



Cisco Unified Web and E-Mail Interaction Manager Supervision Console User's Guide

For Unified Contact Center Enterprise and Hosted and Unified ICM

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Cisco Unified Web and E-Mail Interaction Manager Supervision Console User's Guide: For Unified Contact Center Enterprise and Hosted and Unified ICM
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Preface

- ▶ [About this guide](#)
- ▶ [Document conventions](#)
- ▶ [Other learning resources](#)

Welcome to Cisco® Interaction Manager™, multichannel interaction software used by businesses all over the world to build and sustain customer relationships. A unified suite of the industry's best applications for web and email interaction management, it is the backbone of many innovative contact center and customer service helpdesk organizations.

Cisco Interaction Manager includes a common platform and one or both of the following applications:

- ▶ Cisco Unified Web Interaction Manager (Unified WIM)
- ▶ Cisco Unified E-Mail Interaction Manager (Unified EIM)

About this guide

Cisco Unified Web and E-Mail Interaction Manager Supervision Console User's Guide introduces you to the Supervision Console and helps you understand how to use it to accomplish your agent and queue monitoring tasks.

This guide is for installations that are integrated with Cisco Unified Contact Center Enterprise (Unified CCE).

Document conventions

This guide uses the following typographical conventions.

Convention	Indicates
<i>Italic</i>	Emphasis. Or the title of a published document.
Bold	Labels of items on the user interface, such as buttons, boxes, and lists. Or text that must be typed by the user.
<code>Monospace</code>	The name of a file or folder, a database table column or value, or a command.
<i>Variable</i>	User-specific text; varies from one user or installation to another.


Document conventions

Other learning resources

Various learning tools are available within the product, as well as on the product CD and our web site. You can also request formal end-user or technical training.

Online help

The product includes topic-based as well as context-sensitive help.

Use	To view
 Help button	Topics in <i>Cisco Unified Web and E-Mail Interaction Manager Help</i> ; the Help button appears in the console toolbar on every screen.
F1 keypad button	Context-sensitive information about the item selected on the screen.

Online help options

Document set

The Cisco Unified Web and E-Mail Interaction Manager documentation is available in the **Documents** folder on the product CD. It includes the following documents:

- ▶ *Cisco Unified Web and E-Mail Interaction Manager System Requirements*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Installation Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administration Console User's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Agent Console User's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Knowledge Base Console User's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Reports Console User's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager System Console User's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Tools Console User's Guide*

The latest versions of all Cisco documentation can be found online at <http://www.cisco.com>

- ▶ All Unified EIM documentation can be found online at http://www.cisco.com/en/US/products/ps7236/tsd_products_support_series_home.html
- ▶ All Unified WIM documentation can be found online at http://www.cisco.com/en/US/products/ps7233/tsd_products_support_series_home.html

- ▶ In particular, Release Notes for these products can be found at http://www.cisco.com/en/US/products/ps7236/prod_release_notes_list.html
- ▶ For general access to Cisco Voice and Unified Communications documentation, go to http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html

1

Console basics

- ▶ [Monitors](#)
- ▶ [Related user roles](#)
- ▶ [Elements of the user interface](#)

A highly specialized workspace for supervisors, this console lets you create real-time monitors to observe queues, user groups, and individual users.

Monitors

A monitor provides various perspectives on the information it tracks by presenting it in the form of tables, as well as pie and bar charts.

While setting up a monitor you can:

- ▶ Configure it to run automatically, manually, or automatically whenever you are logged in to the system.
- ▶ Select the objects and their attributes that you want monitored.
- ▶ Create messages and alerts that are sent to specified recipients when certain conditions are met.



Note: The process of monitoring queues, user groups, and users mapped to Unified CCE objects is the same as monitoring regular Unified WIM and Unified EIM objects. The attributes available for monitoring are the ones managed through Unified WIM and Unified EIM.

