



Cisco Supervisor Desktop User Guide

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Cisco Supervisor Desktop User Guide

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Revision History

Revision Date	Description
June 2007	First Customer Ship (FCS), version 7.2(1)
10-Jul-07	Updated the login procedure with nformation about persistence in the Login ID/Login Name field

Revision History

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Cisco Supervisor Desktop User Guide

Introduction

Cisco Supervisor Desktop for Cisco Unified Contact Center Enterprise (Unified CCE) is a robust computer telephony integration solution for single-site and multi-site 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

- Configurable support for Cisco Unified Communications Manager-based call silent monitoring via an IP phone instead of CAD-based (desktop or server) monitoring.
- The interface has been updated to the Windows Office 2003 theme, with improvements to grid controls and column alignment

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>Code</code>	Highlights file paths and code.
<i>Italic</i>	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 feature levels.

Table 1. Cisco Supervisor Desktop bundle features.

Feature	Standard	Enhanced	Premium
Silent monitoring	x	x	x
Barge-in	x	x	x
Intercept	x	x	x
Recording		x	x
Team messages (TMs)	x	x	x
Supervisor work flows—threshold alerts only		x	x
Supervisor work flows—all actions			x
Skill statistics	x	x	x
Real time displays (text)	x	x	x
Real time displays (charts)			x
Web page push to agents			x
Support for Cisco Mobile Agent	x	x	x
Integrated Browser	x	x	x

Starting Supervisor Desktop

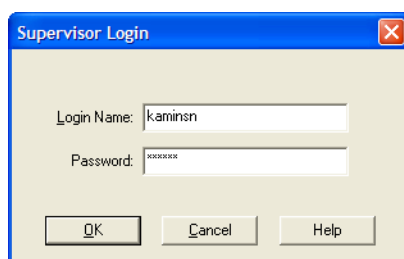
NOTE: In order to be able to use all of Supervisor Desktop's functionality, you must first log into Cisco Agent Desktop.

To start Supervisor Desktop:

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

The Supervisor Login dialog box appears (see [Figure 1](#)).

Figure 1. Supervisor Login dialog box



2. Enter your Supervisor Desktop login ID (maximum 12 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: Supervisor Desktop can be configured by the administrator so that you log in using your login name, not your login ID. The field name (Login ID or Login Name) will tell you which login method you should use.

NOTE: The first time you log into Supervisor Desktop, the password is empty by default—all you need to enter is your Login ID. Create your own password by using the Change Password function.

NOTE: Supervisor Desktop remembers your login ID/login name the first time you log in. It is automatically entered the next time you log in. If you share a computer with another supervisor, check the Login ID/Login Name field to make sure it contains your information and not someone else's.

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

Changing Your Password

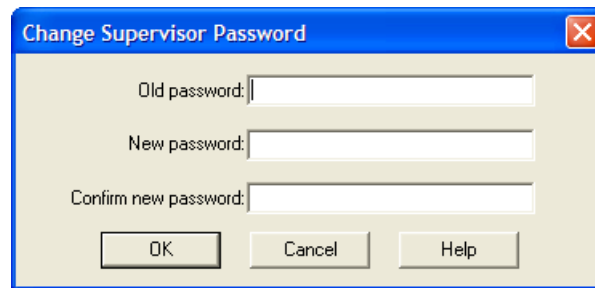
Your password should remain confidential. If it becomes known, follow these steps to change it.

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.
If the old password was empty (blank), leave the Old Password field empty.
Your password may 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 CAD servers through a virtual private network (VPN). This allows a supervisor 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 sessions, 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 CAD, and are supported for access. VPN solutions from other vendors may 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

CAD enables your system administrator to update all instances of Supervisor Desktop automatically to a newer build of the same version of CAD.

Every time you start Supervisor Desktop, it checks to see if there is an updated build 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 the “Every visit to the page” option is selected.

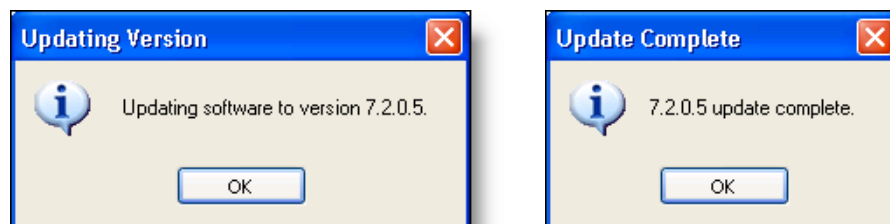
NOTE: Automated updates are disabled for Windows Vista.

When this happens, 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](#).) After you click **OK**, restart Supervisor Desktop and log in as usual.

Figure 3. Update notification and completion dialog boxes



The Supervisor Desktop Window

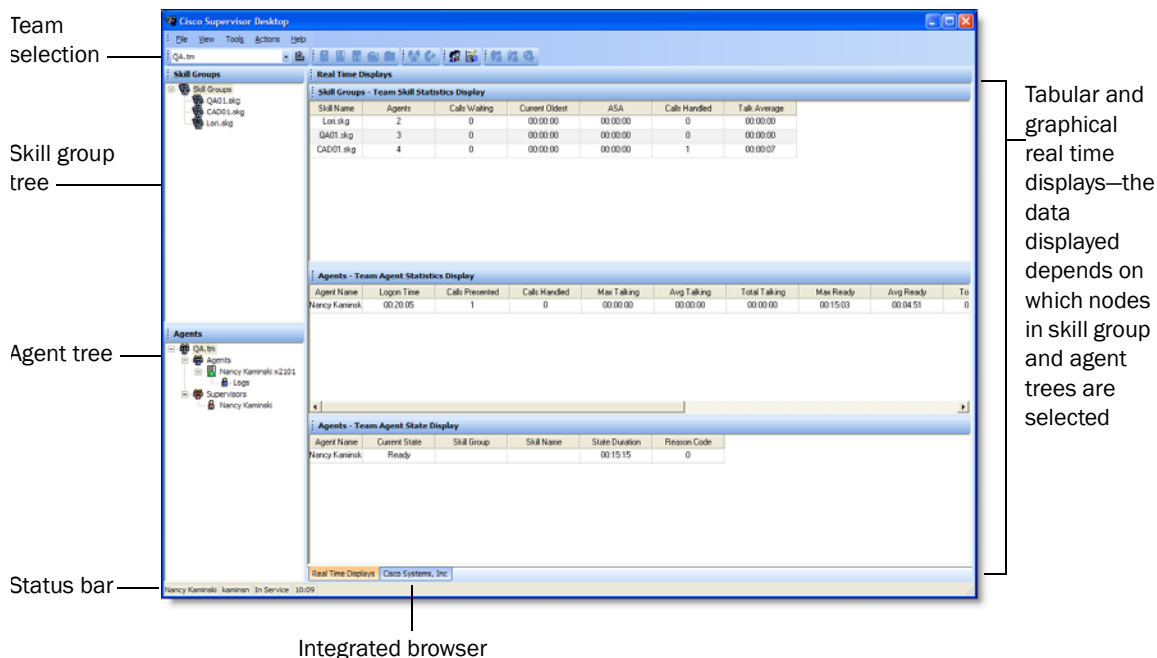
The Supervisor Desktop window is divided into 5 areas:

- 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.

