Cisco Supervisor Desktop User Guide

CAD 6.5 for Cisco CRS Release 6.0
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Introduction

Cisco Supervisor Desktop for Cisco Unified Contact Center Express (Unified CCX) is a robust computer telephony integration solution for IP-based contact centers that is easy to deploy, configure, and manage. It provides supervisors with powerful tools to increase productivity and improve customer satisfaction.

Supervisor Desktop's features allow you to view real-time statistics, monitor and coach agents, barge-in, intercept, and record active agent calls when necessary, enabling effective management of agent resources.

What's New In This Version

Cisco Supervisor Desktop 6.5 includes these new features:

- Support for Microsoft Windows Vista, Business and Ultimate Editions

About This Document

Intended Audience

This document is written for contact center supervisors who use Cisco Supervisor Desktop on their computers.

Conventions Used

This document uses the following conventions:

Convention	Use
Bold	Highlights keys, buttons, and menu items you can select in the interface.
`Code`	Highlights file paths and code.
Italic	Highlights book titles, variables, and terms that are defined.
>	The angle bracket indicates a menu choice. For example, “choose **File > Open**” means “click the **File** menu, and then click **Open**.”

Supervisor Desktop Feature Levels

There are three feature levels of Cisco Supervisor Desktop: Standard, Enhanced, and Premium. The following chart outlines the features available at each feature level. All features not listed here are present in all three versions.

Feature	Standard	Enhanced	Premium
Silent monitoring		×	×
Barge-in		×	×
Intercept		×	×
Recording (up to 32 simultaneous recordings/playbacks)		×	×
Team messages (TMs)	×	×	×
Supervisor work flows—tree control action		×	×
Supervisor work flows—all actions			×
Skill statistics	×	×	×
Real-time displays (text)	×	×	×
Real-time displays (charts)			×
Web page push to agents			×
Integrated browser	×	×	×

Starting Supervisor Desktop

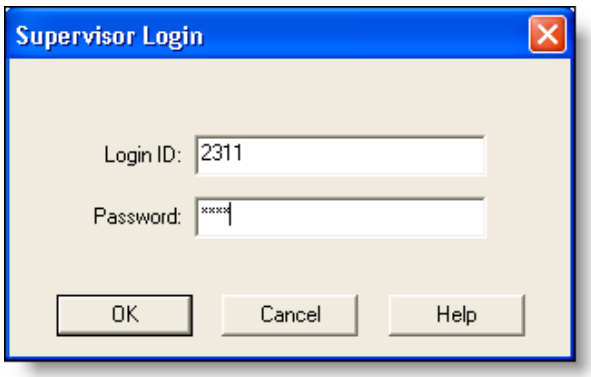
NOTE: In order to be able to use all of Supervisor Desktop's functionality, you must first start and log into Cisco Agent Desktop.

To start Supervisor Desktop:

1. Choose **Start > Programs > Cisco > Desktop > Supervisor**.

   The login dialog box appears (see Figure 1).

Figure 1. Supervisor Login dialog box.



2. Enter your Supervisor Desktop login ID (maximum 31 characters) and password in the appropriate fields, and then click **OK** or press **Enter**.

   Supervisor Desktop starts. The application will show no data and the status bar will display "No Service" until you select a team from the Team drop-down list.

   NOTE: The first time you log into Supervisor Desktop, the password is the same as your login ID by default. Create your own password by using the Change Password function.

   NOTE: It may take some time for Supervisor Desktop to start because default report data must be generated.

Changing Your Password

Your password should remain confidential. If it becomes known, follow these steps to change it.

To change your password:

1. From the menu bar, choose **Tools > Change Password**.

   The Change Password dialog box appears (see Figure 2).

Figure 2. Change Supervisor Password dialog box.

2. Type your old password, a new password, and then the new password again.

   Your password can have a maximum of 32 alphanumeric characters.

3. Click **OK**.

   Your password is changed.

Access Through a Virtual Private Network

Supervisor Desktop is able to connect to the Cisco servers through a virtual private network (VPN). This enables you to work remotely and still have the benefit of Supervisor Desktop's full functionality.

> **NOTE:** It is recommended that you use a VPN in order to provide a more secure connection when using Supervisor Desktop outside the contact center.

> **NOTE:** It is intended that you use IP Communicator when running Agent Desktop behind a VPN, not a hard IP phone.

The VPN connection must be established before starting Supervisor Desktop. If the VPN connection is lost during a session, you must restart Supervisor Desktop after the connection is reestablished.

If Supervisor Desktop can log into all services except the Chat service, it must be restarted after the Chat service comes back online.

It has been verified that Cisco VPN 3000 Concentrator and Cisco VPN Client work properly with Supervisor Desktop and are supported for access. VPN solutions from other vendors might work correctly, but since they have not been formally verified, they

are not supported. If you want an alternative solution to be verified, please contact your Cisco distributor.

Automated Updates

Every time you start Supervisor Desktop, it checks to see if there is an updated version available, or if there was a system configuration change that requires a Windows registry change. If there is, it automatically runs the update process.

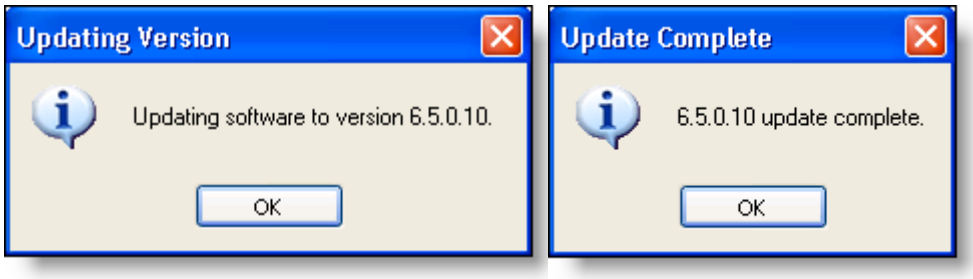
> **NOTE:** For automated updates to function correctly, Internet Explorer must be configured so that it checks for newer versions of stored pages. In Internet Explorer, choose **Tools > Internet Options** and select the **General** tab. In the Temporary Internet Files section, click **Settings** and ensure that any option other than Never is selected.

> **NOTE:** If your system is configured with two CRS servers, and one server is upgraded while your instance of Supervisor Desktop is connected to the older CRS, and your system administrator performs a failover to switch all agents to the upgraded server, your instance of Supervisor Desktop will not automatically upgrade when you log into the new server. You must shut down Supervisor Desktop and start it again for the automatic upgrade to take place.

When an updated version of Supervisor Desktop is detected, you will see a dialog box notifying you that your copy of Supervisor Desktop will be updated (see Figure 3, left).

Click **OK** and then follow the instructions in the series of dialog boxes that follows. When the update is finished, you will see a final dialog box telling you that your update is complete (see Figure 3, right). When you click OK, restart Supervisor Desktop and log in as usual.

Figure 3. Update notification dialog box.



The Supervisor Desktop Window

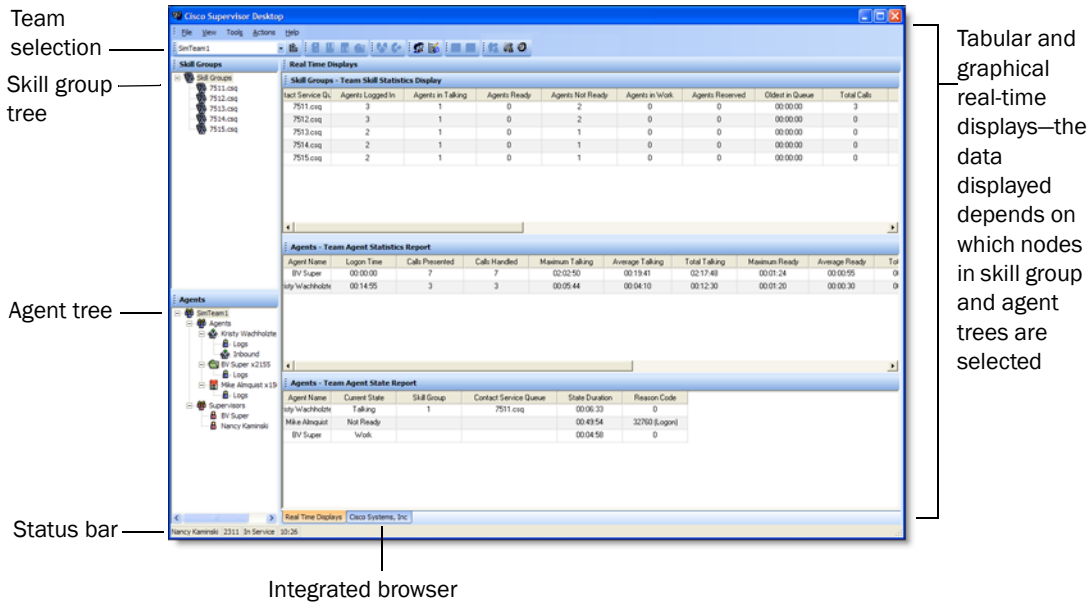
The Supervisor Desktop window is divided into 5 areas:

- The skill group tree, showing all skill groups associated with the team you choose from the team selection list
- The agent tree, showing all the agents and supervisors on the team
- Tabular/graphical real-time displays of skill group information
- Tabular/graphical real-time displays of agent and team information
- Integrated browser, if enabled

The Supervisor Desktop interface can be extremely flexible in its configuration. Using the Preferences dialog box, you can add or remove real-time displays in the right-hand portion of the window, enable all panes in the interface to act as dockable windows (that is, they can be resized and moved anywhere on your desktop) and enable the integrated browser. By default, the panes are not dockable and the browser is not enabled. You can also change the size of the toolbar icons from the default 16 × 16 pixels to 32 × 32 pixels.