Related user roles

All users, including supervisors, are created in the Administration Console. Two roles are provided for supervisors:

- ▶ **Supervisor**
- ▶ **Supervisor (Read Only)**

In this section we list the actions that users who are assigned these roles are allowed to perform. Permissions to perform allowed actions on specific objects are administered for each user. To learn more about managing users, see *Cisco Unified Web and E-Mail Interaction Manager Administration Console User's Guide*.

Supervisor role

Object	Actions permitted
Supervision Console	View
Agent Console	View
Reports Console	View
User	View
Activities	Transfer, Pull
Usage links	View, Execute
Category	View
Customer	Create, View, Edit, Delete, Change
Contact Person	Create, Edit, Delete
Contact Details	Create, Edit, Delete
Association	Create, View, Edit, Delete
Inbox Folder	Create, Delete
Notes	View, Add, Delete
Resolution Codes	View
Folder	View
Article	Suggest
Personal Folders	Manage
Macro	View
Product Catalog	View
Activity	Create, Edit, Complete, Pin, Print, Unpin Others, Assign Classification
Case	Edit, Print, Close
Monitors	Create Edit, Delete, Run
Reports	Create, Delete, View, Run, Edit, Schedule
Queue	View
Personal Dictionary	Create
Personal Search	Create
Email	Send

Actions allowed by the Supervisor role

Supervisor (Read Only) role

Object	Actions permitted
Supervision Console	View
Agent Console	View
Reporting Console	View
User	View
Usage links	View, Execute
Customer	View
Association	View
Inbox Folder	Create, Delete
Notes	View
Resolution Codes	View
Folder	View
Article	Suggest
Macro	View
Product Catalog	View
Activity	Print
Case	Print
Monitor	Create, Edit, Delete, Run
Reports	View, Run
Queue	View

Actions allowed by the Supervisor (Read Only) role

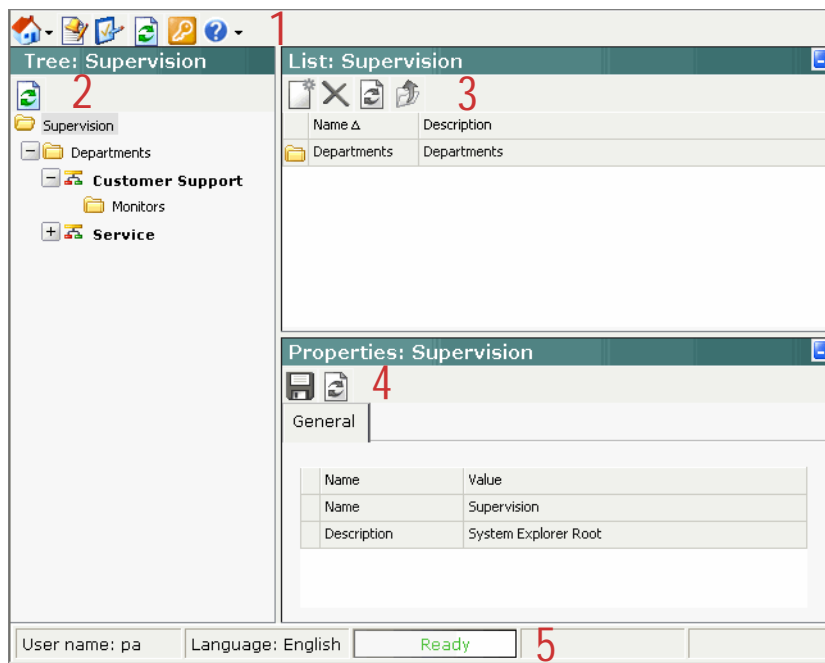
Elements of the user interface

To get to know the console user interface better, let us begin by dividing it into five functional areas:

1. **Console toolbar:** The main toolbar of the console appears at the top of the screen. It allows you to access some frequent commands with a single click.
2. **Tree pane:** The Tree pane displays a list of departments in the system and monitors in each department. From the Supervision tree, you can select a department and configure monitors to monitor users and queues in the department.

To expand all first and second level nodes with a single click, shift + click the plus [+] button next to the topmost node. The contents of all first and second level nodes are displayed in the Tree pane.

