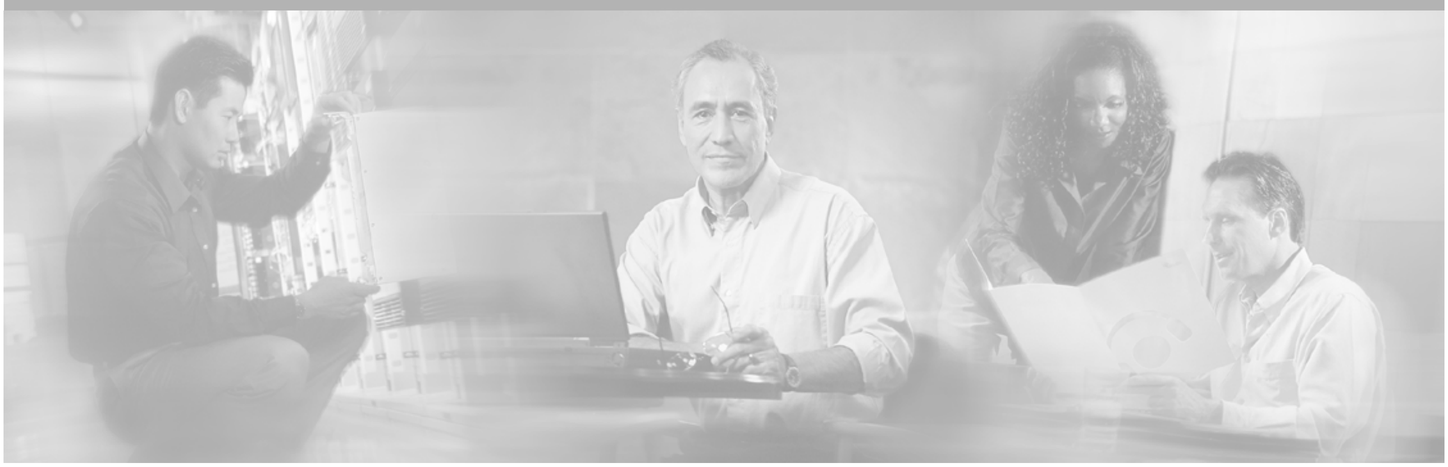

Cisco Supervisor Desktop User Guide

IP Contact Center Enterprise and Hosted Edition Release 7.0
31-Mar-06

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Revision History

Revision Date	Description
31-Mar-06	First Customer Release (FCS)
27-Sep-06	Clarified the definition of Skill Group in real-time displays
10-Jul-07	Added a note to the login procedure regarding persistent Login Name/Login ID

Revision History

Contents

Cisco Supervisor Desktop User Guide

Contents

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Introduction

Cisco Supervisor Desktop for the Cisco IP Contact Center (IPCC) Enterprise Edition 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 interface using dockable panes
- Supervisor work flow for threshold alerts
- Dynamic agent re-skilling
- Tabular and graphical real-time displays
- More visibility and control over IP phone agents
- URL push to agents
- Enhanced preferences
- Enterprise data and call history
- Last 10 team messages saved for reuse

Related CAD Documentation

The following documents contain additional information about CAD 7.0:

- *Cisco CAD Installation Guide*
- *Cisco Desktop Administrator User Guide*

- *Cisco Agent Desktop User Guide*
- *Cisco IP Phone Agent User Guide*
- *Cisco CAD Service Information*

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`	Highlights file paths and code.
Italic	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	×	×	×
Barge-in	×	×	×
Intercept	×	×	×
Recording		×	×
Team messages (TMs)	×	×	×
Supervisor work flows—threshold alerts only		×	×
Supervisor work flows—all actions			×
Skill statistics	×	×	×
Real-time displays (text)	×	×	×
Real-time displays (charts)			×

Starting Supervisor Desktop

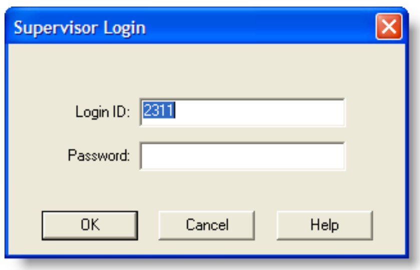
NOTE: In order to be able to use all of Supervisor Desktop's functionality, you must first log into Cisco Agent Desktop.

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 and password in the appropriate fields, and then click OK or press Enter.

   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 reflect which login method you should use.

   NOTE: Supervisor Desktop remembers your login ID or 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: 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: 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 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 7.0, 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.

Cisco IP Communicator

Agent Desktop supports the use of the Cisco IP Communicator soft phone. This application is not provided with Agent Desktop and must be purchased and installed separately.

You must start IP Communicator manually (it does not start automatically when you start Agent Desktop). To conserve system resources, keep IP Communicator minimized as much as possible and use the Agent Desktop interface for call control.