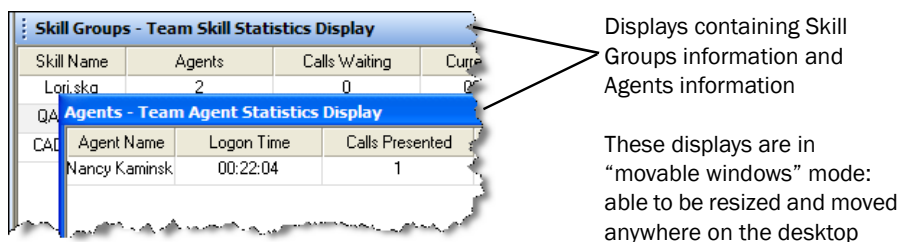
Which panes are displayed depends on which nodes are selected in the skill group and agent trees. [Figure 4](#) shows the Supervisor Desktop window in its default configuration and the integrated browser enabled.

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](#)).

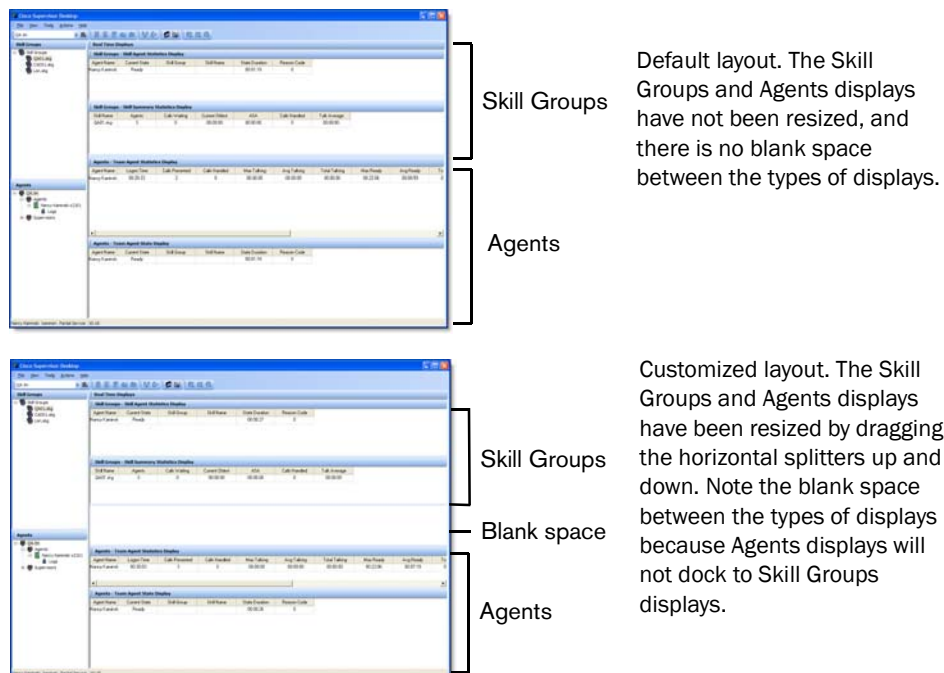
Figure 5. Identifying real time displays



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 other (see [Figure 6](#)). In contrast, a Skill Groups display will not dock to an Agents display.

Figure 6. Examples of docked and resized 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 right pane.

Setting Preferences

The Preferences dialog box controls what information is displayed in the real time display panes and how those panes behave. [Table 2](#) summarizes what you can configure using Preferences.

Table 2. Configurable Elements of the Supervisor Desktop Interface

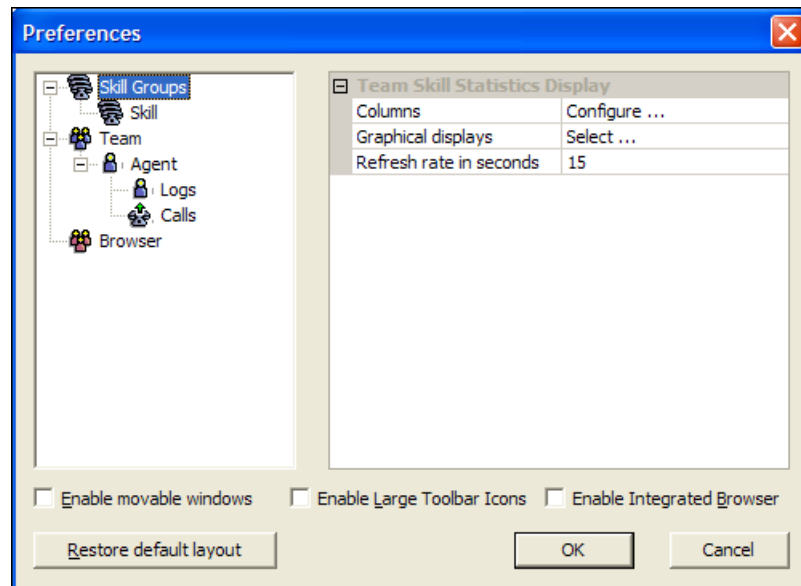
Tree Control Node	Available Real Time Displays	Configure Columns?	Configure Graphs?	Configure Refresh?
Skill Groups	Team Skill Statistics	Yes	Yes	Yes
Skill	Skill Summary Statistics	Yes	No	Yes
	Skill Agent Statistics	Yes	Yes	No
Team	Team Agent Statistics	Yes	Yes	Yes
	Team Agent State	Yes	Yes	No
Agent	Agent vs. Team Statistics	Yes	Yes	Yes
Logs	Agent Call Log	Yes	No	No
	Agent ACD State Log	Yes	No	No
Calls	Agent Active Call	Yes	No	No
	Enterprise Data	Yes	No	No
	Call History	Yes	No	No

To set your interface preferences:

1. Choose **View > Preferences**.

The Preferences dialog box is displayed (see [Figure 7](#)).

Figure 7. Preferences dialog box.



2. From the left pane, select the node whose real time 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.

NOTE: CAD-BE agents may close CAD-BE without logging out. If this is the case, they will continue to appear in the Agent tree for approximately 20 minutes. After 20 minutes they are logged out automatically by the system if they were in a non-Talking agent state when they closed CAD-BE. If they were in the Talking state, they will not be logged out but will continue to appear in the Agent tree.

Formatting Agent Names in the Agent Tree

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

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

- Name
- Extension
- Application used by the agent (CAD, CAD-BE, or IPPA)
- Type of agent (mobile)

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-BE
John Doe x1000 CAD 6125551234 (Mobile)

In this example:

- Jane Smith is a CAD-BE agent. The number displayed is her extension.
- John Doe is a mobile agent. The number displayed as the extension is the CTI port the agent is connected to when logging in, and the 10-digit phone number is the number of the phone device the agent is using to handle calls.