3. **List pane:** The display on the List pane depends on selections made in the Tree pane. For example, if you select a department in the Tree pane, the List pane displays the list of monitors in that department.
4. **Properties pane:** The Properties pane displays properties of the item selected in the List pane. For example, if you select a monitor in the List pane, the Properties pane displays associated properties of that monitor, such as objects, attributes, and notifications. You can create monitors from the Properties pane and run them to supervise users, user groups, and queues in the system.
5. **Status bar:** The status bar is present at the bottom of every screen. It displays the following information:
 - The user name with which the user has logged in the system.
 - The language currently in use.
 - The status of the system (**Loading, Ready**, etcetera).



Elements of the console user interface

2 Monitors

- ▶ [About monitors](#)
- ▶ [Configuring monitors](#)
- ▶ [Deleting monitors](#)
- ▶ [Starting monitors](#)

About monitors

Supervision Console monitors enable you to observe the functioning of three types of business objects in the system:

1. Queues
 2. User groups
 3. Users
- ▶ For each business object, you can select a number of attributes for monitoring. Monitors display real time information, which is automatically refreshed every 30 seconds.



Note: The process of monitoring queues, user groups, and users mapped to Unified CCE objects is the same as monitoring regular Unified WIM and Unified EIM objects. The attributes available for monitoring are the ones administered through Unified WIM and Unified EIM.

Queue attributes

You can monitor the following attributes of a queue.

- ▶ **Chat - Current service level (%):** Number of serviced sessions currently in progress, which were picked up before the threshold setting configured for the department / Total number of serviced sessions currently in progress * 100.
- ▶ **Chat - Daily service level (%):** Chats answered before service level setting / sample set of chats completed on the day, till that point of time * 100
- ▶ **Chat - Number in progress:** Number of chat activities assigned to agents and are being worked on (Status: Assigned- In Progress).
- ▶ **Chat - Number not started:** Number of chat activities assigned to agents, but on which work has not yet started (Status: Assigned - New).
- ▶ **Chat - number of agents available:** Number of agents who are logged in and 'Available', who can either be assigned chat activities from the queue or can pull activities from the queue, and whose Chat - User max load setting is not exceeded.
- ▶ **Chat - Number unassigned:** Number of unassigned chat activities in the queue (Status: Assignment - Ready for Internal assignment).
- ▶ **Chat - Oldest in progress:** Age of the oldest chat activity in the queue - where the activity has been assigned and been worked upon (activity status 'Assigned-In Progress'). If your calender is set in business hours it does not effect this column.
- ▶ **Chat - Oldest not assigned:** Age of the oldest chat activity in the queue, where the activity has not been assigned (activity status 'Assignment-Ready for Internal assignment') If your calender is set in business hours it does not effect this column.
- ▶ **Chat - Oldest not started:** Age of the oldest chat activity in the queue, where the activity has been assigned but has not been worked on (Status: 'Assigned-New'). If your calender is set in business hours it does not effect this column.

- ▶ **Email - Number in progress:** Number of email activities assigned to agents and being worked on (Status: Assigned- In Progress).
- ▶ **Email - Number in wrapup:** Number of email activities assigned to agents and being wrapped up (Status: Assigned- Wrap Up).
- ▶ **Email - Number not started:** Number of email activities assigned to agents, but on which work has not yet started (Status: Assigned - New).
- ▶ **Email - Number unassigned:** Number of unassigned email activities in the queue. (Status: Assigned - Ready for Internal assignment)
- ▶ **Email - Oldest not started [hhh:mm]:** Age of the oldest email activity in the queue, where the activity has been assigned but has not been worked on (Status: Assigned - New). Age = Current date - created on date.



Important: Age is not calculated in business hours.