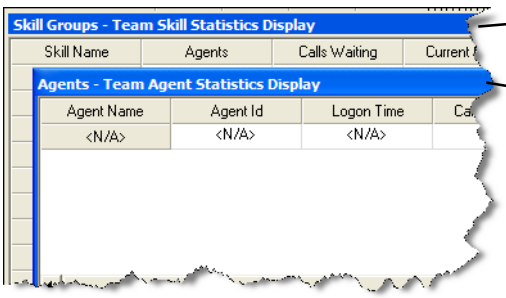
Which panes are displayed depends on which nodes are selected in the skill group and agent trees. Figure 4 shows the Supervisor Desktop window in its default configuration.

Figure 4. Supervisor Desktop interface, with a skill group and the Agents nodes selected



Real-time display panes are identified as containing information related to skill groups or agents by the text in their title bars (see Figure 5).

Figure 5. Identifying Real-time Displays



Displays containing Skill Groups information and

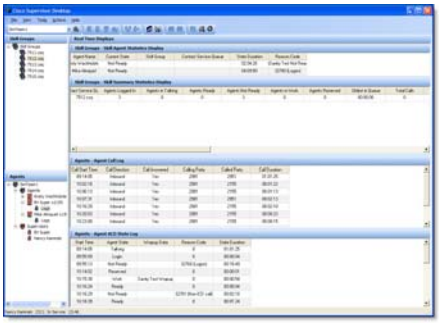
Agents information

These displays are in "movable windows" mode: able to be resized and moved anywhere on the desktop

When Supervisor Desktop is in default layout (movable windows are disabled), Skill Groups real-time displays occupy approximately the top half of the right pane, and the Agents real-time displays occupy approximately the lower half of the right pane. These displays can be resized by dragging the horizontal splitters up and down.

Each type of display will dock to another display of its own type. For example, you cannot separate one Agents display from another, although they can be resized in relationship to each another (see Figure 6). In contrast, a Skill Groups display will not dock to an Agents display.

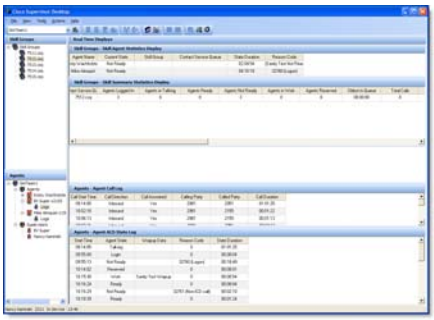
Figure 6. Examples of docked and resized displays



Skill Groups

Agents

Default layout. The Skill Groups and Agents displays have not been resized, and there is no blank space between the types of displays.



Skill Groups

Blank space

Agents

Customized layout. The Skill Groups and Agents displays have been resized by dragging the horizontal splitters up and down. Note the blank space between the types of displays because Agents displays will not dock to Skill Groups displays.

You can also drag the vertical splitter between the trees panes and the display panes left or right, and the horizontal splitter between the two trees panes up and down.

If you choose to enable movable windows (see "Setting Preferences"), Skill Groups displays dock to Skill Groups displays and Agents displays dock to Agents displays, but they are all free to be resized and moved anywhere on your desktop.

If you choose to enable the integrated browser, the real-time displays and the browser appear on tabs in the area to the right of the skill group and agent navigation trees.

Setting Preferences

The Preferences dialog box controls what information is displayed in the display panes and how those panes behave. Table 1 summarizes what you can configure using Preferences.

Table 1. Configurable Elements of the Supervisor Desktop Interface

Tree Control Node	Available Displays	Configure Columns?	Configure Graphs?	Configure Refresh?	Configure URL?
Skill Groups	Team Skill Statistics	Yes	Yes	Yes	No
Skill	Skill Summary Statistics	Yes	No	Yes	No
	Skill Agent Statistics	Yes	Yes	No	No
Team	Team Agent Statistics	Yes	Yes	Yes	No
	Team Agent State	Yes	Yes	No	No
Agent	Agent vs. Team Statistics	Yes	Yes	Yes	No
Logs	Agent Call Log	Yes	No	No	No
	Agent ACD State Log	Yes	No	No	No
Calls	Agent Active Call	Yes	No	No	No
	Enterprise Data	Yes	No	No	No
	Call History	Yes	No	No	No
Browser	Integrated Browser	N/A	N/A	N/A	Yes

To set your interface preferences:

1. Choose **View > Preferences**.

   The Preferences dialog box is displayed.

2. From the left pane, select the node whose displays you want to configure.

The displays for that node are listed in the right pane.

3. Configure the display as follows. If the element of the display is disabled, it cannot be configured.
   a. Columns—select **Columns**, and then click the ellipsis (**...**) to display the Configure Columns dialog box. Select the columns you wish to appear in the display, and use the up and down arrows to set the order in which they appear. If a column name is disabled (appears grayed out), you cannot move it. Click **OK** when you are done.
   b. Graphical Displays—select **Graphical displays**, and then click the ellipsis (**...**) to display the Select Charts dialog box. Select the chart you wish to appear, and then click **OK**. You can select *one chart only* for each real-time display.
   c. Refresh rate—select **Refresh rate in seconds** and adjust the rate.
4. If you want to be able to move and rearrange the panes that make up the Supervisor Desktop window, select the **Enable movable windows** check box.
5. If you want the toolbar icons to be 32 × 32 pixels instead of the default 16 × 16 pixels, select the **Enable large toolbar icons** check box.
6. If you want to enable the integrated browser, select the **Enable Integrated Browser** check box.

   If you want to configure a browser home page, select the **Browser** node in the left pane and enter the URL of the web page you want to appear by default in the browser in the URL field in the right pane.
7. Click **Apply** to save your configuration.

Agent Tree

The Agent tree displays all agents and supervisors on the selected team who are currently logged in. The icon next to the agent's name indicates which agent state the agent is in.

Formatting Agent Names in the Agent Tree

The Preferences dialog box enables you to control how agent names are displayed in the Agent tree.

An agent can be identified by any or all of the following:

- Name
- Extension
- Application used by the agent (CAD or IPPA)

At least one of these must be selected to identify an agent in the Agent tree. If all options are selected, the information in the Agent tree appears as follows:

Jane Smith x1500 CAD

To format agent names in the Agent tree:

1. Choose **View > Preferences**, and then select the **Agents** node.
2. In the Format node text grid, check the elements you want to use to identify an agent. You must select at least one element. A sample of what the name will look like appears on the Sample line.
3. Click **OK**.

Restoring the Interface Default Layout

You can restore your Supervisor Desktop layout to its default configuration by accessing the Preferences dialog box (**View > Preferences**) and clicking the **Restore default layout** button.

This button does the following:

- Resets the arrangement of real-time display panes to the default arrangement
- Disables the integrated browser
- Deselects any graphical real-time displays you had selected
- Resets the toolbar icon setting to the default setting.

It does not reset the columns displayed in each pane to the original selection. You must use the Preferences dialog box (see "Setting Preferences" on page 14) to manually reset these elements to their original configuration.

Accessibility

Supervisor Desktop has a number of features which aid accessibility by vision-impaired users. They are:

- Follows Windows settings for screen resolution and color/contrast settings
- Choice of small (16 × 16 pixels) or large (32 × 32 pixels) toolbar icons (see "Setting Preferences" on page 14)
- Screen reader-compatible tool tips for all controls
- Screen reader-compatible shortcut keys for navigating the application and toolbar (see "Interface Shortcut Keys" on page 17 and "Toolbar" on page 17)

Interface Shortcut Keys

Shortcut keys are available to navigate the Supervisor Desktop interface.

Table 2. Accessibility shortcut keys

Shortcut Keys	Description
Ctrl-Shift-S	Selects the Skill Groups node in the Skill Groups tree.
Ctrl-Shift-A	Selects the Agents node in the Agents tree.
Ctrl-Shift-T	Selects the Team node in the Agents tree.
Ctrl-H	Selects and drops down the Team Selection List.

Once you have set focus to the skill group tree, the agent tree, or the team node in the agent tree, you can use the tab key to navigate to the real-time display panes. Once your focus is in a real-time display pane, you can use the arrow keys to navigate around the display grid.

NOTE: The tab key will move you among the real-time display panes, but the order in which you access them will not necessarily be in sync with the physical arrangement of the display panes on your desktop.

Toolbar

The Supervisor Desktop toolbar consists of the following buttons. To view a tooltip explaining a button's function, move your mouse pointer over the button.

Table 3. Supervisor Desktop toolbar buttons

Button	Name	Shortcut Key	Description
	Refresh	Ctrl-F	Refreshes the information in the active data view pane.
	Logout	Ctrl-L	Logs the selected agent out of the ACD.
	Ready	Crtl-E	Puts the selected agent in the Ready agent state.
	Not Ready	Ctrl-N	Puts the selected agent in the Not Ready agent state.
	Work	Ctrl-D	Puts the selected agent in the Work agent state.
	Barge-In	Ctrl-B	Enables you to join the selected agent's phone conversation.