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

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 16](#)) 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, color/contrast settings, and font sizes
- Choice of small (16 × 16 pixels) or large (32 × 32 pixels) toolbar icons (see ["Setting Preferences" on page 16](#))
- Screen reader-compatible shortcut keys and tooltips

Interface Shortcut Keys

Shortcut keys are available to navigate the Supervisor Desktop interface. The shortcut keys are:

Table 3. 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. Move your mouse pointer over a button on the toolbar to view a tooltip that shows its function.

Table 4. 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	Ctrl-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 Ready	Ctrl-D	Puts the selected agent in the Work Ready agent state.

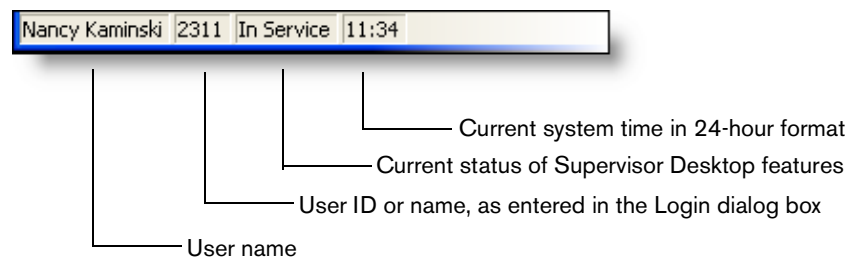
Table 4. Supervisor Desktop toolbar buttons — *Continued*

Button	Name	Shortcut Key	Description
	Work Not Ready	Ctrl-Y	Puts the selected agent in the Work Not Ready agent state.
	Barge-In	Ctrl-B	Enables you to join the selected agent's phone conversation.
	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	none	Controls the volume when monitoring a call.

Status Bar

The status bar displays current information about Supervisor Desktop.

Figure 8. 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 auto-recovery, see ["Service Auto-recovery" on page 68](#).

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 (see [Figure 9](#)).

Figure 9. Team Skill Statistics real time display.

Skill Groups - Team Skill Statistics Display						
Skill Name	Agents	Calls Waiting	Current Oldest	ASA	Calls Handled	Talk Average
Lori.skg	2	0	00:00:00	00:00:00	0	00:00:00
QA01.skg	4	0	00:00:00	00:00:00	2	00:00:35
CAD01.skg	4	0	00:00:00	00:00:00	12	00:00:55

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 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 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).

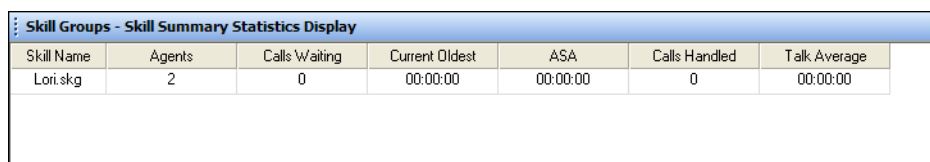
Table 5. Team Skill Statistics real time display data

Column Name	Description
Skill Name	The skill group identifier, as set up in Cisco Unified CCE. This column is required and cannot be disabled.
Agents	The number of agents logged in.
Calls Waiting	The number of calls currently in queue waiting for an agent.
Current Oldest	The time of the oldest call in queue.
ASA	Average speed of answer. The average amount of time a caller waits in queue for an agent, calculated by dividing the skill group wait time by the number of calls answered by the skill group. The data for this statistic comes from the AW HDS database, not from the CTI server.
Calls Handled	The number of calls presented, answered, and completed by agents.
Talk Average	The average amount of time agents in the skill group spend in the Talking state.

Skill Summary Statistics

The Skill Summary Statistics real time display is available when you select a specific skill from the Skill Groups tree (see [Figure 10](#)).

Figure 10. Skill Summary Statistics real time display.



Skill Groups - Skill Summary Statistics Display						
Skill Name	Agents	Calls Waiting	Current Oldest	ASA	Calls Handled	Talk Average
Lori.skg	2	0	00:00:00	00:00:00	0	00:00:00

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 6. Skill Summary Statistics real time display data

Column Name	Description
Skill Name	The skill group identifier, as set up in Cisco Unified CCE. This column is required and cannot be disabled.
Agents	The number of agents assigned to the skill group who are logged in.
Calls Waiting	The number of calls currently in queue waiting for an agent.
Current Oldest	The time of the oldest call in queue.
ASA	Average speed of answer. The average amount of time a caller waits in queue for an agent, calculated by dividing the skill group wait time by the number of calls answered by the skill group. The data for this statistic comes from the AW HDS database, not from the CTI server.
Calls Handled	The number of calls presented, answered, and completed by agents.
Talk Average	The average amount of time agents in the skill group spend in the Talking state.

Skill Agent Statistics

The Skill Agent Statistics real time display is available when you select a specific skill from the Skill Groups tree (see [Figure 11](#)).

Figure 11. Skill Agent Statistics real time display.

Skill Groups - Skill Agent Statistics Display					
Agent Name	Current State	Skill Group	Skill Name	State Duration	Reason Code
Nancy Kaminski	Not Ready			00:00:11	29 (Break)

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 7. Skill Agent Statistics real time display data

Column Name	Description
Agent Name	The agent's name.
Agent ID	The agent's ID.
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.
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 (see [Figure 12](#)).

Figure 12. Team Agent Statistics real time display.

Agents - Team Agent Statistics Display							
Agent Name	Logon Time	Calls Presented	Calls Handled	Max Talking	Avg Talking	Total Talking	Max Ready
Nancy Kaminski	01:44:53	14	0	00:00:00	00:00:00	00:00:00	00:33:40

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 8. Team Agent Statistics real time display data

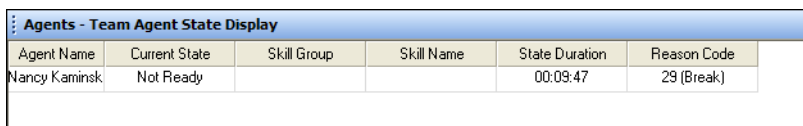
Column Name	Description
Agent Name	The agent's name.
Agent ID	The agent's ID.
Logon Time	The total amount of time the agent has been logged into the ACD today.
Calls Presented	The number of inbound calls (ACD and non-ACD) presented to the agent today.
Calls Handled	The number of inbound calls (ACD and non-ACD) presented to and answered by the agent today.
Max Talking	The longest talk time of all calls handled today.
Avg 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.
Max Ready	The longest time the agent spent in the Ready state today.
Avg 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.
Max Not Ready	The longest time the agent spent in the Not Ready state today.
Avg 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.
Max After Call Work	The longest time the agent spent in the Work Ready or Work Not Ready state today.

Table 8. Team Agent Statistics real time display data — Continued

Column Name	Description
Avg After Call Work	The average time the agent spent in the Work Ready and Work Not Ready state today.
Total After Call Work	The total time the agent spent in the Work Ready and Work Not Ready state today.
Other Time	The total time the agent spent in states other than Talking, Ready, Not Ready, Work Ready, or Work Not Ready 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 (see [Figure 13](#)).

Figure 13. Team Agent State real time display.


