



Cisco Finesse Desktop Interface

When you sign in to Cisco Finesse, the appearance of the desktop depends on whether your role is that of an agent or a supervisor. Supervisors have additional features that appear on their desktops. The supported resolution for the Finesse desktop is 1366 x 768 or higher.

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Finesse Agent Desktop



Note Cisco Finesse has undergone a user experience refresh in release 12.0(1).

After you sign in, you can change your status to Ready to make yourself available for calls. The buttons in the call control area change depending on the situation.

For example, the following buttons are available in the described situations:

| Situation | Buttons Available |
|--|---|
| When you are on a call | Consult, Direct Transfer, Hold, Keypad, and End |
| When there is a call on hold and you are on a consult call | Conference, Transfer, Retrieve, and End |
| When you are on a conference call | Hold, Consult, Keypad, and End |



Note Finesse agent desktop controls should be preferred over the agent phone device for call control operations for a more robust and efficient experience for the agent.

For more information on the supported devices, see *Unified CCX Software Compatibility Matrix* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html>.

Finesse provides a separate state control for chat and email. If you handle chat and email contacts, you must change your status to Ready on the Chat and Email Control gadget.

The Finesse agent desktop provides the following out of the box functionality:

- Basic call control: Answer, hold, retrieve, end, and make calls.
- Toaster Notifications: Notification that informs of any voice, chat, email, or Digital Channel requests when the Finesse desktop window or tab is inactive.
- Desktop notifications: Popover that informs of any voice, chat, or email requests.
- Advanced call control: Make a consult call and transfer or conference the call after the consultation.
- Agent state and call timers: The agent state timer indicates the duration in Ready or Not Ready state. The call timer indicates total call time, hold time, and wrap-up time.
- Schedule a callback: Schedule a callback for an Outbound Dialer call to call a customer back at a more convenient time.
- Preview Outbound Personal Callback calls: After you preview a personal callback call, you can choose to accept or reject the contact.
- Direct Preview Outbound calls: Preview the customer information for the call before you choose to accept, reject, or close the contact.
- Reclassify a Direct Preview Outbound call: If you do not reach the customer, you can reclassify the call as Answering Machine, Fax/Modem, Busy, or Invalid Number.
- Send DTMF digits: Send DTMF digits to interact with an IVR system.
- Not Ready and Sign Out reasons: Reasons to indicate why you are changing your status to Not Ready or Sign Out (your administrator defines these reasons).
- Wrap-Up Reasons: You can select up to five Wrap-Up Reasons for each call (your administrator defines the Wrap-Up Reasons).
- Phonebooks: List of contacts from which you can select one to call (your administrator defines what contacts appear in your phonebook).
- Workflows: Your administrator can define workflows that are triggered by call and digital channels events (for example, your administrator may create a workflow that causes a browser pop on your desktop when a call arrives).
- Live Data reports
- Web Chat: Accept, interact, end chat sessions, and other chat enhancements discussed in detail in the respective sections in this guide.

- Group Chat: Initiate, accept, decline, interact, end chat sessions, and other chat enhancements discussed in detail in the respective sections in this guide.
- Email: View, reply to customer email messages, and other email enhancements discussed in detail in the respective sections in this guide.
- Language support: If your administrator installed Finesse language packs, when you sign in to Finesse, you can choose from a list of supported languages for the desktop.
- Direct Transfer: You can directly transfer the calls to another agent without any consult.
- System Reason Codes: Due to system generated events, your state may change to either Not Ready or Sign Out with system generated reason codes. In this case, agent state is displayed in yellow.
- Desktop Chat: You can chat with other agents, supervisor, or with other Subject Matter Experts in the organization.
- Making a Call: You can make a call from the dialpad, by either entering the number or using the one-click option in the phone book.
- Team Message: Teams can view the messages sent by their respective supervisors and take necessary action.

The functionality available to you depends on what your administrator has configured. For example, if your administrator did not define Wrap-Up Reasons, you cannot choose a wrap-up reason.

Finesse Supervisor Desktop



Note Cisco Finesse has undergone a user experience refresh in release 12.0(1).

Finesse Supervisor Desktop provides call control functionality and the following:

- Team Performance gadget
- Live Data gadget
- Team Message



Note To ensure all features of the Finesse supervisor desktop work properly, you must disable pop-up blockers.

Team Performance Gadget

On the Team Performance gadget, you can select a team from a list of teams assigned to you. You can view the agents on that team, their current state, the time in state, their recent call history, and state history and their extension. Click the column headers to sort the information by Agent Name, State, Time in State, or Extension.