- ▶ **Email - Service Level:** This is calculated by using two configured items: sample size and response time limit. It indicates the percentage of emails for which response was sent before the time limit elapsed. (This does not include auto-acknowledgments).
- ▶ **Queue ID:** The unique ID assigned to the queue, usually a number.
- ▶ **Queue name:** Name of the queue.
- ▶ **Queue status:** Status of the queue. The status of the queue can be Active or Inactive.
- ▶ **Task - Number in progress:** Number of tasks assigned to agents and being worked on (status as assigned; substatus as in progress).
- ▶ **Task - Number in wrapup:** Number of tasks assigned to agents and being wrapped up (status as assigned; substatus as wrap up).
- ▶ **Task - Number not started:** Number of tasks assigned to agents, but on which work has not yet started (status as assigned; substatus as not started).
- ▶ **Task - Number unassigned:** Number of unassigned tasks in the queue.
- ▶ **Task - Oldest not started [hhh:mm]:** Age of the oldest task activity in the queue, where the activity has been assigned but has not been worked on (Status: Assigned - New). Age = Current date - created on date.



Important: Age is not calculated in business hours

- ▶ **Users - Number logged in:** Number of agents who are currently logged into the application and can be assigned activities from the queue. These are the agents who have pull permission on the queue and agents to whom email activities can be assigned or transferred from the queue.

User group attributes

You can monitor the following attributes of a user group.

- ▶ **Chat - Assigned and in progress:** Number of chat activities assigned to the agents of the group and which are being worked on (Status: Assigned - In progress).

- ▶ **Chat - Assigned but not started:** Number of chat activities assigned to the agents of the group, but on which work has not yet started (Status: Assigned - New).
- ▶ **Chat - Available agents:** Number of agents logged in and available to handle chats.
- ▶ **Email - Assigned and in progress:** Number of email activities assigned to the agents in the group and being worked on (status as assigned; substatus as in progress).
- ▶ **Email - Assigned but not started:** Number of email activities assigned to the agents in the group, but on which work has not yet started (status as assigned; substatus as not started).
- ▶ **Email - Assigned but pending:** Number of email activities assigned to the group, but on which work is pending (status as assigned; substatus as pending).
- ▶ **Email - Number of users available:** Number of group members logged in and available to handle emails.
- ▶ **User group ID:** The unique ID assigned to the user group, usually a number.
- ▶ **User group name:** Name of the user group.

User attributes


You can monitor the following attributes of a user.

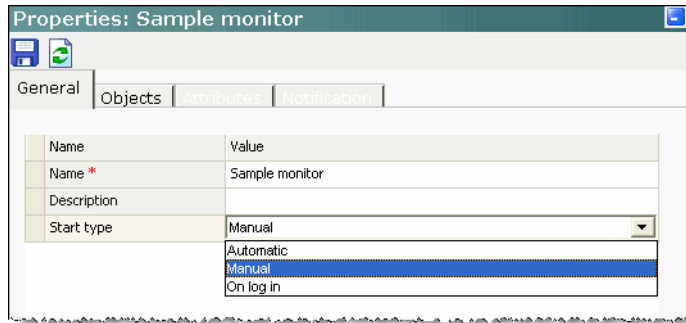
- ▶ **Chat - Number in progress:** Number of chat activities assigned to agent and being worked on (Status: 'Assigned - In Progress'),
- ▶ **Chat - Number not started:** Number of chat activities assigned to agents, but on which work has not yet started (Status: 'Assigned - New').
- ▶ **Chat - Oldest in progress:** Age of the oldest open chat activity assigned to the agent and been worked upon (activity status 'Assigned-In Progress') If your calendar is set in business hours it does not effect this column.
- ▶ **Chat - Oldest not started:** Age of the oldest open chat activity assigned to the agent but has not been worked on. (Status: 'Assigned-New') If your calendar is set in business hours it does not effect this column.
- ▶ **Email - Available to handle:** Is the agent available to handle emails: **Yes** or **No**.
- ▶ **Email - Number in progress:** Number of email activities assigned to this agent, which the agent is working on (Status: 'Assigned-In Progress').
- ▶ **Email - Number not started:** Number of email activities assigned to this agent, on which the agent has not yet started work (status: Assigned - New).
- ▶ **Email - Oldest in progress:** Age of the oldest email on which the agent is working (Status: Assigned-In Progress).
- ▶ **Email - Oldest not started:** Age of the oldest email on which the agent has not yet started work (Status: Assigned-New).
- ▶ **First Name:** First name of the user to be monitored.
- ▶ **Last Name:** Last name of the user to be monitored.
- ▶ **Task - Available to handle:** Is the agent available to handle tasks: **Yes** or **No**.
- ▶ **Task - Number in progress:** Number of tasks assigned to this agent, which the agent is working on (Status: Assigned - In progress).