Agents - Team Agent State Display					
Agent Name	Current State	Skill Group	Skill Name	State Duration	Reason Code
Nancy Kaminski	Not Ready			00:09:47	29 (Break)

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 9. Team Agent State real time display data

Column Name	Description
Agent Name	The agent's name.
Agent ID	The agent's ID.
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.

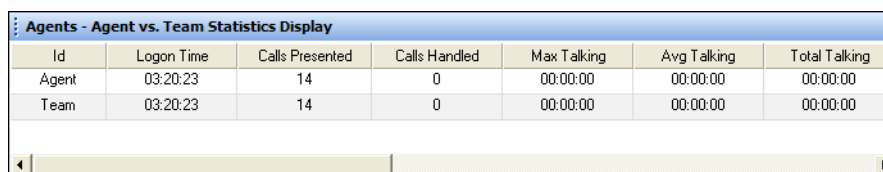
Table 9. Team Agent State real time display data — *Continued*

Column Name	Description
Skill Name	The skill group identifier, as set up in Cisco Unified CCE.
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 (see [Figure 14](#)).

Figure 14. Agent vs. Team Statistics real time display.



Agents - Agent vs. Team Statistics Display						
Id	Logon Time	Calls Presented	Calls Handled	Max Talking	Avg Talking	Total Talking
Agent	03:20:23	14	0	00:00:00	00:00:00	00:00:00
Team	03:20:23	14	0	00:00:00	00:00:00	00:00:00

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 Ready and Work Not Ready)
- Other (all other ACD states not listed here)

Table 10. 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.
Max 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.
Avg 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.
Max 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.
Avg 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.

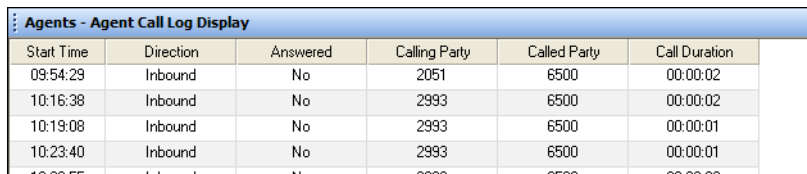
Table 10. Agent vs. Team Statistics real time display data — *Continued*

Column Name	Description
Total Ready	<p>Agent: The total time the agent spent in the Ready state today.</p> <p>Team: The total time all members of the team spent in the Ready state today.</p>
Max Not Ready	<p>Agent: The longest time the agent spent in the Not Ready state today.</p> <p>Team: The longest time any member of the team spent in the Not Ready state today</p>
Avg Not Ready	<p>Agent: The average time the agent spent in the Not Ready state today.</p> <p>Team: The average time all members of the team spent in the Not Ready state today.</p>
Total Not Ready	<p>Agent: The total time the agent spent in the Not Ready state today.</p> <p>Team: The total time all members of the team spent in the Not Ready state today.</p>
Max After Call Work	<p>Agent: The longest time the agent spent in the Work Ready or Work Not Ready state today.</p> <p>Team: The longest time any member of the team spent in the Work Ready or Work Not Ready state today.</p>
Avg After Call Work	<p>Agent: The average time the agent spent in the Work Ready and Work Not Ready states today.</p> <p>Team: The average time all members of the team spent in the Work Ready and Work Not Ready states today.</p>
Total After Call Work	<p>Agent: The total time the agent spent in the Work Ready and Work Not Ready states today.</p> <p>Team: The total time all members of the team spent in the Work Ready and Work Not Ready states today.</p>
Other Time	<p>Agent: The total time the agent spent in states other than Talking, Ready, Not Ready, Work Ready, and Work Not Ready today.</p> <p>Team: The total time all members of the team spent in states other than Talking, Ready, Not Ready, Work Ready, and Work Not Ready today.</p>

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 (see [Figure 15](#)).

Figure 15. Agent Call Log real time display.



Start Time	Direction	Answered	Calling Party	Called Party	Call Duration
09:54:29	Inbound	No	2051	6500	00:00:02
10:16:38	Inbound	No	2993	6500	00:00:02
10:19:08	Inbound	No	2993	6500	00:00:01
10:23:40	Inbound	No	2993	6500	00:00:01
10:26:55	Inbound	No	2002	6500	00:00:02

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.

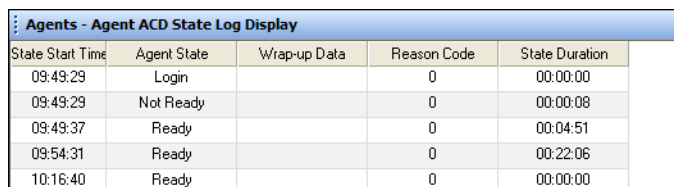
Table 11. Agent Call Log real time display data

Column Name	Description
Start Time	The time the call was answered.
Direction	Inbound or outbound 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 (see [Figure 16](#)).

Figure 16. Agent ACD State Log real time display.



State Start Time	Agent State	Wrap-up Data	Reason Code	State Duration
09:49:29	Login		0	00:00:00
09:49:29	Not Ready		0	00:00:08
09:49:37	Ready		0	00:04:51
09:54:31	Ready		0	00:22:06
10:16:40	Ready		0	00:00:00

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.

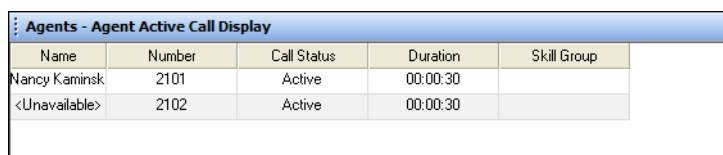
Table 12. Agent ACD State Log real time display data

Column Name	Description
State Start Time	The time the agent state was initiated.
Agent State	The ACD agent state.
Wrap-up Data	Any wrap-up data the agent entered, if the agent state transitioned to is After Call Work (Work Ready or Work Not Ready).
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 (see [Figure 17](#)).

Figure 17. Agent Active Call real time display.



Agents - Agent Active Call Display				
Name	Number	Call Status	Duration	Skill Group
Nancy Kaminsk	2101	Active	00:00:30	
<Unavailable>	2102	Active	00:00:30	

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

Table 13. 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.

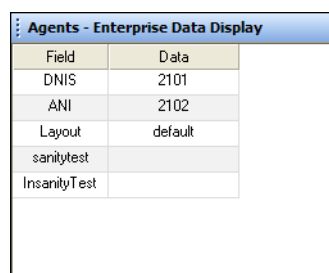
Table 13. Agent Active Call real time display data — *Continued*

Column Name	Description
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 (see [Figure 18](#)). The data displayed is configured by your administrator.

Figure 18. Enterprise Data real time display.



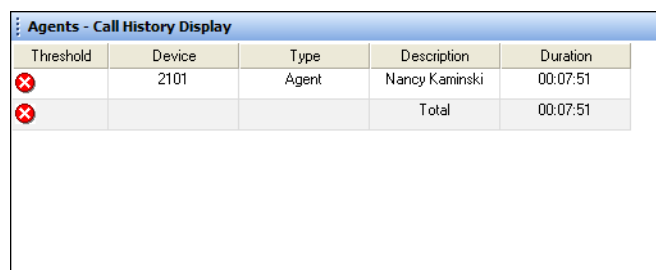
Agents - Enterprise Data Display	
Field	Data
DNIS	2101
ANI	2102
Layout	default
sanitytest	
InsanityTest	

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 (see [Figure 19](#)).