The Time in State field refreshes every 10 seconds. When an agent's state changes, the Finesse server sends out an agent state notification and the timer resets to 0. An agent state change includes changing from Not Ready with a reason code to Not Ready with a new reason code.



Note For the logged out agent, the **Time in State** field shows the total duration since the agent has logged out. For the time in the logged out state to be displayed, the agent must have logged in or changed the state at least once via Finesse desktop or through other applications post Finesse server restart. If not, this field displays a blank value.

Team Performance gadget also provides the following functionality:

- Silent monitoring: Silently monitor an agent's call.
- Force state change: Force an agent into Ready or Not Ready state or sign out an agent.

When you silently monitor an agent, the **Barge In** button appears in the call control area. Click this button to barge in to a call between the agent and customer. After you barge in, you can choose to intercept the call by dropping the agent.

Team Message

Supervisors can broadcast messages to their teams. Teams can view the messages sent by their respective supervisors and take necessary action. This is a one-way communication from supervisors to their teams.

State and Call Timers

The agent state timer appears next to the agent state drop-down when you are in Not Ready or Ready state. This timer updates every second and the format is mm:ss. If you are in any state for more than one hour, the format changes to hh:mm:ss (for example, 05:25 or 01:10:25).

When you change state (for example, from Not Ready to Ready or change the reason code of Not Ready), the timer resets to 00:00.

Finesse provides a separate state control for chat and email. This state control does not have a timer.

The Finesse desktop provides call timers in the Call Control gadget (in the format mm:ss). The call timers provide the following information:

- Total Call Time: Indicates the duration of your current call.
- Hold Time: Indicates the total call on hold time. When you place a call on hold, this timer shows the hold time, followed by the total call time in parentheses.
- Wrap-Up Time: Indicates the duration that you have been in wrap-up state. If wrap-up is enabled, you transition to wrap-up state when you end the call. Depending on the configuration done by the administrator, the timer can either countdown or count up the time.

If the call exceeds one hour, the timer still displays in minutes and seconds. For example, at one hour and 15 seconds, the timer displays 1:00:15.



Note If the Finesse server cannot accurately calculate the state time or the call time (such as under certain failover conditions), the timer displays in the format “- :- -”

For chat contacts, a timer appears in the Manage Chat and Email gadget that indicates the duration of the chat session. For email contacts, a timestamp appears in the Manage Chat and Email gadget that indicates the time that the system received the email contact.

Finesse Desktop Behavior

If the Finesse desktop is not the active window and one of the following event occurs, the Finesse desktop either becomes the active window or flashes in the taskbar:

- You receive an incoming call on the desktop
- You are signed out due to failover or inactivity
- Your Supervisor signs you out

The Finesse desktop behavior varies based on the browser and the number of tabs opened.

Toaster Notification

When there is an incoming call, chat or email and the Finesse desktop window or tab is inactive, Finesse displays a notification with the call, chat or email details. Click the notification to restore the Finesse desktop.

The Operating System controls the position of the notification and might display it at any one of the four corners of your computer screen.

Toaster notification fade out time for chat can be configured through **Subsystems > Chat and Email > Channel Parameters > No Answer Timeout** submenu option from the Unified CCX Administration menu bar.



Note Internet Explorer does not support toaster notification.

Finesse Desktop Failover

In a contact center deployment (HA), Cisco Finesse is installed on two nodes. If the Finesse server that you are currently signed in goes out of service, a banner appears at the top of the desktop notifying that the desktop has lost connection to the server.

The Finesse desktop checks if the current Finesse server state is recovered and if the alternate Finesse server is available.

If the current Finesse server recovers, the desktop is reconnected. If it does not recover and the alternate server is available, your desktop redirects to the alternate server and automatically signs you in.

When the desktop fails over or reconnects, if the last state you selected prior to the failover was Ready, Finesse attempts to preserve that state. When Finesse recovers, the desktop attempts to send a request to put you back in Ready state.



- Note** The Finesse desktop can only preserve Ready states that were selected on the same desktop. The following exceptions apply:
- If you are in Wrap-Up state when the desktop recovers, Finesse does not send a request because that would automatically end your wrap-up session. After the wrap-up timer expires, your state is determined by Unified CCX and may depend on the type of failover that occurred.
 - If your state was changed to Not Ready (either by your supervisor or by the system (for example, Ring No Answer), your selection of Ready is not preserved.
 - Unsolicited state changes are not taken into account. For example, if a supervisor changes your state to Ready (you did not select Ready), your Ready state may not be preserved. If your last selection was Ready and the system attempts to change your state to Ready (such as for Ring No Answer), your selection of Ready is preserved.

