

Configuring the Integrated Browser Home Page

- Step 1** Choose View > Preferences. The Preferences window appears.
 - Step 2** Select the Enable Integrated Browser check box.
 - Step 3** In the left pane, select the Browser node.
 - Step 4** In the right pane, select a browser tab. Enter a URL in the Browser home page field and click OK.
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Setting Preferences

- Step 1** Choose View > Preferences. The Preferences window appears.
 - Step 2** In the left pane, select a node. The right pane displays that node's settings.
 - Step 3** Change values as desired, then click OK.
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Setting Up a Supervisor Work Flow

- Step 1** Choose Tools > Supervisor Work Flow Administrator.
- Step 2** Click Add. The Add new Work Flow window appears.
- Step 3** Type a name, then click OK. The Skill Group Selection window appears.
- Step 4** Select a skill group from the Available Skill Groups list, then click the left arrow. Repeat if additional skill groups are desired. Click OK when done.
- Step 5** In the Supervisor Work Flow Setup window, complete the following steps.
 - a. Select one or both of the Calls Waiting and Current Oldest check boxes.
 - b. Set the upper and lower limits for the threshold(s) you selected.
 - c. Add the actions to be triggered when the threshold(s) is/are crossed.
- Step 6** Click OK twice to enable the work flow and exit Work Flow Administrator.

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QUICK START GUIDE



Cisco Supervisor Desktop CAD 6.6 for Cisco Unified Contact Center Express 7.0 Cisco Unified Communications Manager Edition

- 1** Toolbar
- 2** Common Tasks

1 Toolbar

Button	Name	Shortcut	Description
	Refresh	Ctrl+F	Refreshes the information in the Data View pane.
	Logout	Ctrl+L	Logs the selected agent out of the ACD.
	Ready	Ctrl+E	Puts the selected agent into the Ready state.
	Not Ready	Ctrl+N	Puts the selected agent into the Not Ready state.
	Work	Ctrl+D	Puts the selected agent into the Work state.
	Barge-In	Ctrl+B	Enables you to join an agent's phone conversation.
	Intercept	Ctrl+I	Enables you to intercept a phone call while disconnecting the agent from the phone call.
	Chat	Ctrl+J	Opens the Chat Selection window.
	Team Message	Ctrl+X	Opens the Team Message window.
	Start Record	Ctrl+R	Starts recording the selected phone call (Enhanced and Premium only).
	Stop Record	Ctrl+S	Stops recording the selected phone call. (Enhanced and Premium only).
	Start Voice Monitor	Ctrl+A	Starts voice monitoring of the selected agent.
	Stop Voice Monitor	Ctrl+P	Stops voice monitoring of the selected agent.
	Voice Monitor Volume	Ctrl+V	Opens a volume slider control.

2 Common Tasks

Sending Chat Messages

- Step 1** On the toolbar, click Chat. The Chat Selection window opens.
- Step 2** Select the names of one or more people, then press Enter or select Actions > Chat.
- Step 3** In the Chat Session window, type your message. To make your message pop on the recipient's screen, select the High Priority check box.
- Step 4** Click Send or press Enter.
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Sending Team Messages

- Step 1** Select a team, then click Team Message.
- Step 2** Type a message or select one of the last 10 messages that you sent.
- Step 3** If desired, enter a different expiration time. The default is 30 minutes. (To stop a message before it expires, click Stop.)
- Step 4** Click Start, then Close. All agents on your team who are running Agent Desktop will receive the message, even if they are not logged into the ACD.
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Reviewing and Archiving Recordings

- Step 1** Choose Tools > Recorded Files. The Supervisor Record Viewer window appears.
- Step 2** Select the day that has the recordings you want to review or archive. To display recordings saved for 30 days, click Extended Lifetime.
- Step 3** Select a recording, then choose one of the following operations:
- To review the recording, click Play.
 - To tag the recording for extended archiving, click Set Extended Lifetime. The recording will be saved for 30 days.
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Pushing a Web Page to an Agent

- Step 1** Select the agent to whom you want to push a page from the Agent tree.
- Step 2** Choose Intervention > Coach by Pushing a Page.
- Step 3** Type or select a URL, then click Push.
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