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

Figure 19. Call History real time display.



Agents - Call History Display				
Threshold	Device	Type	Description	Duration
✖	2101	Agent	Nancy Kaminski	00:07:51
✖			Total	00:07:51

Table 14. Call History real time display data

Column Name	Description
Threshold	<p>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.</p> <p>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.</p>
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.
Total	The sum of all the durations listed.

Monitoring Agents

If your system configuration uses Cisco CallManager 4.x or Cisco Unified Communications Manager 5.x (Unified CM), CAD supports one kind of monitoring: CAD-based (agent-based) monitoring.

If your system configuration uses Unified CM 6.0, CAD supports two kinds of monitoring: CAD-based monitoring and Unified CM-based (call-based) monitoring.

The type of monitoring that is used is determined when the Cisco components of your system are installed. CAD uses either Unified CM-based or CAD-based monitoring, not both. Supervisor Desktop automatically determines which kind of monitoring is used when it is launched.

CAD-Based Monitoring

CAD-based monitoring is available whenever an agent is logged in to Agent Desktop. 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

NOTE: Only one supervisor at a time can monitor a mobile agent.

When you use CAD-based monitoring, the monitored call is audible through your PC speakers. The volume slide on the Supervisor Desktop toolbar enables 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.

In CAD-based monitoring, you can record while monitoring an agent.

To start monitoring an agent using CAD-based monitoring:

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 using CAD-based monitoring:

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

Unified CM-Based Monitoring

Unified CM-based monitoring is available when an agent is logged into Agent Desktop and is on an active call. You must also be logged into Agent Desktop, and in the Not Ready agent state. It is not available when:

- You are a participant in a phone call.
- The agent you want to monitor is not on a call or has a call on hold.
- The agent being monitored is logged in as a mobile agent.

In Unified CM-based monitoring, when you start monitoring an agent's call, a new call is directed to your IP phone and answered automatically. The phone does not ring. You can listen to the phone call through a headset, speaker, or handset. The new call on your IP phone, or your "monitoring call", appears in Agent Desktop as an outbound call and also in the Supervisor Desktop tree control as an active call.

While you are monitoring a call, you cannot use the Barge-In, Intercept, Conference, or Transfer functions. You must stop monitoring to use one of these functions.

NOTE: You cannot monitor an agent who is using Cisco IP Communicator.

NOTE: Recording is not supported in Unified CM-based monitoring.

NOTE: Unified CM-based monitoring is supported only on certain models of IP phones. For a complete list of IP phone models that support Unified CM-based monitoring, see the *Cisco CAD Installation Guide*.

Your monitoring call (on your IP phone) ends when one of the following events occurs:

- When the agent transfers or ends the monitored call
- When you stop monitoring or exit Supervisor Desktop
- When you or the agent exit Agent Desktop

Your monitoring call does not end if the agent conferences in another party or if the agent closes Agent Desktop—Browser Edition.

To start monitoring a call using Unified CM-based monitoring:

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

The call is directed to your IP phone and answered automatically. The phone does not ring.

To stop monitoring a call using Unified CM-based monitoring:

- Click the **Stop Voice Monitor** button, or choose **Intervention > Stop Voice Monitor**.
- End the call on your IP phone.

Pushing a Web Page to an Agent

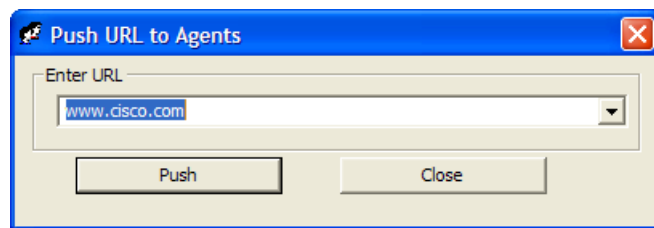
You can coach an agent by pushing a web page to that agent's Agent Desktop integrated browser.

To push a web page to an agent:

1. Select the agent in the Agent tree, and then choose **Intervention > Coach by pushing a page**.

The Push URL to Agents dialog box appears (see [Figure 20](#)).

Figure 20. 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.

There are no restrictions on what you can enter as a URL (for example, you are not required to prefix the URL with “http://”) as long as the URL can be resolved by a browser. Some sites require http or https be part of the URL.

The web page you pushed to the agent is displayed in the first tab of the agent's integrated browser. This tab is reserved for pushed web pages.

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.

If notification is enabled, 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, however, record calls.

You can't barge in if:

- The agent is on hold
- The agent is on two calls
- The agent is in a conference call
- 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.

If notification is enabled, 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, however, record calls.

You can't intercept if:

- The agent is on hold
- The agent is on two calls
- 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 65](#) 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 CAD-BE or 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 CAD-BE or IP Phone agents.

Chat Features

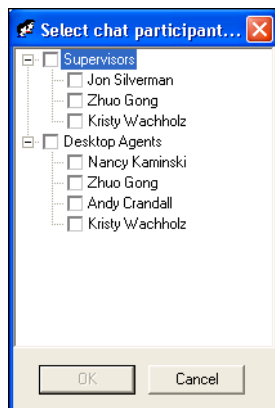
- You can chat with agents who are logged out of the ACD as long as their Agent Desktop interface is open.
- You can participate in multiple concurrent chat sessions.
- You can send the same chat message to multiple recipients (their replies, if any, appear in separate chat windows, one for each person).
- 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 21](#)).

Figure 21. Chat Selection window



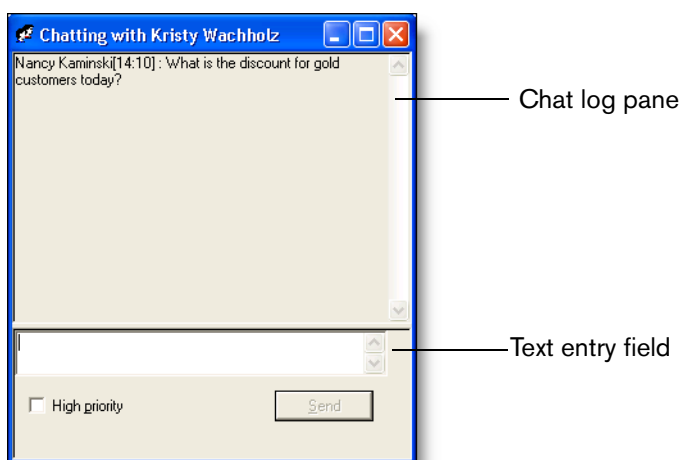
The window lists the people with whom you can chat (logged-in members of your team and other supervisors).

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 22](#)).

Figure 22. 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 and CAD-BE configured to send a predefined high-priority chat message to their supervisor(s). This predefined message (for instance, “Please barge in on my call”) is set up by the system 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.