One Finesse Desktop or Finesse IPPA Session Per Agent

Finesse has the following agent session behavior:

- Finesse does not support agents simultaneously sign in to Finesse desktop and Finesse IPPA. Agents must sign in to Finesse desktop or Finesse IPPA.
- Finesse can support a mix of agents where some agents use Finesse IPPA and other agents use Finesse desktop (license permitting).
- When agents are signed in to the Finesse desktop or Finesse IPPA, they can also simultaneously sign in to a third-party application using the Finesse API. (This setup is considered a custom development. Similar to other Finesse customizations, the customer or partner is responsible for proper development and testing of this custom setup.)

Accessibility

The Finesse desktop supports features that improve accessibility for low-vision and vision-impaired users. The following table shows how to navigate the Finesse desktop using the accessibility features.



- Note** If you are using Mac keyboard, then press **Option** instead of **Alt**. For example, for **Language Selector Drop-Down** press Option–Down Arrow.

Table 1: Web Accessibility

| Desktop Element | To Perform the Following Actions | Use the Following Keys |
|-----------------|---|------------------------|
| Address Bar | Move between the address bar and the frames (in Internet Explorer only) | F6 |

| Desktop Element | To Perform the Following Actions | Use the Following Keys |
|---------------------------------------|--|--|
| Sign-in Page | | |
| Language Selector Drop-Down | Access the drop-down | Tab and Shift-Tab from the ID field |
| | Open the drop-down | Alt-Down Arrow or Enter |
| | Scroll the drop-down | Up and Down Arrows |
| | Select a language | Enter |
| | Hide the drop-down | Esc |
| Mobile Agent Help Tooltips | Access and display a tooltip | Tab and Shift-Tab |
| | Hide a tooltip | Esc |
| Certificate Acceptance | Toggle between the certificate links | Tab and Shift-Tab |
| | Open the certificate link to accept the certificate | Enter |
| Call Control Gadget | | |
| Incoming Call Popover | Accept the incoming call | Enter |
| Call Control Gadget Navigation | Access the call control gadget, phone book, and keypad | Tab and Shift-Tab |
| | Open and close the call control gadget | Enter |
| Phone Book | Navigate the phone book contact entries | Arrow keys |
| | Select the contact to make a call | Enter |
| | Select the contact to copy the number to the dialler | Enter |
| Dialpad | Toggle between the phone book and the keypad | Tab, Shift - Tab, and Enter |
| | Navigate the keypad number buttons | Arrow keys, Tab, and Shift - Tab |
| | Make a new call, Transfer a call, or consult a call | Press Enter in the number display field OR Navigate to the Call button and press Enter |

| Desktop Element | To Perform the Following Actions | Use the Following Keys |
|--|--|---|
| Wrap-Up Reason Drop-Down | Access the drop-down | Tab and Shift-Tab |
| | Open the drop-down | Enter |
| | Scroll the list of wrap-up reasons | Up and Down Arrows |
| | Select a wrap-up reason | Space Bar |
| | Apply the wrap-up reasons | Enter |
| | Close the drop-down | Esc |
| Callback and Reclassify Dialog Boxes (Outbound Calls) | Access the Callback and Reclassify buttons | Tab and Shift-Tab |
| | Open the Callback and Reclassify dialog boxes | Enter (on the respective buttons) |
| | Close dialog boxes | Press Esc OR Navigate away from the dialog boxes using Tab or Shift-Tab |
| Reclassify Dialog Box | Navigate the elements | Tab, Shift-Tab, Up and Down Arrows |
| | Select an option | Enter |
| | Close the Reclassify dialog box | Esc |
| Callback Date and Time Calendar | Navigate to and from the Calendar | Tab and Shift-Tab |
| | Navigate within the Calendar | Arrows |
| | Select a Calendar date | Enter |
| | Move to the first or last days of a month | Home and End |
| | Close the pop-up | Esc |
| Callback Date and Time Controls | Navigate the elements | Tab and Shift-Tab |
| | Increase and decrease the Hour and Minute values | Up and Down Arrows |
| | Toggle the AM/PM button | Enter |
| | Close the pop-up | Esc |
| Desktop Chat | | |