- ▶ **Task - Number not started:** Number of tasks assigned to this agent, on which the agent has not yet started work (Status: Assigned - New).
- ▶ **Task - Oldest in progress:** Age of the oldest task on which the agent is working (Status: Assigned - In progress).
- ▶ **Task - Oldest in wrapup:** Age of the oldest task on which the agent is wrapping up work (Status: Assigned - Wrap up).
- ▶ **Task - Oldest not started:** Age of the oldest task on which the agent has not yet started work (Status: Assigned - New).
- ▶ **User ID:** The unique ID assigned to the user, usually a number.
- ▶ **User name:** Name of the user.
- ▶ **User status:** Status of the user, whether the user is logged in or not.

Configuring monitors

To create a monitor:

1. In the Tree pane, browse to **Supervision > Departments > *Your department* > Monitors**.
2. In the List pane toolbar, click the **New**  button. The Properties pane refreshes to show the attributes of the new monitor.
3. In the Properties pane, on the General tab and provide the following details.
 - **Name:** Type a name for the monitor. This is required information.
 - **Description:** Provide a brief description.
 - **Start type:** From the dropdown list, select a start type for the monitor. The following three options are available.
 - **Automatic:** Monitor runs automatically and if notification conditions are met, sends alerts automatically at a fixed time interval, irrespective of whether the user, who created the monitor, is logged in or not. The default value of the time interval when alerts are sent is 60,000 milliseconds and can be set or modified at the respective back-end table. This setting cannot be set or modified from the UI.
 - **Manual:** Monitor has to started manually by the user who created the monitor.
 - **On log in:** The monitor starts automatically once the user who created the monitor logs in. And if the notifications conditions configured for the monitor are met the alerts are sent automatically.

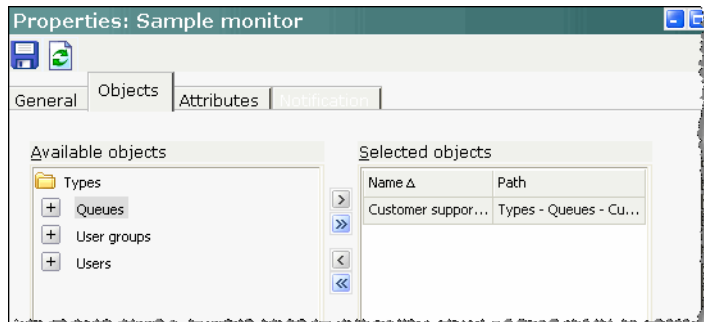


Set general properties

- Next, go to the Objects tab and select objects to be monitored. Select from users, user groups, and queues. Once you select objects, the Attributes tab is enabled.

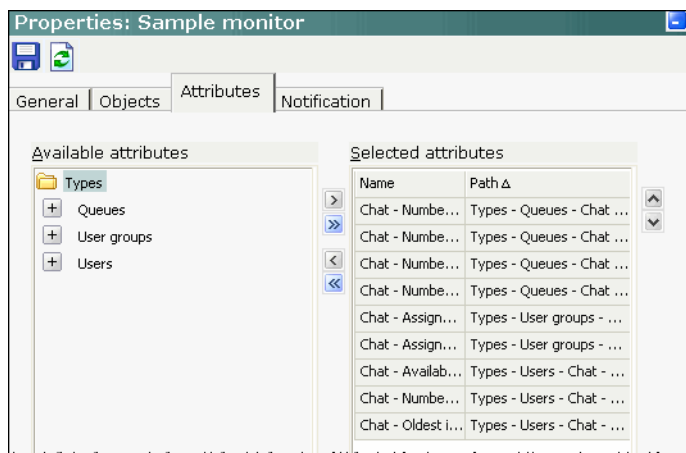


Important: The attribute tab is enabled only after the you select the objects to be monitored.



