	Ctrl-V	Pops up a slider that enables you to control or mute the volume when monitoring a call.

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, or 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 **Tools > 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.