| Desktop Element | To Perform the Following Actions | Use the Following Keys |
|-------------------------------|---|-------------------------------|
| Certificate Acceptance | Toggle between the certificate links | Tab and Shift-Tab |
| | Open the certificate link to accept the certificate | Enter |
| Change Status | Open the drop-down to change the status | Enter |
| | Toggle between the status | Arrow Keys, Tab and Shift-Tab |
| | Apply Status | Enter |
| Search Contacts | Toggles between the search results | Tab and Shift-Tab |
| | Close the search results drop-down | Esc |
| Contact List | Toggle between contacts and groups | Arrow Keys, Tab and Shift-Tab |
| | Select multiple contacts | Ctrl + Up and Down arrows |
| | After selecting multiple contacts, navigate to the Move or Delete options | Tab and Shift-Tab |
| | Select the Move or Delete option | Enter |
| Contact | Navigate to contact header options | Tab |
| | Open contact header options | Enter |
| | Navigate contact header options | Arrow Keys, Tab and Shift-Tab |
| | Navigate through Add, Edit and Delete Contact windows | Tab and Shift-Tab |
| | Select an option | Enter |
| Group | Navigate to group header options | Tab |
| | Open group header options | Enter |
| | Navigate group header options | Arrow Keys, Tab and Shift-Tab |
| | Navigate through Edit and Delete Group windows | Tab and Shift-Tab |
| | Select an option | Enter |
| Team Message | | |

| Desktop Element | To Perform the Following Actions | Use the Following Keys |
|--------------------------------|---|------------------------------------|
| Team Message | Navigate the elements | Tab, Shift-Tab, Up and Down arrows |
| | Select an option | Enter |
| | Close the dialog box | Esc |
| | Show recent messages | Shift-Tab |
| | Back and Delete | Tab-Enter |
| Queue Statistics Gadget | | |
| Queue Statistics Gadget | Access the Queue Statistics Gadget | Tab and Shift-Tab |
| | Navigate the Queue Statistics table header | Tab and Shift-Tab |
| | Navigate the Queue Statistics table cells | Tab and Shift-Tab |
| Desktop | | |
| Send Error Report | Access and display a tooltip | Tab and Shift-Tab |
| | Hide a tooltip | Esc |
| | To send the error report | Enter |
| Sign out | To sign out of the Finesse desktop | Enter |
| Third-Party Gadget | | |
| Maximize Icon | Access the maximize icon | Tab and Shift-Tab |
| | Maximize and restore a third-party gadget | Enter |
| Digital Channels | | |
| Agent State | Access the digital channel agent state gadget | Tab and Shift-Tab |
| | Open and close the gadget options drop-down. | Enter |
| | Close the gadget options drop-down. | Esc |
| | Navigating options in drop-down. | Up and Down Arrows |
| | Select an option in drop-down. | Enter |

Screen Reader Support

Cisco Finesse also supports JAWS screen reading software for the following elements.

For more information on the supported JAWS version, see Voluntary Product Accessibility Templates (VPAT) report for Contact Center at <https://www.cisco.com/c/en/us/about/accessibility/voluntary-product-accessibility-templates.html>.

| Page or gadget | Element | Notes |
|-------------------------|------------------------|--|
| Sign-in Page | Mobile agent help icon | The screen reader reads descriptive text for the help icon. |
| | Invalid Sign in error | When a sign-in error occurs due to invalid password or username, the screen reader reads the error. Note In Internet Explorer, the message is read 1 to 3 times. |
| Queue Statistics gadget | Title | The screen reader reads the gadget title (Queue Statistics). |
| | Table | The screen reader reads each table header and each cell in the table. Note The values in a cell may not be up-to-date. For the screen reader to read the latest value, move to another cell and then return to the old cell. |