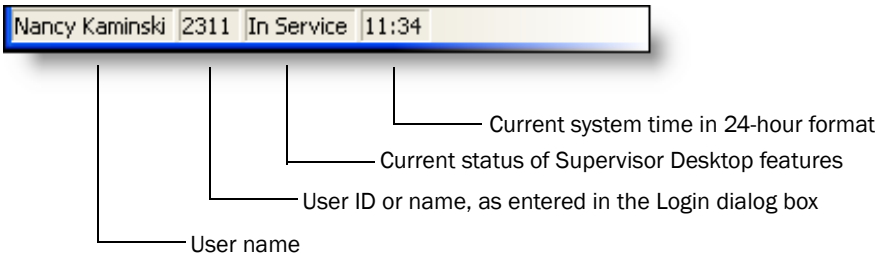
Table 3. Supervisor Desktop toolbar buttons — *Continued*

Button	Name	Shortcut Key	Description
	Intercept	Ctrl-I	Enables you to intercept the selected agent's 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 dialog box.
	Start Record	Ctrl-R	Starts recording the selected phone call.
	Stop Record	Ctrl-S	Stops recording the selected phone call.
	Start Voice Monitor	Ctrl-A	Starts monitoring the selected agent.
	Stop Voice Monitor	Ctrl-P	Stops monitoring 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.

Status Bar

The status bar displays current information about Supervisor Desktop.

Figure 7. Status Bar



In the event of a service failure, the Current Status section changes from "In Service" to "Partial Service" or "No Service." To learn what features are affected by the service outage, double-click the Current Status section of the status bar to view a popup window that displays which features are active or inactive.

For more information on the Current Status popup window and service autorecovery, see "Service Autorecovery" on page 59.

Real-Time Displays

The real-time displays contain the information you need to manage your teams and agents.

There are two types of displays: tabular and graphical.

- Tabular displays present skill group, team, and agent information in a grid.
- Graphical displays present that same information as bar charts, except for the Agent vs. Team Statistics, which is presented as two pie charts.

NOTE: Graphical displays are available at the Premium feature level only.

Tabular information can be sorted in ascending/descending order by clicking any column header in the grid. You can sort by one column only.

Team Skill Statistics

The Team Skill Statistics real-time display is available when you select the Skill Groups node in the Skill Groups tree.

This display presents the details of each individual skill group, regardless of whether or not an agent with that skill is logged in. By default, the data displayed is sorted in ascending order by skill name.

The data is obtained from the CTI server unless otherwise noted, and are for the current day starting at midnight. The data refresh rate is configurable. By default it is every 15 seconds. The minimum rate is 5 seconds, and the maximum rate is 60 seconds.

Graphical displays of this information consist of bar charts with the skill name on the Y axis and any of the available statistics listed in the table below on the X axis, expressed in either an integer (0, 1, 2...) or time duration (hh:mm:ss).

Table 4. Team Skill Statistics real-time display data

Field	Description
Contact Service Queue	Name of the contact service queue.
Agents Logged In	Number of agents currently logged into the system.
Agents in Talking	Number of agents currently in the Talking state.
Agents Ready	Number of agents currently in the Ready state.
Agents Not Ready	Number of agents currently in the Not Ready state.

Table 4. Team Skill Statistics real-time display data — *Continued*

Field	Description
Agents in Work	Number of agents currently in the Work state.
Agents Reserved	Number of agents currently in the Reserved state.
Oldest in Queue	Elapsed wait time of the oldest call in the queue.
Total Calls	Total number of calls that have arrived, including calls waiting, calls connected to agents, and calls that have disconnected.
Handled Today	Number of calls handled by the contact service queue for the current reporting period. A call is considered to be handled when an agent picks up the call.
Calls Abandoned	Number of calls that were routed to the contact service queue but were not answered by an agent because the caller hung up or was disconnected.
Calls Dequeued	Number of calls that were dequeued. A call is considered to be dequeued from a particular contact service queue if the call is handled by an agent in another contact service queue. This situation can occur when a call is queued for more than one contact service queue.
Start Time	Starting date and time of the current reporting period.
End Time	Ending date and time of the current reporting period.
Average Talking	Average talk time for all calls handled by agents. Talk time is the elapsed time between the time that an agent connects to a call and when the call is disconnected or transferred, not including hold time.
Average Waiting	Average wait time for calls routed to the contact service queue. Wait time is the elapsed time between the time a call entered the queue and the time the call was answered by an agent or was disconnected.
Longest Talking	Longest talk time of any one call that agents have handled. Talk time is the elapsed time between the time that an agent connects to a call and when the call is disconnected or transferred, not including hold time.
Longest Waiting	Longest wait time for any one call routed to the contact service queue. Wait time is the time that elapsed between the time a call entered the queue and the time the call was answered by an agent or was disconnected.

Table 4. Team Skill Statistics real-time display data — *Continued*

Field	Description
Calls Priority 1... Calls Priority 10	Total number of Priority N calls that were routed to each contact service queue.

Skill Summary Statistics

The Skill Summary Statistics real-time display is available when you select a specific skill from the Skill Groups tree.

This display presents a summary of a specific skill group's statistics. These statistics are from the entire contact center, not just from members of the selected team.

The data is obtained from the CTI server unless otherwise noted, and are for the current day starting at midnight. The data refresh rate is configurable. By default it is every 15 seconds. The minimum rate is 5 seconds, and the maximum rate is 60 seconds.

There is no graphical display available for these statistics.

Table 5. Skill Summary Statistics real-time display data

Field	Description
Contact Service Queue	Name of the contact service queue.
Agents Logged In	Number of agents currently logged into the system.
Agents in Talking	Number of agents currently in the Talking state.
Agents Ready	Number of agents currently in the Ready state.
Agents Not Ready	Number of agents currently in the Not Ready state.
Agents in Work	Number of agents currently in the Work state.
Agents Reserved	Number of agents currently in the Reserved state.
Oldest in Queue	Elapsed wait time of the oldest call in the queue.
Total Calls	Total number of calls that have arrived, including calls waiting, calls connected to agents, and calls that have disconnected.
Handled Today	Number of calls handled by the contact service queue for the current reporting period. A call is considered to be handled when an agent picks up the call.

Table 5. Skill Summary Statistics real-time display data — *Continued*

Field	Description
Calls Abandoned	Number of calls that were routed to the contact service queue but were not answered by an agent because the caller hung up or was disconnected.
Calls Dequeued	Number of calls that were dequeued. A call is considered to be dequeued from a particular contact service queue if the call is handled by an agent in another contact service queue. This situation can occur when a call is queued for more than one contact service queue.
Start Time	Starting date and time of the current reporting period.
End Time	Ending date and time of the current reporting period.
Average Talking	Average talk time for all calls handled by agents. Talk time is the elapsed time between the time that an agent connects to a call and when the call is disconnected or transferred, not including hold time.
Average Waiting	Average wait time for calls routed to the contact service queue. Wait time is the elapsed time between the time a call entered the queue and the time the call was answered by an agent or was disconnected.
Longest Talking	Longest talk time of any one call that agents have handled. Talk time is the elapsed time between the time that an agent connects to a call and when the call is disconnected or transferred, not including hold time.
Longest Waiting	Longest wait time for any one call routed to the contact service queue. Wait time is the time that elapsed between the time a call entered the queue and the time the call was answered by an agent or was disconnected.
Calls Priority 1... Calls Priority 10	Total number of Priority N calls that were routed to each contact service queue.

Skill Agent Statistics

The Skill Agent Statistics real-time display is available when you select a specific skill from the Skill Groups tree.

This display presents information about each agent logged into the ACD and assigned to the selected skill group. By default, the data displayed is sorted in ascending order by agent name.

The data is obtained from the CAD Chat service, and are for the current day starting at midnight. The data refresh rate is 1 second, and is not configurable.

The graphical display of this information consists of a bar chart with the ACD states on the Y axis and the number of agents on the X axis.

Table 6. Skill Agent Statistics real-time display data

Column Name	Description
Agent Name	The agent's name.
Current State	The agent's current ACD state.
Skill Group	The skill group ID of the ACD call the agent is currently servicing (in Talking state). If there is no call, or if the call is a non-ACD call, this field is blank.
Contact Service Queue	Name of the contact service queue.
State Duration	The amount of time, in seconds, that the agent has been in the current ACD state.
Reason Code	The reason why the agent is in the current ACD state. Reason codes are available for the Not Ready and Logout states only.

Team Agent Statistics

The Team Agent Statistics real-time display is available when you select the Team node or Agents node in the Agents tree.

This display presents the real-time state of the agents on the selected team who are currently logged into the ACD. By default, the data displayed is sorted in ascending order by agent name.

The data is obtained from the CAD Recording & Statistics service, and is for the current day starting at midnight. The data refresh rate is configurable. By default it is every 15 seconds. The minimum rate is 5 seconds, and the maximum rate is 30 seconds.

Graphical displays of the information consist of bar charts with agent names on the Y axis and the average amount of time (hh:mm:ss) the agent spent in a selected ACD state.

Table 7. Team Agent Statistics real-time display data

Column Name	Description
Agent Name	The agent's name.