NOTE: Although a CAD-BE agent can send you a high-priority chat message, you cannot send a chat message back to that agent. CAD-BE agents do not have regular chat capability.

Using the Integrated Browser

The integrated browser allows 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.

NOTE: Running Cisco Agent Desktop—Browser Edition (CAD-BE) in the integrated browser is not supported.






By default, the browser is not enabled. See ["Setting Preferences" on page 16](#) 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 15. 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.

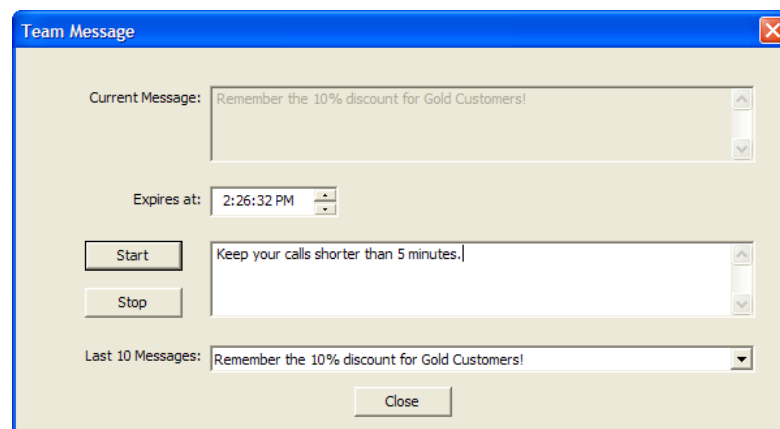
Sending Team Messages

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 CAD-BE and IP Phone agents.

The Team Messages dialog box (see [Figure 23](#)) 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 23. 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. In the Expires at field, choose a specific time for the message to expire.
By default, the message runs for 30 minutes.

If you set a time earlier than the current time, the message will run until that time the next day. For example, if it is 10:15 AM and you set the expiration time to be 10:00 AM, the message will run until 10:00 AM tomorrow.

3. Type your message in the text box. The TM can be up to 255 characters long.
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.

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.

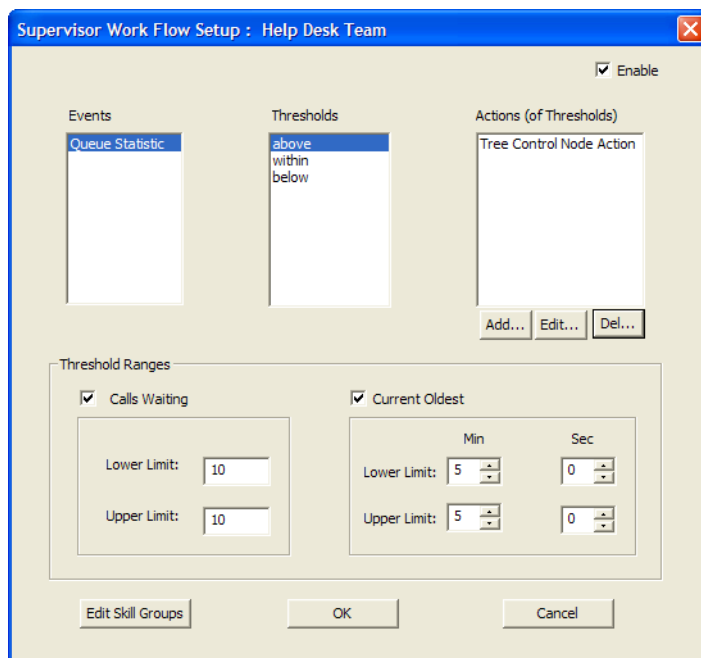
To set up a supervisor work flow:

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 24](#)).

Figure 24. 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 55](#) 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.

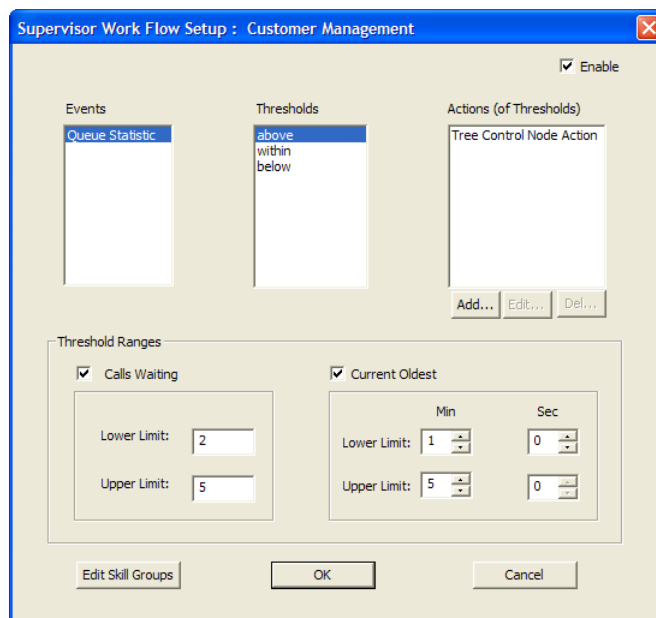
Example: Setting Up a Supervisor Work Flow

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 less 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

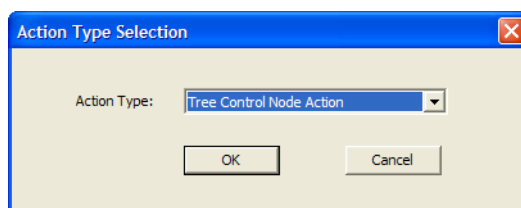
To set up the example supervisor work flow:

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.

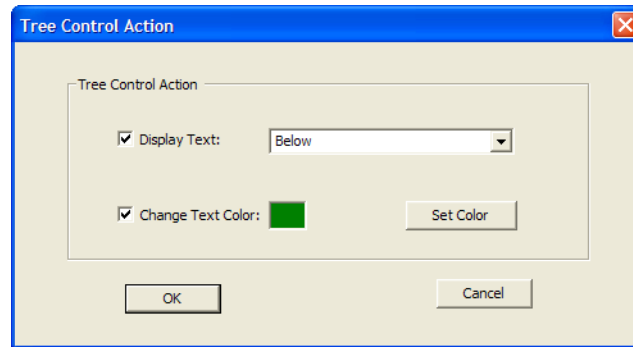
The Action Type Selection dialog box appears.



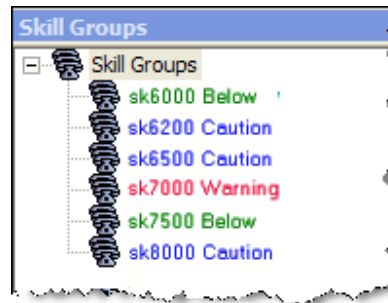
8. Select **Tree Control Node Action** and then click **OK**.

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 56)
- Message Box Action (page 56)
- Report Action (page 57)
- Report Action (page 57)
- Tree Control Action (page 57)
- Email Alert Action (page 58)

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.