| Page or gadget | Element | Notes |
|---------------------|-----------------------------|--|
| Call Control Gadget | Phone Book | <p>The screen reader reads the contents of the phone book.</p> <p>Note</p> <ul style="list-style-type: none"> • The screen reader is not able to read the summary of this table by using CTRL+INSERT+T. As a workaround, use the heading key instead. • The phone book does not support use of CTRL+ALT+RIGHT/LEFT/UP/DOWN arrow keys to move between cells in the table. • The screen reader does not read the heading of each column in Internet Explorer 11. |
| | Keypad | <p>The screen reader reads the number of the keypad and the letters that go with it (ABC, DEF, and so on).</p> <p>Note</p> <ul style="list-style-type: none"> • In the table summary, if you select the table, the screen reader reads the summary of the table, which is Keypad. • If you press Enter on a Keypad button with JAWS enabled, the digits are not entered or displayed in the edit box on top of the Keypad. • If you use Ctrl+Alt+Right, Left, Up, and Down arrow keys to move between the cells, extra buttons are read on the Keypad. |
| | Call row errors | The screen reader reads the call row error messages. |
| Agent Desktop | Headings | The screen reader reads all the headings on the Agent Desktop (HTML elements <h1> to <h6>]). |
| | Failover Banner | During failover, the screen reader reads the statement from the red banner. When the Failover is complete, the screen reader reads the statement from the green banner. |
| | State Change text | Whenever the agent state changes, the screen reader reads the new state. |
| Desktop | Send clients logs help icon | The screen reader reads descriptive text for the help icon. |

Access Keyboard Shortcuts

Use the keyboard shortcuts for easy access to the Cisco Finesse agent and supervisor desktop features. The keyboard shortcuts are available for both agent and supervisor only if the administrator has configured this feature.



Note To execute a keyboard shortcut, ensure focus is inside the desktop screen.

Procedure

Press **Ctrl + Alt + F**.

or

Click the user options icon on the top-right corner of your screen > click **Keyboard Shortcuts**.

The **Keyboard Shortcuts List** dialog box lists the following:

- Pre-defined keyboard shortcuts
- Third-party gadgets keyboard shortcuts
- Conflicting keyboard shortcuts

Note Keyboard shortcuts will not respond if there are any conflicts between gadgets or components. To resolve these conflicts, contact your administrator.

Agent Keyboard Shortcuts

The following table lists the agent-specific keyboard shortcuts.

Table 2: Agent Keyboard Shortcuts List (Windows)

| Group | Action | Shortcut Key | Notes |
|-------------|------------------------------------|------------------|--|
| Agent State | Ready for Call | Ctrl + Alt + R | - |
| | Not Ready for Call | Ctrl + Alt + N | Displays the reason codes drop-down when there are multiple Not Ready reason codes listed. |
| | Open Digital Channel State Control | Ctrl + Shift + L | - |
| | Ready for All Digital Channels | Ctrl + Shift + V | - |
| | Not Ready for All Digital Channels | Ctrl + Shift + Z | - |

| Group | Action | Shortcut Key | Notes |
|--------------|------------------------|---------------------|---|
| Application | Switch between Popover | Ctrl + Alt + P | Toggles between the popovers when there are multiple popover notifications. |
| | Maximize/Restore view | Ctrl + Shift + 0 | - |

| Group | Action | Shortcut Key | Notes |
|-----------------|--|---|--|
| Call Handling | Make New Call | Ctrl + Alt + O | - |
| | Direct Transfer Call | Ctrl + Alt + Q | - |
| | Open Keypad (DTMF) | Ctrl + Alt + K | - |
| | Open Consult | Ctrl + Alt + C | - |
| | Wrap-Up Call | Ctrl + Alt + W | - |
| | Reclassify Call | Ctrl + Alt + Y | - |
| | Schedule Callback | Ctrl + Alt + S | - |
| | Answer/Accept Call | Ctrl + Alt + A | Use the shortcut key in the following scenarios: <ul style="list-style-type: none"> Answers an incoming call Accepts an Outbound Option or Direct Preview call |
| | Close - Remove Record from Campaign | Ctrl + Alt + J | - |
| | Reject - Return Record to Campaign/Close this Callback | Ctrl + Alt + U | - |
| | End Call | Ctrl + Alt + E | Ends the last active call when there are multiple calls. |
| | Hold Call | Ctrl + Alt + V | Places the call that has the hold option when there are more than one call. If all calls have the Hold option, then the latest active call is placed on hold. |
| Retrieve Call | Ctrl + Alt + G | Retrieves the call that has the Retrieve option when there are more than one call. If all calls have the Retrieve option, then the latest call that is placed on hold is retrieved. | |
| Transfer Call | Ctrl + Alt + X | - | |
| Conference Call | Ctrl + Alt + H | - | |
| Desktop Chat | Toggle, Minimize and Maximize Chat Window | Ctrl + Shift + 1 | - |
| | Open Desktop Chat | Ctrl + Shift + 3 | - |