Table 7. Team Agent Statistics real-time display data — *Continued*

Column Name	Description
Logon Time	The total amount of time the agent has been logged into the ACD today.
Calls Presented	The number of inbound calls (ACD and non-ACD) presented to the agent today.
Calls Handled	The number of inbound calls (ACD and non-ACD) presented to and answered by the agent today.
Maximum Talking	The longest talk time of all calls handled today.
Average Talking	The average talk time and hold time of all calls handled today.
Total Talking	The total talk time and hold time of all calls handled today.
Maximum Ready	The longest time the agent spent in the Ready state today.
Average Ready	The average time the agent spent in the Ready state today.
Total Ready	The total time the agent spent in the Ready state today.
Maximum Not Ready	The longest time the agent spent in the Not Ready state today.
Average Not Ready	The average time the agent spent in the Not Ready state today.
Total Not Ready	The total time the agent spent in the Not Ready state today.
Maximum Work	Longest time spent in the Work state.
Average Work	The total time spent in the Work state divided by the number of times spent in the Work state.
Agents in Talking	Number of agents currently in the Talking state.
Other Time	The total time the agent spent in states other than Talking, Ready, Not Ready, or Work today.

Team Agent State

The Team Agent State real-time display is available when you select the Team node or Agents node in the Agents tree.

This display presents the performance details for each agent on the team. By default, the data displayed is sorted in ascending order by agent name.

The data is obtained from the CAD Chat service, and is for the current day starting at midnight. The data refresh rate is 1 second, and is not configurable.

The graphical display of the information consists of a bar chart with ACD states on the Y axis and the number of agents currently in each ACD state.

Table 8. Team Agent State real-time display data

Column Name	Description
Agent Name	The agent's name.
Current State	The agent's current ACD state.
Skill Group	The skill group ID of the call the agent is currently servicing (in Talking state). If there is no call, or if the call is a non-ACD call, this field is blank.
State Duration	The amount of time, in seconds, that the agent has been in the current ACD state.
Reason Code	The reason why the agent is in the current ACD state. Reason codes are available for the Not Ready and Logout states only.

Agent vs. Team Statistics

The Agent vs. Team Statistics real-time display is available when you select a specific agent in the Agents tree.

This display presents the performance details for the agent and compares them to the performance details of the team.

The data is obtained from the CAD Recording & Statistics service, and is for the current day starting at midnight. The data refresh rate is configurable. By default it is every 15 seconds. The minimum rate is 5 seconds, and the maximum rate is 30 seconds.

The graphical display (entitled the "Agent vs. Team Percent Time in State display") is presented as two pie charts. These pie charts show the percentage of time a specific agent spends in various ACD states in comparison to the percentages spent by the team as a whole. The ACD states compared are:

- Ready
- Not Ready
- Talking

- After Call Work (Work)
- Other Time (all other ACD states not listed here)

Table 9. Agent vs. Team Statistics real-time display data

Column Name	Description
ID	Identifies the statistics as for the selected agent or the team.
Logon Time	The amount of time the agent and team have been logged into Agent Desktop.
Calls Presented	Agent: The number of inbound calls (ACD and non-ACD) presented to the agent today. Team: The total number of inbound calls (ACD and non-ACD) presented to all members of the team today.
Calls Handled	Agent: The number of inbound calls (ACD and non-ACD) presented to and answered by the agent today. Team: The number of inbound calls (ACD and non-ACD) presented to and answered by all members of the team today.
Maximum Talking	Agent: The longest talk time of all calls handled today. Team: The longest talk time of all calls handled by any member of the team today.
Average Talking	Agent: The average talk time and hold time of all calls handled today. Team: The average talk time and hold time of all calls handled by all members of the team today.
Total Talking	Agent: The total talk time and hold time of all calls handled today. Team: The total talk time and hold time of all calls handled by all members of the team today.
Maximum Ready	Agent: The longest time the agent spent in the Ready state today. Team: The longest time any member of the team spent in the Ready state today.

Table 9. Agent vs. Team Statistics real-time display data — *Continued*

Column Name	Description
Average Ready	Agent: The average time the agent spent in the Ready state today. Team: The average time all members of the team spent in the Ready state today.
Total Ready	Agent: The total time the agent spent in the Ready state today. Team: The total time all members of the team spent in the Ready state today.
Maximum Not Ready	Agent: The longest time the agent spent in the Not Ready state today. Team: The longest time any member of the team spent in the Not Ready state today
Average Not Ready	Agent: The average time the agent spent in the Not Ready state today. Team: The average time all members of the team spent in the Not Ready state today.
Total Not Ready	Agent: The total time the agent spent in the Not Ready state today. Team: The total time all members of the team spent in the Not Ready state today.
Maximum Work	Agent: The longest time the agent spent in the Work state today. Team: The longest time any member of the team spent in the Work state today.
Average Work	Agent: The average time the agent spent in the Work state today. Team: The average time all members of the team spent in the Work state today.
Total Work	Agent: The total time the agent spent in the Work state today. Team: The total time all members of the team spent in the Work state today.

Table 9. Agent vs. Team Statistics real-time display data — *Continued*

Column Name	Description
Other Time	Agent: The total time the agent spent in states other than Talking, Ready, Not Ready, and Work today. Team: The total time all members of the team spent in states other than Talking, Ready, Not Ready, and Work today.

Agent Call Log

The Agent Call Log real-time display is available when you select the Logs node underneath a specific agent's name in the Agents tree.

This display presents a history of the calls made and received by the agent during the current session. By default, the data displayed is sorted in ascending order by time of day. The data in the report must be refreshed manually by clicking the Refresh button on the toolbar.

Table 10. Agent Call Log real-time display data

Column Name	Description
Call Start Time	The time the call was answered.
Call Direction	Inbound or outbound call.
Call Answered	(Yes/No) Answered or unanswered call.
Calling Party	The originating phone number.
Called Party	The recipient phone number.
Call Duration	The length of the call.

Agent ACD State Log

The Agent ACD State Log real-time display is available when you select the Logs node underneath a specific agent's name in the Agents tree.

This display presents a history of the ACD states the agent transitioned through during the current session. By default, the data displayed is sorted in ascending order by time

of day. The data in the report must be refreshed manually by clicking the Refresh button on the toolbar.

Table 11. Agent ACD State Log real-time display data

Column Name	Description
Start Time	The time the agent state was initiated.
Agent State	The ACD agent state.
Reason Code	Any reason code the agent entered, if the agent state transitioned to is Not Ready or Logout (if required).
State Duration	The length of time the agent was in the agent state.

Agent Active Call

The Agent Active Call real-time display is available when you select an active call under a specific agent's name in the Agents tree.

This display presents information about each party in the current active call.

Table 12. Agent Active Call real-time display data

Column Name	Description
Name	Name of the parties in the call, if known. If this data is not known, <unavailable> is displayed.
Number	The party's phone number.
Call Status	Hook state of the party (Active or Held).
Duration	The length of time the party has been in the call.
Skill Group	The skill group ID the called was queued to, if applicable.

Enterprise Data

The Enterprise Data real-time display is available when you select an active call under a specific agent's name in the Agents tree. The data displayed is configured by your administrator.

Call History

The Call History real-time display is available when you select an active call under a specific agent's name in the Agent's tree.

This display presents a history of the call's presence in the contact center.

Table 13. Call History real-time display data

Column Name	Description
Threshold	The acceptable amount of time a call can remain at a particular device or contact center. The administrator may assign caution and warning threshold values to each device type, as well as a total threshold value for a call. If a call remains at a device longer than the defined caution and warning thresholds, a caution or warning icon is displayed in this field.
Device	A device that the call has passed through.
Type	The type of device the call has passed through.
Description	Description of the device.
Duration	The amount of time the call spends at a device.

Monitoring Agents

The voice monitor button enables you to silently listen in on an agent's phone conversations.

Voice monitoring is available whenever an agent is logged in, whether or not the agent is on the phone. It is not available when:

- You are a participant in a phone call (you cannot monitor yourself).
- You use the Barge-In or Intercept function.

The volume slide allows you to control the volume when monitoring an agent's phone conversation. The system remembers your last volume setting and uses it the next time you log in.

To start monitoring an agent:

1. Choose an agent in the Agents tree.
2. Click the **Start Voice Monitor** button, or choose **Intervention > Start Voice Monitor**.

To stop monitoring an agent:

1. Click the **Stop Voice Monitor** button, or choose **Intervention > Stop Voice Monitor**.

Pushing a Web Page to an Agent

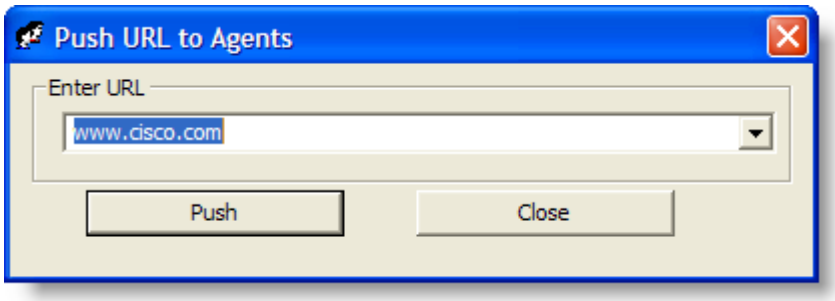
You can coach an agent while monitoring the agent's phone call by pushing a web page to that agent's Agent Desktop integrated browser.

To push a web page to an agent:

1. While monitoring an agent, choose **Intervention > Coach by pushing a page**.

   The Push URL to Agents dialog box appears (see Figure 8).

Figure 8. Push URL to Agents dialog box.