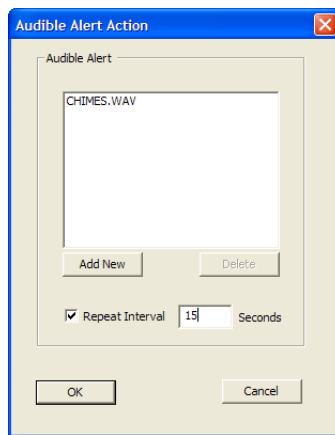
NOTE: You can turn off audible alerts that are configured to repeat at intervals by choosing **Actions > Supervisor Work Flow – Audio Off** from the menu.

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 25](#)) 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 25. Audible Alert Action dialog box.

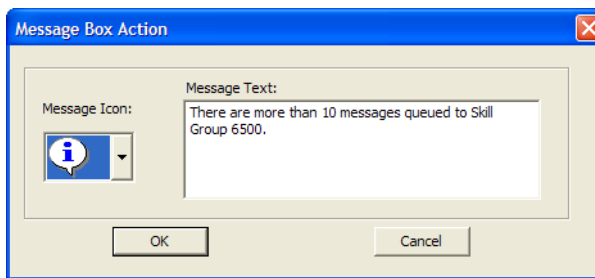


Message Box Action

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 26](#)) type your message in the Message Text field, select the appropriate message icon, and then click **OK**.

Figure 26. Message Box Action dialog box



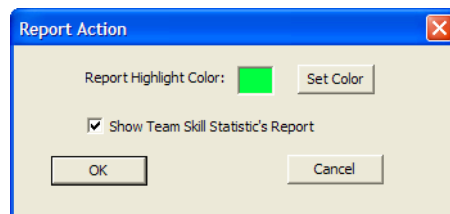
Report Action

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 27](#)) 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 27. Report Action dialog box

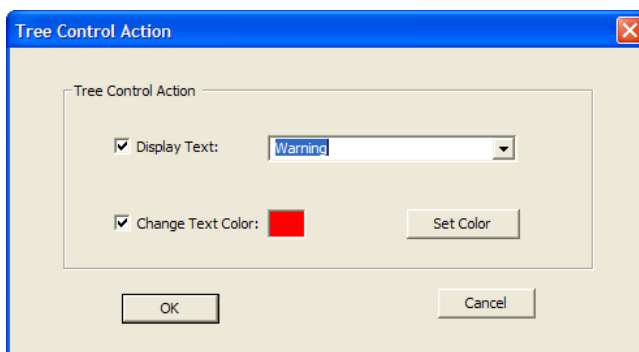


Tree Control Action

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 28](#)) 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 28. 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 29. Email Alert Action Setup dialog box

To set up an email alert action, complete the Email Alert Action Setup dialog box (see [Figure 29](#)) as follows:

Table 16. 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.
Subject:	The subject line is automatically generated by the action.

Table 16. Email Alert Action Setup dialog box fields — *Continued*

Field	Description
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 Test button to check if the email alert action is configured correctly. When you click Test, 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.

Re-skilling Agents

The Agent Re-skilling tool is a browser-based application that enables you to change the skill group designations of agents on your team, and quickly view skill group members and details on individual agents. Changes made to an agent's skill group membership take place immediately without need for the agent to log out and log in again.

The Agent Re-skilling tool can run in your integrated browser if the browser is enabled.

Re-skilling can be done on the agent level and on the skill group level. You can add and remove skill groups from an agent, or you can add or remove agents from a skill group.

NOTE: The new skill group shows up in the agent's reports immediately. If it is a new skill group, it may take up to 19 minutes for skill group data to show up in Supervisor Desktop. To display data immediately, you can ask the system administrator to perform a manual Directory Services sync, or you can select another team in Supervisor Desktop and then return to the team to which you added the new skill group.


To add or remove skill groups from an agent:

1. From the menu, choose **Tools > Agent Re-skilling > Site 1**.

NOTE: Your menu might display just Site 1, or Site 1 and Site 2. This depends on the configuration of your system. These sites represent the servers on which the Agent Re-skilling tool is located. If you receive an error when you try to access a site, try another site until you find the site that is active.

The supervisor login window for the Agent Re-skilling tool appears (see [Figure 30](#)).

Figure 30. Supervisor Login screen.

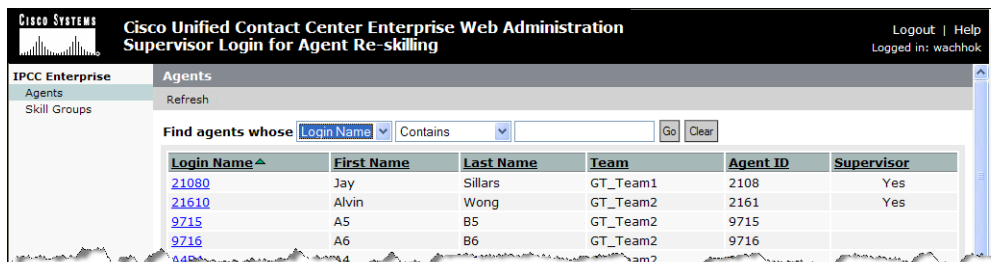


The Supervisor Login screen features a black header with the Cisco Systems logo and the text "Cisco Unified Contact Center Enterprise Web Administration Supervisor Login for Agent Re-skilling". Below the header, a white box contains the text "Welcome to Cisco Unified Communications". There are two input fields: "Login name:" and "Password:". A "Login" button is positioned below the password field. A note about Cisco product names is present, stating that Cisco IPCC Enterprise is renamed Cisco Unified Contact Center Enterprise. The footer includes the copyright notice "Copyright © 2003 - 2006 by Cisco Systems, Inc." and the "Powered by Cisco" logo.

2. Enter your Supervisor Desktop login name and password, and then click **Login**.

The Agents window appears (see [Figure 31](#)).

Figure 31. Agents window.



The Agents window displays a table of agents. The table has columns for Login Name, First Name, Last Name, Team, Agent ID, and Supervisor. The Login Name column is highlighted with a blue background. The table lists four agents: Jay Sillars (GT_Team1), Alvin Wong (GT_Team2), A5 B5 (GT_Team2), and A6 B6 (GT_Team2). The Agent ID and Supervisor columns are also visible.

Login Name	First Name	Last Name	Team	Agent ID	Supervisor
21080	Jay	Sillars	GT_Team1	2108	Yes
21610	Alvin	Wong	GT_Team2	2161	Yes
9715	A5	B5	GT_Team2	9715	
9716	A6	B6	GT_Team2	9716	

3. Use the search fields at the top of the window to locate the agent you want to re-skill.
4. Select the agent by clicking the agent's login name.

The Edit Agent window appears.

Figure 32. Edit Agent window.