Select objects for monitoring

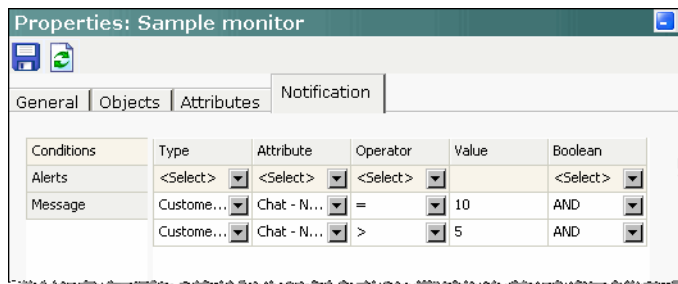
- Next, go to the Attributes tab and select the attributes of the objects to be monitor.



Specify attributes for monitoring

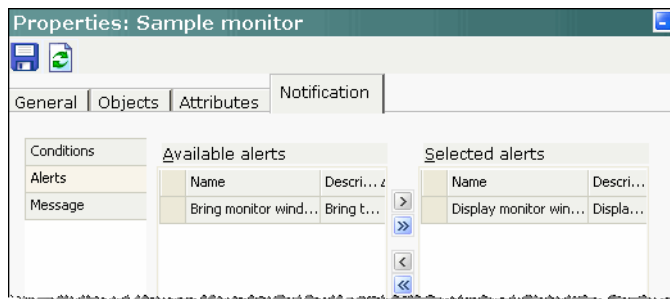
- Click the **Save**  button. The Notification tab is enabled when you save the monitor.

7. On the Notification tab, in the Conditions section, specify conditions for raising alerts and sending notifications. Only objects and attributes that you have selected are displayed. Once you specify the condition, the Alerts and Message sections are enabled.



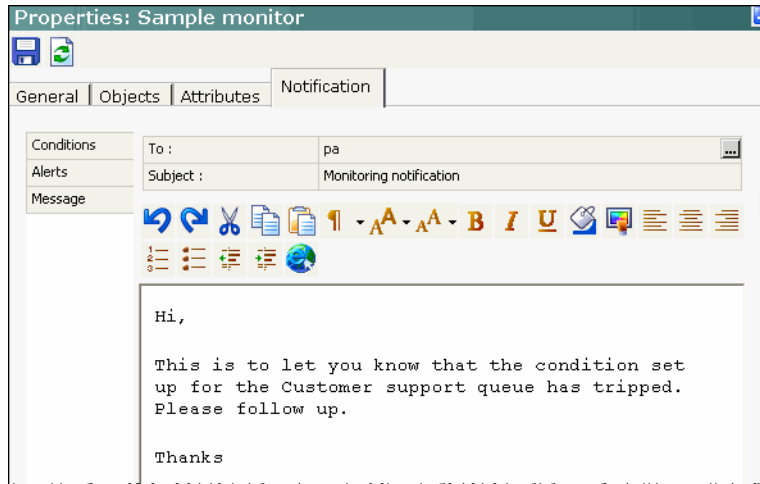
Create conditions

8. Next, in the Alerts section, configure how you want the monitor to be presented when an alert condition is met. Choose from one of the following:
 - Display monitor window
 - Bring monitor window to the front



Choose alerts

9. Lastly, on the Notification tab, in the Messages section, set up internal messages or emails to be sent when an alert condition is met. Specify the following:
 - The users to whom you want to send a message. You can send messages to internal user accounts or external email addresses.
 - The subject of the message.
 - The content of the message.




Create a custom message

10. Click the **Save**  button.

Deleting monitors

Delete the monitor if you don't want to use it any more.