2. Enter the URL of the web page you want the agent to see, and then click **Push** to send the web page to the agent.

   The web page you pushed to the agent is displayed in the agent's integrated browser.

Barging In on Calls

The Barge-In feature enables you to join an agent's phone conversation. When you click the Barge-In button, you are automatically added to the phone call. It is a forced conference.

> **NOTE:** You can barge in only once on a call per supervisor.

The agent sees a message that you are attempting to join the call, then sees a message that you have successfully joined it.

When you use the Barge-In feature, voice monitoring is disabled.

You can't barge in:

- If the agent is on hold
- If the agent is on two calls
- If the agent is in a conference call
- If you are already on another call

To barge in:

1. Select an agent call in the team view pane.
2. Click the **Barge-In** button or choose **Intervention > Barge-In**.

   You are added to the call.

   At any time during the conference call, you may click Intercept to disconnect the agent whose call is selected from the conference call and continue talking with the remaining parties yourself.

To drop the barged-in call:

- In Cisco Agent Desktop, select the conference call from the dashboard and then click **Drop**.

Intercepting Calls

The Intercept feature enables you to intercept a phone call while disconnecting the agent from that phone call. It is a forced transfer.

> NOTE: You can intercept a call only once per supervisor. For example, if you intercept a call, drop out of the conversation, and then attempt to intercept the same call again, you will not be able to do so.

The agent sees a message that you are attempting to intercept the phone call, then sees a further message when the interception is successful.

When you use the Intercept feature, voice monitoring is disabled.

You can't intercept:

- If the agent is on hold
- If the agent is on two calls
- If you are already on another call

To intercept a phone call:

1. Select an agent call in the team view pane.
2. Click the **Intercept** button or choose **Intervention > Intercept**.

   The call is transferred to you.

   If you are intercepting a conference call you are on, the agent call you selected in the team view pane is dropped from the conference call, and all other participants in the conference call remain connected.

To drop the intercepted call:

- In Cisco Agent Desktop, select the intercepted call from the dashboard and then click **Drop**.

Recording Calls

You can use Supervisor Desktop to record, save, and play back calls handled by agents on your team. Multiple recordings can be in progress at the same time, although only one recording may be made per agent at any one time. You use the Supervisor Record Viewer to review recorded calls.

You can use the Barge-In, Intercept, and Voice Monitor features while recording.

When recording a call, keep in mind the following:

- The recording feature is not intended to record every call. It is an on-demand solution only.
- Although you select a specific call from the Team View pane when recording, you are actually recording all voice activity to and from that particular agent. It is not limited to the call you selected. For instance, if the agent puts the selected call on hold and switches to another call, the recording will record both calls.
- The recording will end when the selected call terminates, or when you manually stop recording, whichever comes first.
- Agents may be configured so that they are allowed to start and stop recording calls. However, an agent cannot stop a recording that you, as a supervisor, started. If an agent attempts to do so, their Agent Desktop or IP Phone Agent interface indicates the recording is stopped. However, the recording is not stopped, and Supervisor Desktop displays an icon indicating that recording is proceeding.
- You can stop a recording initiated by an agent.
- If notification is off, agents have no way of knowing if you are recording their calls. If an agent attempts to start recording a call that you are already recording, the agent will see a recording icon on the call, although the agent is not in control of the recording.
- When you or an agent record a call, a recording license is used. The license is released when the recording stops. If all recording licenses are in use when you attempt to start a recording, the recording will not start.

To record a call:

1. Choose the call you wish to record from the Agents tree.
2. Click the **Start Record** button, or choose **Intervention > Call/Agent Start Recording**.
3. When you are finished, click the **Stop Record** button, or choose **Intervention > Call/Agent Stop Recording**.

The call is archived to the Recording service database, where it is automatically saved for seven days. If you want to save it for a longer period, you may do so for up to 30 days, after which it is deleted (see "Using Supervisor Record Viewer" on page 55 for more information on playing and saving recordings).

Changing Agents' ACD States

You can use Supervisor Desktop to change the ACD state of an agent on your team, including logging an agent out.

> NOTE: If you log a CAD agent out, that agent will continue to appear in the agent tree and will be able to chat and receive team messages. If you log out a IP Phone agent, that agent disappears from the agent tree.

To change an agent's agent state:

1. From the Agents tree, select the agent whose state you want to change.
2. On the toolbar, click the appropriate agent state button.

> NOTE: If an agent state change fails, you will not see any failure message. You will know that an agent state change succeeds if the icon next to the agent's name in the team view pane changes to the current agent state icon.

Using Chat

Chat allows you to send instant messages to agents on your team and to other supervisors. You initiate a chat session by clicking the Chat button on the toolbar.

NOTE: You cannot chat with IP Phone agents.

Chat Features

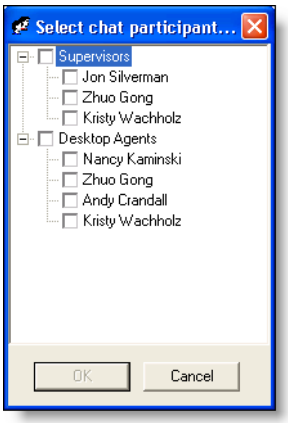
- You can participate in multiple concurrent chat sessions.
- You can send the same chat message to multiple recipients (their replies, if any, appear in separate chat windows, one for each person).
- The Chat Session window's title bar displays the name of the person with whom you are chatting.
- High priority chat messages pop on your screen so they are immediately noticed, while normal priority chat messages are minimized and flash on your Windows task bar.
- Chat logs are available as long as the Chat Session window is open. Once you close the window, the log is lost.
- Chat logs are in chronological order, with the oldest messages at the top of the log pane.

To initiate a chat session:

1. On the toolbar, click the **Chat** button.

   The Chat Selection window is displayed (see Figure 9).

Figure 9. Chat Selection window



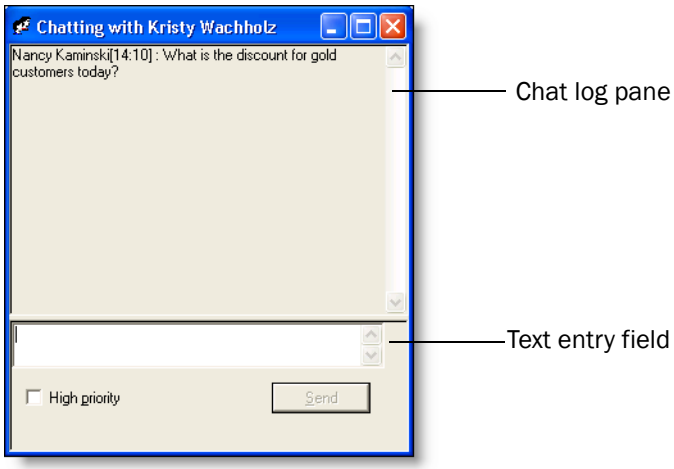
The window lists the people with whom you can chat (logged-in members of your team and other supervisors).

2. Select the check box next to the name of the person(s) with whom you wish to chat.

   If you select the check box next to Desktop Agents or Supervisors, the check boxes next to all agents or supervisors listed underneath are automatically selected. You can then send a message to multiple recipients.

   A Chat Session window is displayed and a chat session is initiated with the selected people (see Figure 10).

Figure 10. Chat Session window



3. Type your message in the text entry field.
4. If you want your message to be noticed immediately by popping on the recipient's screen, select the **High priority** check box.
5. Click **Send** or press **Enter**.

   Your message is sent to your chat partner and logged in the chat log pane.

   Replies from recipients of a group message appear in individual chat session windows. They cannot reply to the group, they can reply only to you.

To terminate a chat session:

- Click **Close** in the upper right-hand corner of the Chat Session window.

Predefined High-Priority Chat Messages

Agents may have a task button in Agent Desktop configured to send a predefined high-priority chat message to their supervisor(s). This predefined message (for example, “Please barge in on my call”) is set up by the administrator. It behaves just like a regular chat message that is tagged as high priority—it pops up on your screen on top of all other windows for your immediate attention.

Using the Integrated Browser

The integrated browser enables you to view intranet and internet web pages from within Supervisor Desktop. When enabled, the browser appears as a tab in the real-time display pane, with up to 20 characters of the name of the current webpage displayed on the tab. The real-time displays appear on another tab in that pane.

> NOTE: You must have Internet Explorer 6 or 7 installed on your PC for the integrated browser to function.

By default, the browser is not enabled. See "Setting Preferences" on page 14 for instructions on enabling the browser and configuring a home page.

The Address field's drop-down list contains the URLs of the last 10 websites visited for quick access to frequently-visited websites.

Browser Toolbar

The browser toolbar is the basic Internet Explorer toolbar. It allows you to navigate among web pages you view, refresh a current page, and return to your home page.

Table 14. Browser toolbar buttons

Button	Name	Shortcut Key	Description
	Back	Alt–left arrow	Returns you to the last page you viewed.
	Forward	Alt–right arrow	Takes you to the page you viewed before you clicked the Back button.
	Stop	Esc	Stops the browser from displaying a web page (for example, if the download is taking too long).
	Refresh	F5	Refreshes the web page displayed to ensure you see the latest content.
	Home	Alt–Home	Returns you to your predefined home page.