| Group | Action | Shortcut Key | Notes |
|--------------------|------------------------------------|------------------|---|
| Edit Call Variable | Save Edited Call Variable Values | Ctrl + Alt + M | - |
| | Revert Edited Call Variable Values | Ctrl + Alt + Z | - |
| Keyboard Shortcuts | Keyboard Shortcuts List | Ctrl + Alt + F | - |
| Navigation | Home | Ctrl + Alt + 1 | The order of the shortcut key number depend on how the gadgets are arranged in your navigation bar. For example, if the My History gadget is the first in your navigation bar, then Ctrl + Alt + 1 opens the My History gadget. |
| | My History | Ctrl + Alt + 2 | - |
| | My Statistics | Ctrl + Alt + 3 | - |
| | Manage Customer | Ctrl + Alt + 4 | - |
| Send Error Report | Send Error Report | Ctrl + Shift + 2 | - |
| Sign Out | Sign Out | Ctrl + Alt + L | - |

**Note**

- The letters used in the keyboard shortcuts are not case-sensitive.
- If you are using Mac keyboard, then press **Option** instead of **Alt**. For example, to access the keyboard shortcuts list press **Control–Option–F**.
- If you are using Mac machine running Firefox browser, then set the **Full Keyboard Access** to **All controls** (**System Preferences > Keyboard > Shortcuts**) to shift the keyboard focus to all controls.

Email and Chat Keyboard Shortcuts

The following table lists the keyboard shortcuts that can be used in active Email and Chat gadgets.

Table 3: Keyboard Shortcut List (Windows)

| Group | Action | Shortcut Key | Notes |
|-----------------------|-----------------------------------|----------------------------------|--|
| Manage Chat and Email | Reply | Alt+Shift+r | Reply to an email. |
| | Reply All | Alt+Shift+b | Reply to all recipients of an email. |
| | Forward | Alt+Shift+g | Forward an email. |
| | Insert Image | Alt+i | Insert an image in an email. The cursor must be in Reply, Reply All, or Forward pane. |
| | Attach a file | Alt+m | Attach a file to an email. The cursor must be in Reply, Reply All, or Forward pane. |
| | Insert Predefined Response | Alt+p | Insert a predefined response to an email. The cursor must be in Reply, Reply All, or Forward pane. |
| | Insert Hyperlink | Alt+l | Insert a hyperlink in an email. The cursor must be in Reply, Reply All, or Forward pane. |
| | Exit out of the Email Editor Pane | Esc | Close open dialog box, pop-up, tool tip, and drop-down. |
| | Discard | Alt+Shift+y | Close an email without saving any changes. |
| | Wrap-up | Alt+Shift+w | Initiate wrap-up for an email. |
| | Requeue | Alt+Shift+q | List CSQs with a search option. |
| | Send | Alt+Shift+s | Send the selected email. |
| | Insert Predefined Response | Alt+p | List predefined responses that are specific to the role (Agent or Supervisor). |
| | Wrap-up | Alt+Shift+w | Initiate wrap-up for a chat. |
| | Invite Agent | Ctrl+Alt+i | Invite an agent or a supervisor for an ongoing chat. |
| End | Ctrl+Shift+6 | End the active chat. | |
| Leave | Ctrl+Shift+7 | Exit from the active group chat. | |



Note If you are using Mac keyboard, press **option** instead of **Alt**. For example, to reply to an email press **option+shift+R**.

Supervisor Keyboard Shortcuts

When you sign in as a supervisor, the **Keyboard Shortcuts List** dialog box lists both the agent and supervisor-specific keyboard shortcuts. For more information on agent-specific keyboard shortcuts, see [Agent Keyboard Shortcuts](#), on page 13.

The following table lists the supervisor-specific keyboard shortcuts.

Table 4: Supervisor Keyboard Shortcuts List (Windows)

| Group | Action | Shortcut Key |
|------------------|--------------------------|------------------|
| Call Handling | Barge in Call | Ctrl + Alt + B |
| | Drop Participant | Ctrl + Alt + D |
| Team Message | Open Team Message Window | Ctrl + Shift + Y |
| Team Performance | Select Team | Ctrl + Shift + F |



Note

- The letters used in the keyboard shortcuts are not case-sensitive.
- If you are using Mac keyboard, then press **Option** instead of **Alt**. For example, to access the keyboard shortcuts list press **Control–Option–F**.
- If you are using Mac machine running Firefox browser, then set the **Full Keyboard Access** to **All controls** (**System Preferences > Keyboard > Shortcuts**) to shift the keyboard focus to all controls.