To delete a monitor:

1. In the Tree pane, browse to **Supervision > Departments > *Your department* > Monitors**.
2. In the List pane, select the monitor you want to delete.
3. In the List pane toolbar, click the **Delete**  button.

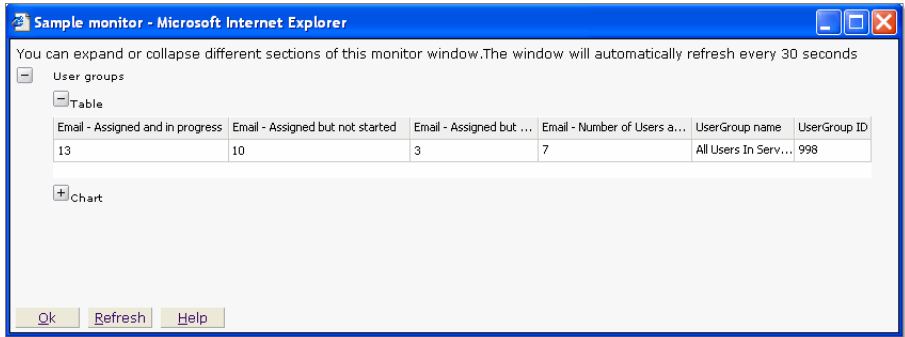
Starting monitors

You can configure the monitor to keep running automatically all the time, or you can configure them to run automatically every time you log in to the application. If you don't want to run the monitors automatically, start them manually whenever you need them.

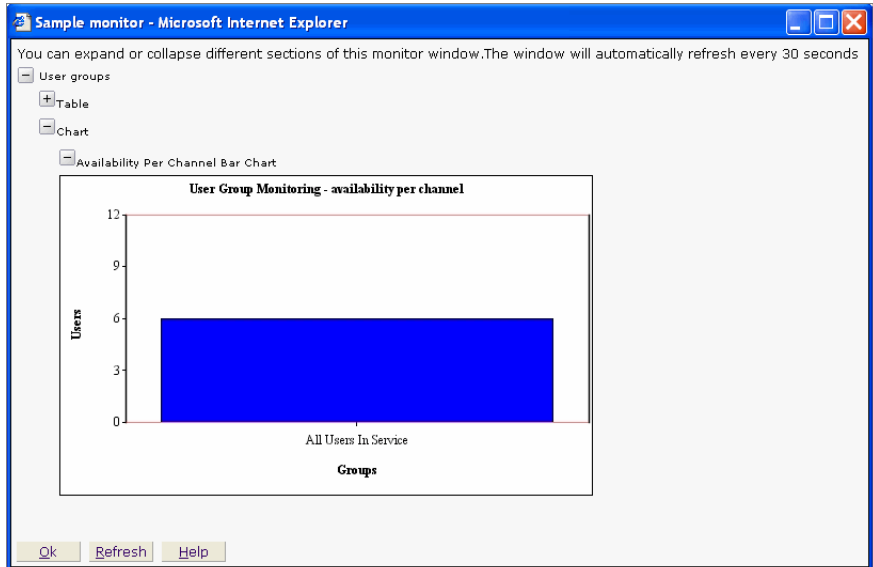
To start a monitor:

1. In the Tree pane, browse to **Supervision > Departments > *Your department* > Monitors**.
2. In the List pane, select the monitor you want to start.
3. In the List pane toolbar, click the **Start**  button.

The monitor appears in a new window. View the information in table or chart format or both. The display is refreshed after every 30 seconds.



A table in a monitor



A bar chart in a monitor


3 Monitor-related settings

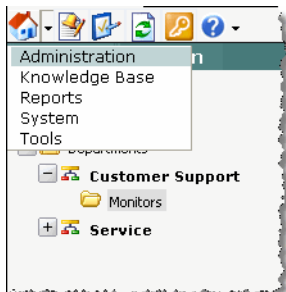
- ▶ [Configuring monitor-related settings in Administration Console](#)

Configuring monitor-related settings in Administration Console

Settings in Administration Console allow you to configure certain display properties for monitors for the entire department.