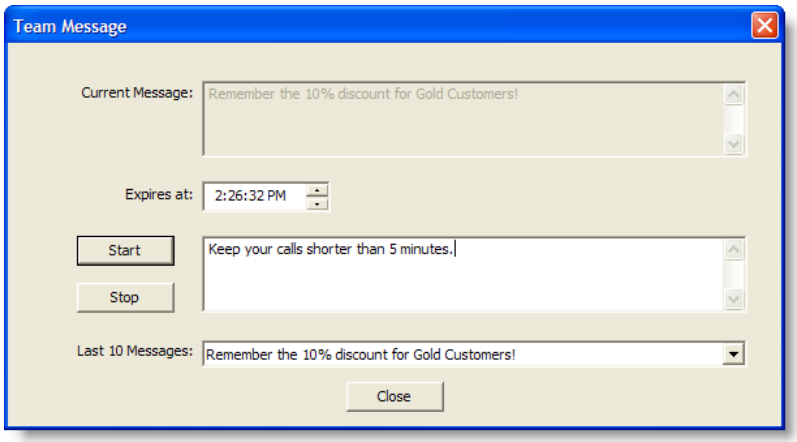
Sending Team Messages

You can send a team message (TM) to all agents on a team, whether or not the agent is logged into the ACD. As long as Agent Desktop is open, an agent can view a TM.

NOTE: You cannot send TMs to IP Phone agents.

The Team Messages dialog box (see Figure 11) stores the last 10 TMs you broadcast. You can select any one of these messages to broadcast again. If you send more than 10 TMs, the oldest one drops off the stored list. You cannot designate any particular TM for permanent storage.

Figure 11. Team Message dialog box.



NOTE: By default, the TM scrolls across Agent Desktop's TM pane. Individual agents can set their preference in Agent Desktop to view TMs as stationary. A stationary TM is more compatible with screen readers, which are often used by vision-impaired agents.

The Current Message pane displays the message that is currently being sent to your team.

To send a TM to all agents on a team:

1. From the team selection list, choose the team to which you want to send the message, and then click **View > Team Messages** or click the **Team Messages** button.
2. Type your message in the text box. The TM can be up to 255 characters long.

3. In the Expires at field, choose a specific time for the message to expire.

   By default, the message runs for 30 minutes.

4. Click **Start** or press **Enter**.

   The TM is sent to the team for the length of time you chose. The text of the message you sent is logged in the current team performance message field.

To cancel a TM:

- In the Team Message dialog box, click **Stop**.

Creating Supervisor Work Flows

Using the Supervisor Work Flow Administrator feature, you can configure your desktop to perform certain actions based on queue statistics for calls waiting and calls in queue for specified skill groups.

These work flows apply only to you, not to any other supervisors, and are available to you no matter where you log into Supervisor Desktop. They are tied to your login information.

> **NOTE:** Supervisor work flow actions are available at the Premium feature level, except for the Tree Control action, which is also available at the Enhanced feature level.

In general, work flows consist of *events*, *rules*, and *actions*.

- The *event* that triggers an action is a skill groups queue statistics update. Queue statistics are updated once every 5 seconds.
- The *rule* the event must meet is one or both of the following:
  - The number of calls waiting is below, within, or above specified limits
  - The oldest call in queue is below, within, or above specified time durations
- The *actions* triggered by meeting the rules can be:
  - Change the color of the skill group name in the tree control and/or add a message next to it
  - Highlight data in the tabular real-time display
  - Display a popup message on your desktop
  - Play a *.wav file on your desktop
  - Send an email to selected recipients

For example, you can set up a work flow so that when there are more than 10 calls waiting in the queue for Skill Group 6500, the skill group name in the Skill Groups tree turns red and an audible warning sounds every 15 seconds.

To set up a supervisor work flow:

1. Choose **Tools > Supervisor Work Flow Administrator**.

   The Supervisor Work Flow List dialog box appears.
2. Click **Add**.

   The Add New Work Flow dialog box appears.
3. Enter a name for your new work flow, and then click **OK**.

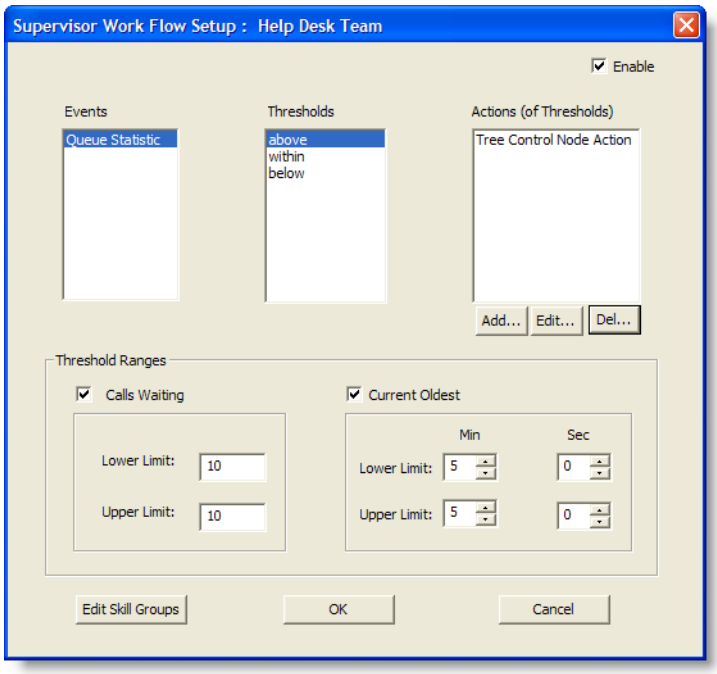
The Skill Group Selection dialog box appears.

4. Select the skill groups you want your work flow to apply to from the Available Skill Groups pane and use the arrows to move them to the Selected Skill Groups pane. Click **OK** when finished.

   NOTE: A skill group may be a part of only one work flow per supervisor.

   The Supervisor Work Flow Setup dialog box appears (see Figure 12).

Figure 12. Supervisor Work Flow Setup dialog box.



5. Set up the parameters for the work flow:

   a. Specify the upper and lower limits for the Call Waiting and/or Current Oldest threshold.

      NOTE: When you select both Calls Waiting and Current Oldest, the highest threshold crossed takes precedence.

   b. Select **Above** from the Thresholds pane.

c. Click **Add**, and from the resulting Action Type Selection dialog box, select the action you want to be triggered when the Calls Waiting and/or Current Oldest statistic is above the upper limit you set, and then click **OK**. See "Work Flow Actions" on page 49 for information on the types of actions available.

d. Repeat for the Within and Below thresholds.

6. When you have finished, click **OK** to enable the work flow.

Example: Setting Up a Supervisor Work Flow

The following is a step-by-step illustration of setting up a supervisor work flow. This work flow:

- Changes the skill group name color to green and displays “Below” next to it in the Skill Groups tree control when there are fewer than 2 calls waiting, or if the current oldest call is less than 1 minute old
- Changes the skill group name color to blue and displays “Caution” when there are 2 to 5 calls waiting, or if the current oldest call is between 1 and 5 minutes old
- Changes the skill group name color to red and displays “Warning” when there are more than 5 calls waiting, or if the current oldest call is more than 5 minutes old

To set up the example supervisor work flow:

1. Choose **Tools > Supervisor Work Flow Administrator**.

   The Supervisor Work Flow List dialog box appears.

2. Click **Add**.

   The Add New Work Flow dialog box appears.

3. Enter the name **Customer Management**, and then click **OK**.

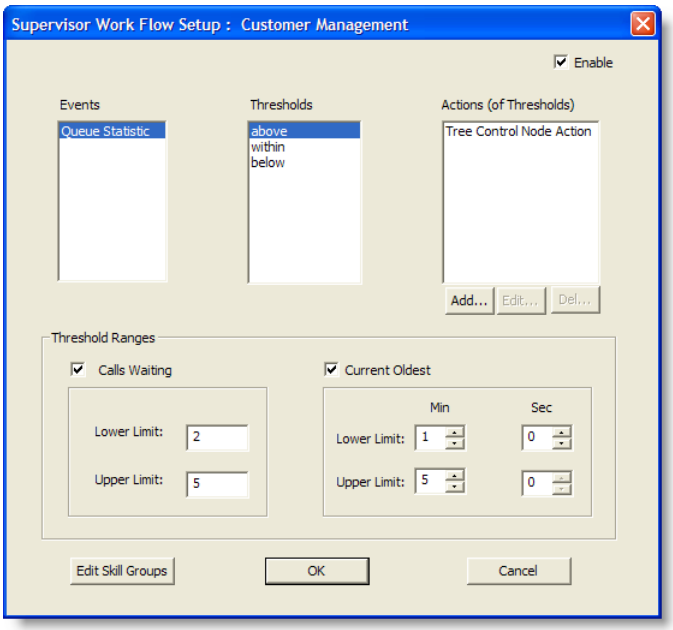
   The Skill Group Selection dialog box appears.

4. Select the skill groups you want your work flow to apply to from the Available Skill Groups pane and use the arrows to move them to the Selected Skill Groups pane. Click **OK** when finished.

   The Supervisor Work Flow Setup dialog box appears.

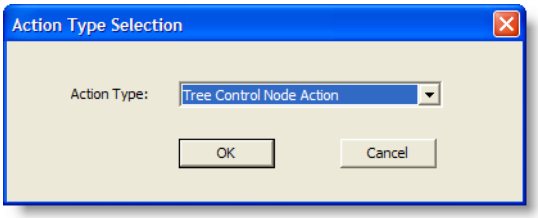
5. Select the **Calls Waiting** check box and set the lower limit to **2** and the upper limit to **5**.