The screenshot shows the 'Edit Agent' window in the Cisco Unified Contact Center Enterprise Web Administration interface. The window has a sidebar with 'Agents' and 'Skill Groups' options. The main area contains the following fields and controls:

- First Name:** Nancy
- Last Name:** Kaminski
- Login Name:** kaminsn
- Agent ID:** 2311
- Team:** GT_Team1
- Description:** (empty text area)
- Supervisor:** ☒ Supervisor
- Skill Groups:** A list box containing the following skill group names: sk6000, sk6500, sk7000, sk7500, sk9551, and sk9560. Below the list box are buttons for 'Add...', 'Remove', 'Remove All', and 'Open...'.
- Desk Settings:** default_desk_settings
- Bottom Buttons:** Save, Cancel

5. In the Skill Groups pane you can:
 - Assign a new skill group to the agent. Click **Add**, and in the resulting Select Skill Groups for Agent window, check the skill group you wish to add, and then click **OK**.
 - Delete a skill group from the agent. Select the skill group you want to delete, and then click **Remove**.
 - Remove all skill groups from the agent. Click **Remove All** to delete all skill groups. Note that an agent must be assigned to at least one skill group.
6. Click **Save** to save your changes.

At the top of the window you will see the message, **Agent saved successfully**.

To add and remove agents from a skill group:

1. From the menu, choose **Tools > Agent Re-skilling > Site 1**.

NOTE: Your menu might display just Site 1, or more sites (Site 2, Site 3, etc.). This depends on the configuration of your system. These sites represent the servers on which the Cisco Unified CCE Agent Re-skilling Tool is located. If you receive an error when you try to access a site, try another site until you find the site that is active.

The supervisor login window for the Agent Re-skilling tool appears (see [Figure 30](#)).

2. Enter your Supervisor Desktop login name and password, and then click **Login**.

The Agents window appears (see [Figure 31](#)).

3. Click **Skill Groups** at the left side of the window to change the view to a list of skill groups.
4. Select the desired skill group from the list by clicking on its name, or use the search fields at the top of the window to locate the skill group.

The Edit Skill Group window appears.

5. In the Agents in your team(s) pane you can:
 - Assign a new agent to the skill group. Click **Add**, and in the resulting Select Agents for Skill Group window, check the agents you wish to add, and then click **OK**.
 - Delete an agent from the skill group. Select the agent you want to delete, and then click **Remove**.
 - Remove all agents from the skill group. Click **Remove All** to delete all skill groups. A skill group with no agents assigned to it will not show up in Supervisor Desktop.
 - View an agent's properties. Select an agent, and then click **Open** to view that agent's record. You can only view this record, not edit it.
6. Click **Save** to save your changes.

At the top of the window you will see the message, **Skill group saved successfully**.

Using Supervisor Record Viewer

The Supervisor Record Viewer (see [Figure 33](#)) 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, it will not be deleted until that 30-day period expires. If you delete it manually before the 30-day period expires, it is deleted during the next folder cleanup—cleanups run daily at midnight.

Figure 33. Supervisor Record Viewer

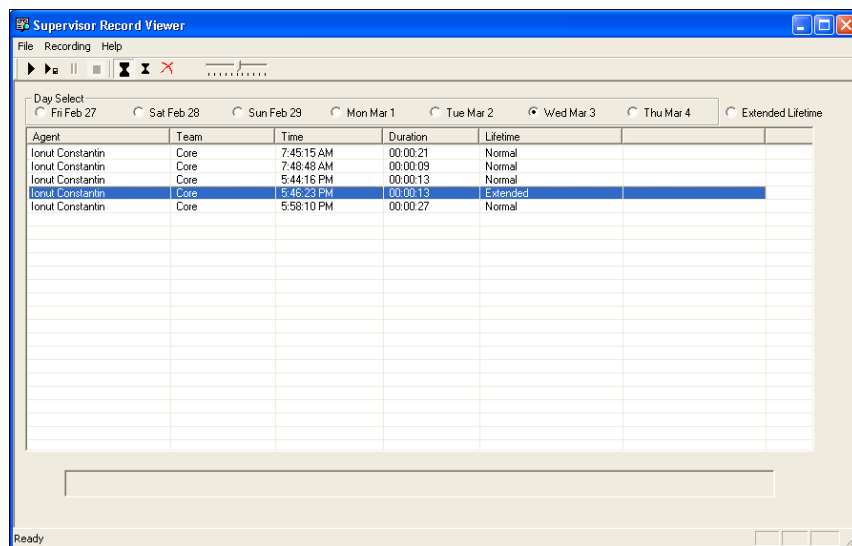
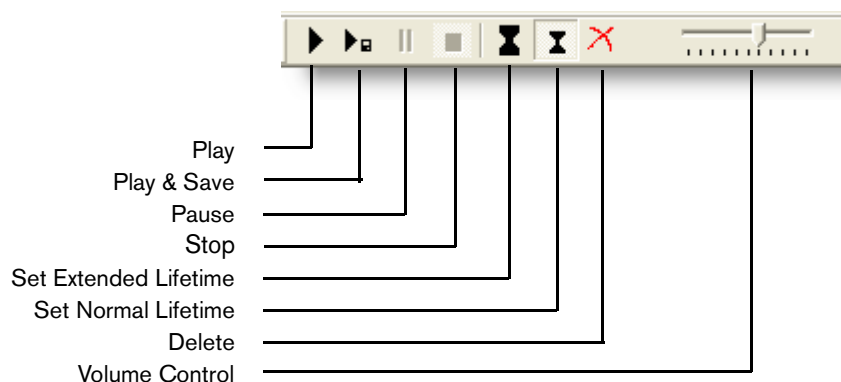


Figure 34. Supervisor Record Viewer toolbar.



The Supervisor Record Viewer displays the following information:

Table 17. Supervisor Record Viewer fields

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

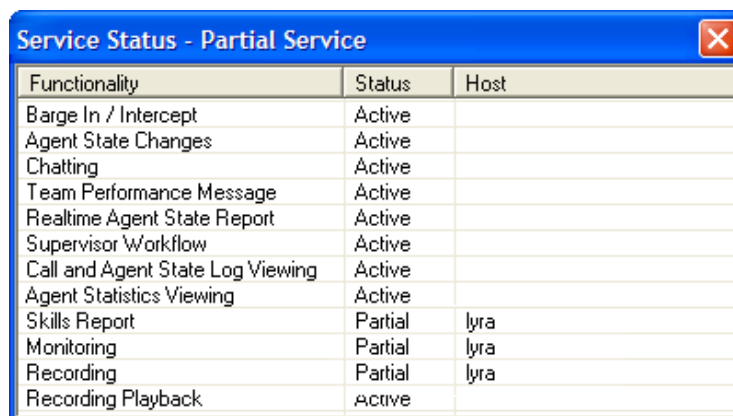
The service auto-recovery feature allows Supervisor Desktop to automatically recover its connection to the Cisco services in the event of a service restart or a network outage.

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 35](#)) that lists features and indicates if that feature is available or not due to the service outage.

Figure 35. Service Status popup window

A screenshot of a Windows-style popup window titled "Service Status - Partial Service". The window has a blue title bar with a red close button in the top right corner. Inside the window is a table with three columns: "Functionality", "Status", and "Host". The table lists various services and their current status. Most services are marked as "Active", while "Skills Report", "Monitoring", and "Recording" are marked as "Partial". The "Host" column shows "lyra" for the "Partial" services.

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	

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