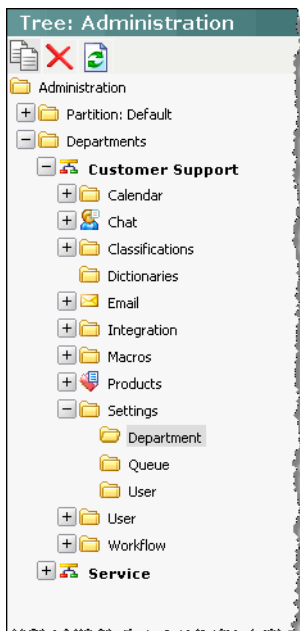
To configure these settings

1. Click the **Home**  button in the console toolbar, and then select the **Administration** option to go to Administration Console.



Go to Administration Console

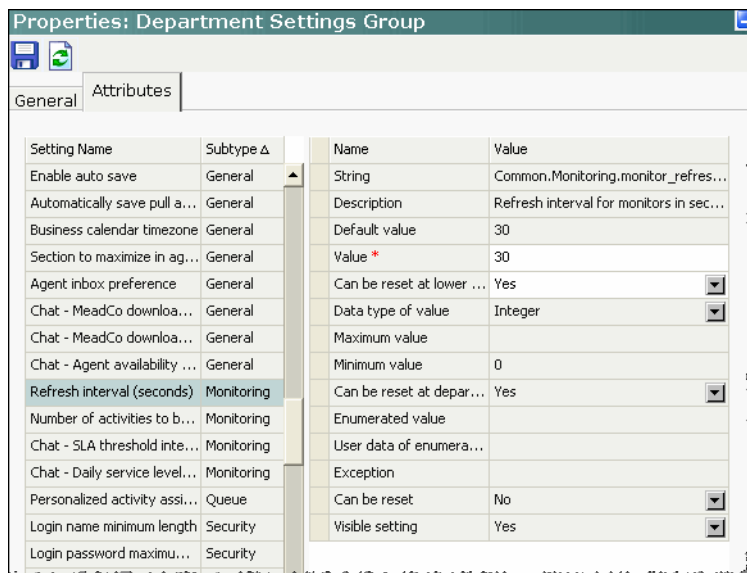
2. In Administration Console, navigate to **Settings > Department** under your department.




Locate the department settings folder for your department

3. In the List pane, select **Department Settings Group**.
4. In the Properties pane, go the Attributes tab to configure the settings for monitors. Maximize the pane to make it easier to locate and change the settings.

5. Click the **Subtype** column to sort the settings by subtype. Look for **Monitoring** in the **Subtype** column to locate the settings.
6. Configure the four monitoring settings as desired. The settings are:
 - **Refresh interval (seconds):** This setting determines the time period after which the monitor display is refreshed. The time is specified in seconds. The default value is 30 seconds.
 - **Number of activities to be monitored for service level:** This setting is used to specify the number of activities to be monitored for gauging service level performance in a queue.
 - **Chat - SLA threshold interval (in seconds):** This setting is required for the, Chat - Current service level (%) and Chat - Daily service level (%), queue-monitoring attributes, viewed from the Supervision Console. With this setting you can decide the threshold interval (in seconds) that all in-progress sessions are checked against, to measure what percentage had a wait time lesser than the threshold. Any session picked up after a wait time lesser than this threshold is counted as having met the service level. The service level is shown as an aggregate percentage based on how many sessions have met the service level and gives an indication of the timely pick-up of sessions by agents. If this value is set to blank, then the “Chat - Current service level (%)” and “Chat - Daily service level (%)” attributes will show a value of 100% for all queues. The default value is 600.
 - **Chat - Daily service level sample set definition:** This setting is required for the, Chat - Daily service level (%), queue-monitoring attribute, viewed from the supervision console. With this setting you can define the types of completed chats to be considered for the calculation of daily service level in monitors. The default value is All chats handled including abandoned.



Monitoring-related settings

7. Click the **Save**  button to save your new configuration.