6. Select the **Current Oldest** check box and set the lower limit to **1** minute and the upper limit to **5** minutes.



7. Select **Below** in the Thresholds pane and then click **Add** under the Actions pane.

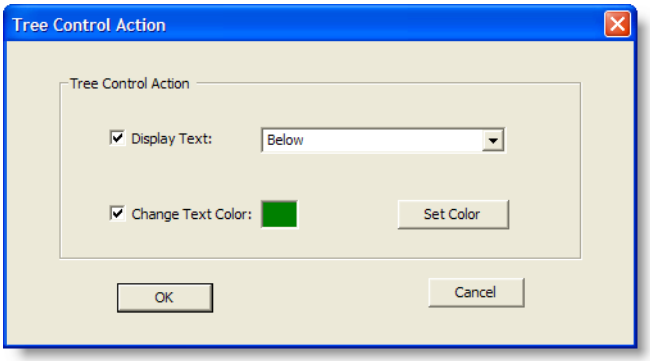
   The Action Type Selection dialog box appears.



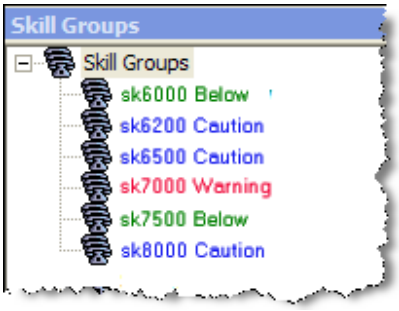
8. Select **Tree Control Node Action** and then click **OK**.

   The Tree Control Action dialog box appears.

9. Check **Display Text** and enter **Below** in the field.
10. Check **Change Text Color**, click **Set Color**, choose green from the color palette displayed, and then click **OK**.



11. Repeat steps 7 through 10 for the Above and Within thresholds. For Above, select “Warning” as the display text and set the color to red. For Within, select “Caution” as the display text and set the color to blue.
12. When you are finished, click **OK** to enable the work flow. The skill group names will now be color-coded with text displayed.



Work Flow Actions

There are 5 possible work flow actions that can be triggered by threshold rules. These actions are:

- Audible Alert Action (page 50)
- Message Box Action (page 50)
- Report Action (page 51)
- Tree Control Action (page 51)
- Email Alert Action (page 52)

Audible Alert Action

The Audible Alert action plays a *.wav file on your desktop whenever the threshold rules are met. By default, the file plays once, but you can also configure it so that it plays repeatedly at specified intervals.

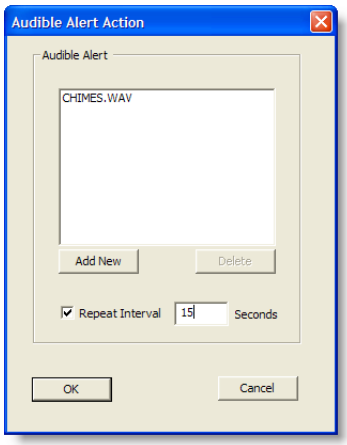
> **NOTE:** You can turn off audible alerts that are configured to repeat at intervals by choosing **Actions > Supervisor Work Flow — Audio Off** from the menu.

Your computer most likely has system *.wav files available that are used to signal standard Windows events. These files are a good source of sounds.

> **NOTE:** Any *.wav file you select must be 300K or smaller.

To set up an audible alert, in the Audible Alert Action dialog box (see Figure 13) click **Add New** and then browse to the location of your selected *.wav file. If desired, set up a repeat interval, and then click **OK**.

Figure 13. Audible Alert Action dialog box.



Message Box Action

The Message Box action pops a message box containing a customized message on your desktop whenever the threshold rules are met. The message box is cleared by clicking OK.

To set up a message box, in the Message Box Action dialog box (see Figure 14) type your message in the Message Text field, select the appropriate message icon, and then click **OK**.

Figure 14. Message Box Action dialog box

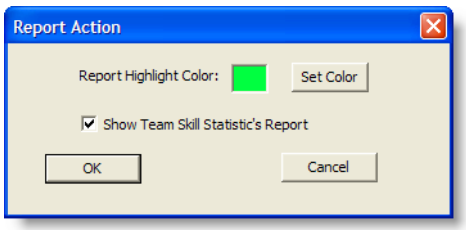
Report Action

The Report action highlights in color the Calls Waiting and Current Oldest cells in the tabular Team Skill Statistics real-time display when the data in the cell exceeds the threshold rules.

To set up a Report action, In the Report Action dialog box (see Figure 15) click **Set Color** to select the color to use for highlighting the display cells, and then click **OK**.

If you select the Show Team Skill Statistics Report check box, then whenever a statistic changes that triggers a Report action Supervisor Desktop automatically changes its focus to display the Team Skill Statistics report so that you will see the current report with the cells highlighted.

Figure 15. Report Action dialog box



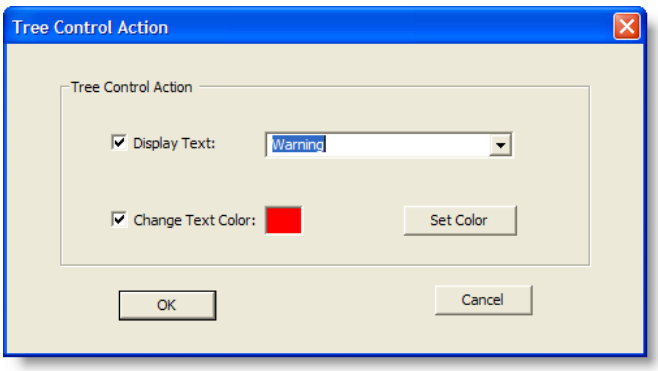
Tree Control Action

The Tree Control action enables you to select a color to apply to a skill group name and/or a message to display beside the skill group name in the Skill Groups tree control whenever the threshold rules are met.

To set up a Tree Control action, in the Tree Control Action dialog box (see Figure 16) check the effect(s) you want applied to the skill group name. Click **Set Color** to select a

text color, enter your own message or select from the drop-down list a predefined message (Caution or Warning) to appear next to the skill group name, and then click **OK**.

Figure 16. Tree Control Action dialog box



Email Alert Action

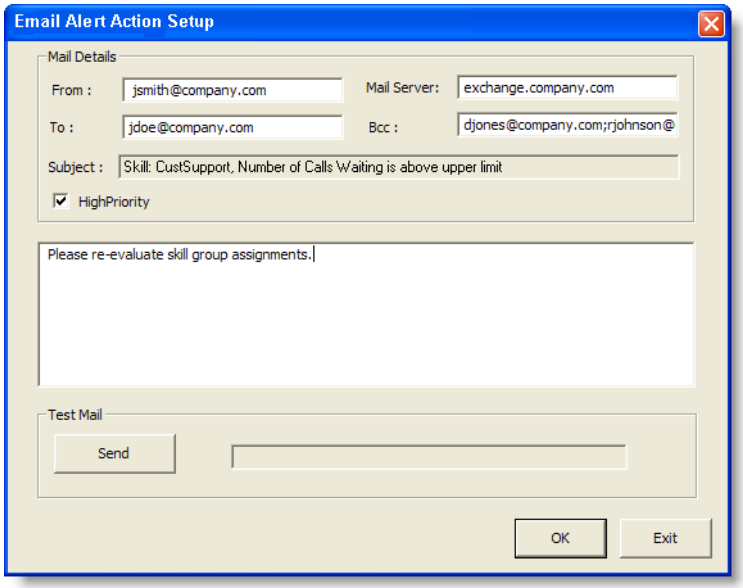
The Email Alert action enables you to send an email to specified people whenever the threshold rules are not met.

The email messages have predefined subject lines, depending on what threshold rule is met. They are:

- Skill: <skill group name>, Number of Calls Waiting is above upper limit
- Skill: <skill group name>, Number of Calls Waiting is below lower limit
- Skill: <skill group name>, Number of Calls Waiting is within upper and lower limits
- Skill: <skill group name>, Oldest Call in Queue is above upper limit
- Skill: <skill group name>, Oldest Call in Queue is below lower limit
- Skill: <skill group name>, Oldest Call in Queue is within upper and lower limits

The email messages sent can consist only of the Subject line; a message in the body of the email is optional.

Figure 17. Email Alert Action Setup dialog box



To set up an email alert action, complete the Email Alert Action Setup dialog box (see Figure 17) as described in the following table.

Table 15. Email Alert Action Setup dialog box fields

Field	Description
From:	Required. Enter your email address. The first time this dialog box is displayed the field is blank; thereafter it is automatically filled with what you previously entered.
To:	Required. Enter the email addresses of the recipients, separated by a semicolon. The first time this dialog is displayed the field is blank; thereafter it is automatically filled with what you previously entered.
Mail Server:	Required. The SMTP IP address or host name of the email server used to send the email. The first time this dialog is displayed the field is blank; thereafter it is automatically filled with what you previously entered.
BCC:	Optional. Enter the email addresses of the recipients you want copied in on the email message. The first time this dialog is displayed the field is blank; thereafter it is automatically filled with what you previously entered.

