

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.
-

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.
-



QUICK START GUIDE



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

- 1** Toolbar
- 2** Common Tasks

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883















Cisco, Cisco Systems, and the Cisco Systems logo are registered trademarks or trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries. All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0610R)

© 2008 Cisco Systems, Inc. All rights reserved.

♻️ Printed in the USA on recycled paper containing 10% postconsumer waste.

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.
	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.

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.

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.

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.

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.