

Pushing a Web Page to an Agent

While monitoring an agent's phone call, choose **Intervention > Coach** by pushing a page. Enter the URL of the web page you want the agent to view, select the URL update option, and then click **Push**.

Reviewing Recordings

Choose **Tools > Recorded Files** to open Supervisor Record Viewer. Select the day whose recordings you want to review. Click **Extended Lifetime** to include recordings saved for 30 days. Select the recording you want to review, and click **Play**.

To tag a recording for extended archiving, select the recording and then click the **Set extended Lifetime** button. The recording will be saved for 30 days.

Setting Up a Supervisor Work Flow

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- Step 1** Choose **Tools > Supervisor Work Flow Administrator**, and then click **Add**.
- Step 2** Enter a name for the new work flow, and then click **OK**.
- Step 3** Select the skill groups you want the work flow to apply to, and then click **OK**.
- Step 4** Set up the parameters for the work flow:
- Select the statistics the thresholds apply to (Calls Waiting and/or Current Oldest).
 - Set the upper and lower limits for the thresholds.
 - For each threshold, set up an the action to be triggered when the threshold is crossed.
- Step 5** Click **OK** to enable the work flow.
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Quick Reference



Cisco Supervisor Desktop Quick Reference

IP Contact Center Enterprise and Hosted Edition 7.0

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Corporate 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: 408 526-4100

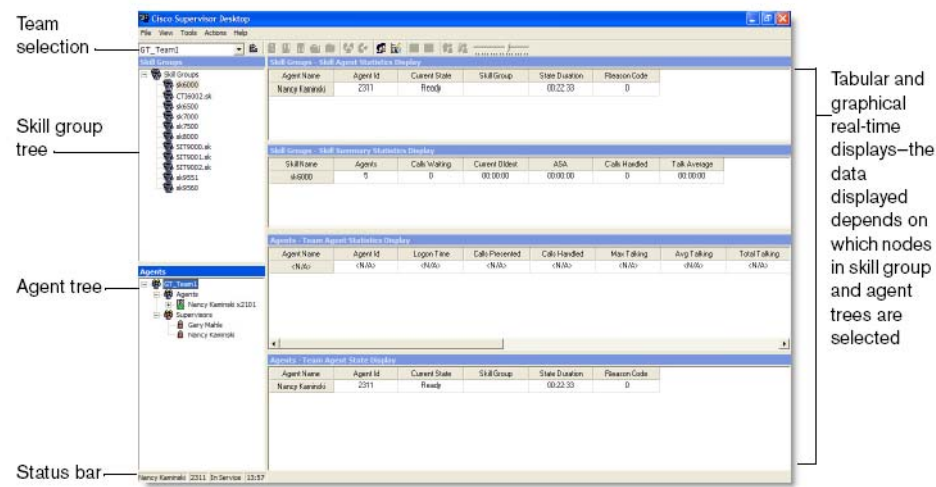


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1 Supervisor Desktop Window



2 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 Ready	Ctrl-D	Puts the selected agent in the Work Ready state.
	Work Not Ready	Ctrl-Y	Puts the selected agent in the Work Not Ready 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 window.
	Team Message	Ctrl-X	Opens the Team Message dialog window.

Button	Name	Shortcut	Description
	Start Record	Ctrl-R	Starts recording the selected phone call (Enhanced and Premium versions only).
	Stop Record	Ctrl-S	Stops recording the selected phone call. (Enhanced and Premium versions 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.

3 Common Tasks

Setting Preferences

Choose **View > Preferences** to open the Preferences dialog box. From the left pane, select the node whose real-time displays you want to configure. In the right pane are listed the elements you can configure for that node. Change settings as desired, and click **Apply** to save your changes.

Sending a Team Message (TM)

You can send a TM to all agents on a team whether or not the agent is logged into the ACD, as long as the agent has Agent Desktop open.

The last 10 TMs you sent are stored and are available for resending.

To send a TM, choose the team you want to send the message to, and then click the **Team Message** button. Enter a time for the message to expire (by default, TMs run for 30 minutes), enter your message in the text entry pane, and then click **Start**.

Click **Stop** to stop the message before it expires.

Sending Chat Messages

You can send instant messages to one or more agents on your team and to other supervisors. As long as Agent Desktop is open, agents will receive your message whether or not they are logged into the ACD.

To send a chat message, click the **Chat** button, and double-click the names of the people you want to chat with. Type your message in the Chat Session window, and then click **Send** or press **Enter**. If you want your message to pop on the recipient's screen, check the **High priority** check box.