Table 15. Email Alert Action Setup dialog box fields — *Continued*

Field	Description
Subject:	The subject line is automatically generated by the action.
High Priority	Select the check box if you want the email to be delivered with high priority. Leave it unselected for normal email delivery.
Message Pane (not labeled)	Optional. Enter a message to appear in the body of the email.

Use the Send button to check if the email alert action is configured correctly. When you click Send, a test email is sent to the email addresses in the To and BCC fields.

If the test email is successful, “Mail Sent Successfully” appears in the field next to the test button. If it is unsuccessful, “Mail Send Failed” appears. In that event, check your entries in the To, BCC, and Mail Server fields for accuracy and test it again.

Using Supervisor Record Viewer

The Supervisor Record Viewer (see Figure 18) displays all recordings made by your team over the last seven days as well as those you tag for 30-day extended lifetime.

> NOTE: A license is used whenever you open the Supervisor Record Viewer, and is released when you close it. If no licenses are available, Supervisor Record Viewer will start but no recordings will be listed and the error message, “Licensing error” will be displayed. You must wait until a license is released and available for you to use in order to review any recordings. For this reason, it is important to close Supervisor Record Viewer after you are finished using it.

The recordings are archived as raw voice data packets; they can only be played back using the Supervisor Record Viewer. However, if you wish to save selected recordings as *.wav files, you can use the “Play and Save” button and save the recording to a folder in *.wav format.

Unless recordings are tagged for an extended lifetime, they are automatically deleted after seven days.

If a recording is tagged for the 30-day extended lifetime, they will not be deleted until that 30-day period expires. If you delete them manually before the 30-day period expires, they are deleted in the next folder cleanup—cleanups run daily at midnight.

Figure 18. Supervisor Record Viewer

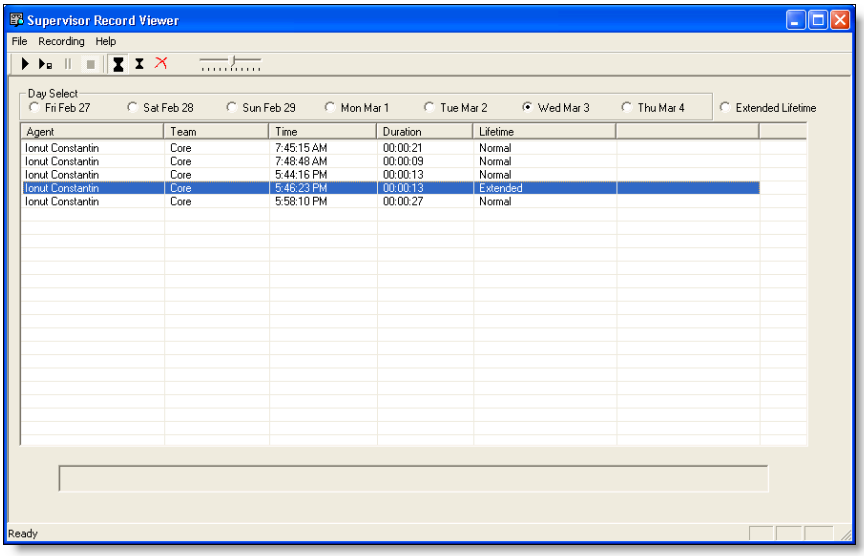


Figure 19. Supervisor Record Viewer toolbar.

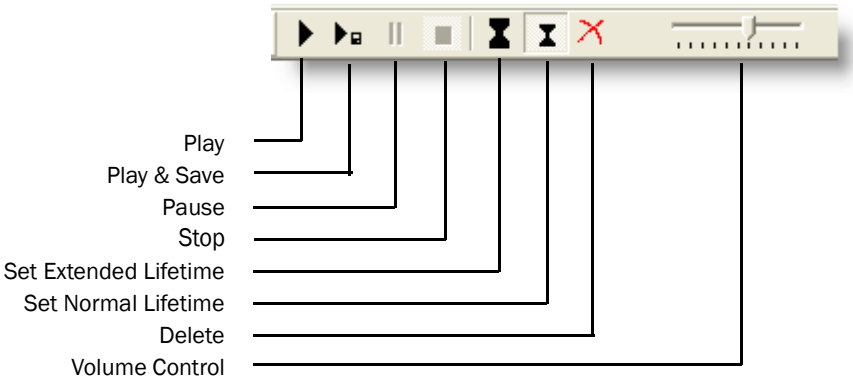


Table 16. Supervisor Record Viewer fields

Column Name	Description
Agent	The agent whose call is recorded.
Team	The team to which the agent belongs.

Table 16. Supervisor Record Viewer fields — *Continued*

Column Name	Description
Time	The time the recording was made.
Duration	The length of the recording in hh:mm:ss format.
Lifetime	The length of time the recording is archived: Normal is 7 days, Extended is 30 days.
Date Recorded	(Appears only when “Extended Lifetime” is selected in Day Select) The date the recording was made.

To start Supervisor Record Viewer:

1. From the Supervisor Desktop menu bar, choose **Tools > Recorded Files**.

   Supervisor Record Viewer starts with no day selected.

2. From the Day Select section, click one of the radio buttons to view the recordings made by your team on that date.

To listen to a recording:

1. From the **Day Select** section of Supervisor Record Viewer, click the radio button for the date of the recording you want to review.

   You can also click the **Extended Lifetime** radio button to view a list of all recordings that have been tagged for extended 30-day archiving.

2. Select the recording you want to review.
3. Click the **Play** button, or choose **Recording > Play** from the menu bar.

   Use the Pause or Stop buttons to control the recording playback, and the volume slider to control the playback volume.

   There is a progress bar at the bottom of the screen that shows where you are within the recording. You can click the progress bar and drag it backwards or forwards to rewind or fast forward the recording. You must click Play again after you reposition the progress bar to restart the playback.

   NOTE: Playing back a recording while you are monitoring a call is not supported.

To save a recording:

1. Select the recording you want to save.
2. Click the **Play and Save** button, or choose **Recording > Play and Save** from the menu bar.

   The Save As dialog box appears.

3. Select a folder to save the recording to, enter a file name for the recording, and then click **Save**.

   The recording plays and simultaneously is saved as a wav file to the location you selected.

To tag a recording for extended archiving:

1. Select the recording you want to archive for 30 days.
2. Click the **Set Extended Lifetime** button, or choose **File > Set Extended Lifetime** from the menu bar.

   The recording is tagged to be archived for 30 days from the date of recording.

Service Autorecovery

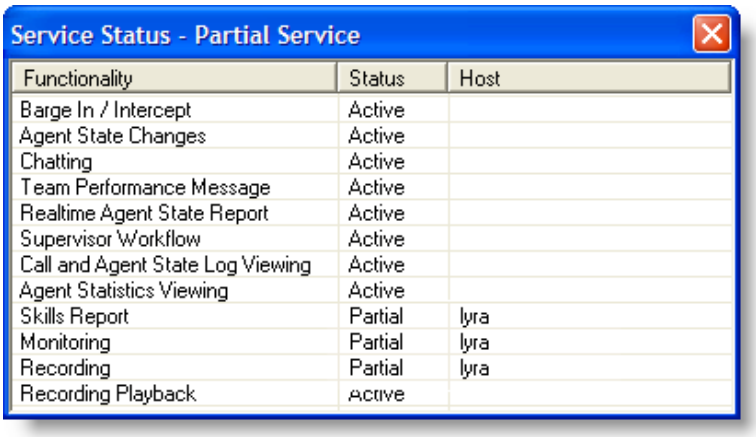
The service autorecovery feature allows Supervisor Desktop to automatically recover its connection to the Cisco services in the event of a service restart or a network outage.

When Supervisor Desktop detects that it is unable to communicate with a service (generally within three minutes of the service failure), the status bar displays “Partial Service” or “No Service” to indicate some or all of the services have failed.

When Supervisor Desktop detects that the service is again available (usually within one minute of service recovery), the status bar displays “In Service” to indicate that the services have recovered.

To learn more about what is affected by the service failure, double-click the status message on the status bar. Supervisor Desktop displays a popup box (see Figure 20) that lists features and indicates if that feature is available or not due to the service outage.

Figure 20. Service Status popup window



Functionality	Status	Host
Barge In / Intercept	Active	
Agent State Changes	Active	
Chatting	Active	
Team Performance Message	Active	
Realtime Agent State Report	Active	
Supervisor Workflow	Active	
Call and Agent State Log Viewing	Active	
Agent Statistics Viewing	Active	
Skills Report	Partial	lyra
Monitoring	Partial	lyra
Recording	Partial	lyra
Recording Playback	Active	

The agent must drop any call he or she is on in order for the phone to reconnect to the network. If the agent continues on a call, CAD will not be able to show the call’s actual length because it shows as “terminated” in the system.

When the phone comes back into service, the agent will see the popup window display a message that the phone is in service. The agent can then change the agent state back to Ready and resume taking calls.

Phone Network Failure

In the event that an agent's phone loses its connection to the network, the agent is automatically moved to the Not Ready agent state, and will see a popup window displaying a message that the phone is out of service.

The supervisor will see the change of agent state in the Agent ACD State Log report, along with the "Device out of service" reason code (code 32759).

The agent must drop any call he or she is on in order for the phone to reconnect to the network. If the agent continues on a call, CAD will not be able to show the call's actual length because it shows as "terminated" in the system.

When the phone comes back into service, the agent will see the popup window display a message that the phone is in service. The agent can then change the agent state back to Ready and resume taking calls.

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