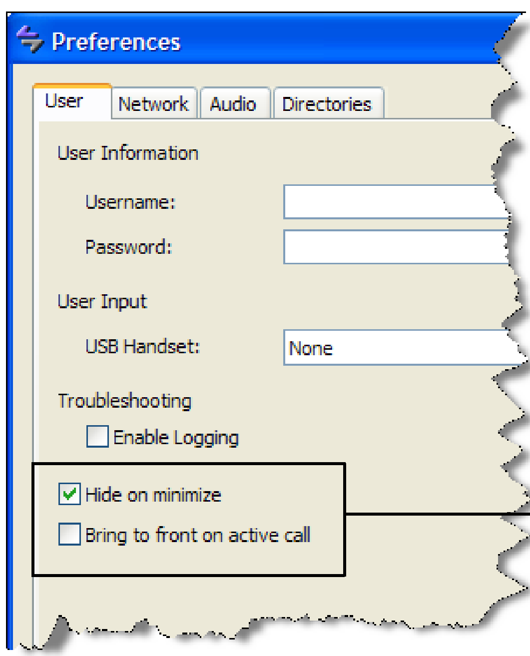
To ensure that IP Communicator does not maximize when a call is received (the default setting) you must change your preferences as outlined in the following procedure.

To make sure IP Communicator remains minimized when a call is received:

1. Start IP Communicator.
2. Right-click anywhere on the interface to display a popup menu, and then choose **Preferences** (see Figure 3).

   The Preferences dialog box appears.
3. On the **User** tab, uncheck **Bring to front on active call** (the default setting) and check **Hide on minimize**.
4. Click **OK**.

Figure 3. IP Communicator Preferences (detail).



Automated Updates

CAD 7.0 allows your system administrator to update all instances of Supervisor Desktop automatically to a newer version of CAD 7.0.

Every time you start Supervisor Desktop, it checks to see if there is an updated version available, or if there was a system configuration change that requires a Windows registry change. If there is, it automatically runs the update process.

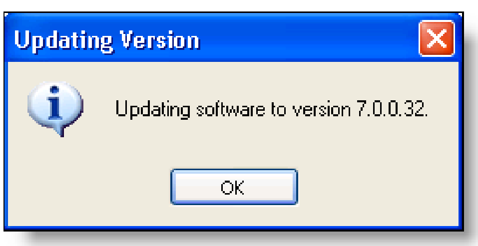
> **NOTE:** For automated updates to function correctly, Internet Explorer must be configured so that it checks for newer versions of stored pages. In Internet Explorer, choose **Tools > Internet Options** and select the General tab. In the Temporary Internet Files section, click **Settings** and ensure that the “Every visit to the page” option is selected.

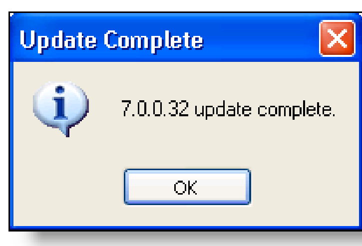
When this happens, you will see a dialog box notifying you that your copy of Supervisor Desktop will be updated. (See Figure 4, left.)

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 4, right.) When you click **OK**, Supervisor Desktop starts and you are able to log in as usual.

Figure 4. Update notification and completion dialog boxes





The Supervisor Desktop Window

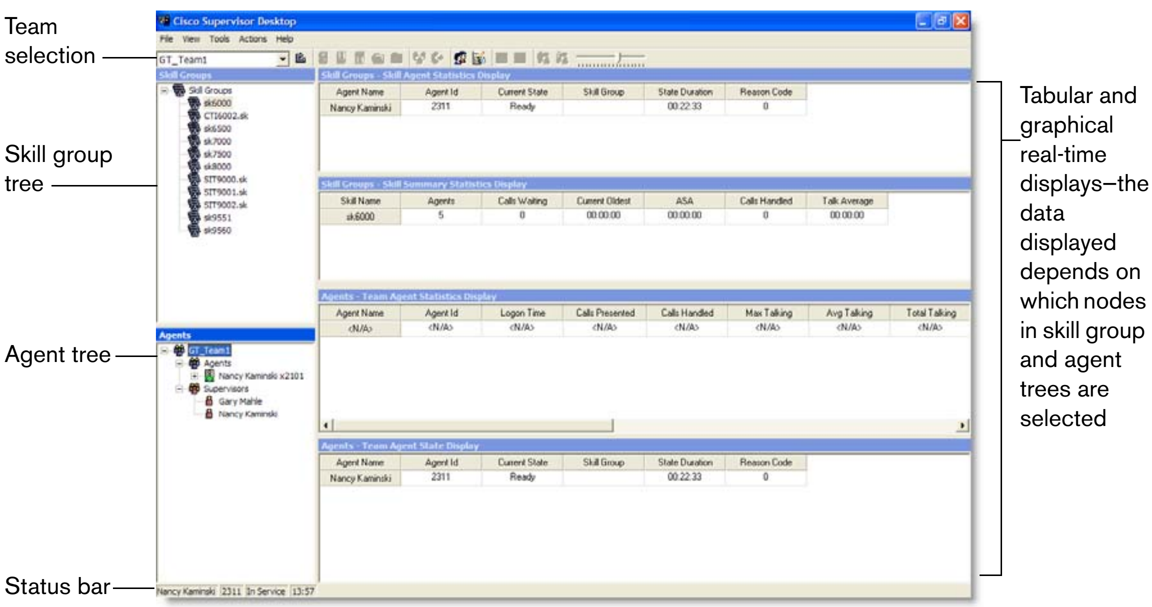
The Supervisor Desktop window is divided into 4 areas:

- 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

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, and enable all panes in the interface to act as dockable windows—that is, they can be resized and moved anywhere on your desktop. By default, the panes are not dockable. You can also change the size of the toolbar icons from the default 16 × 16 pixels to 32 × 32 pixels.

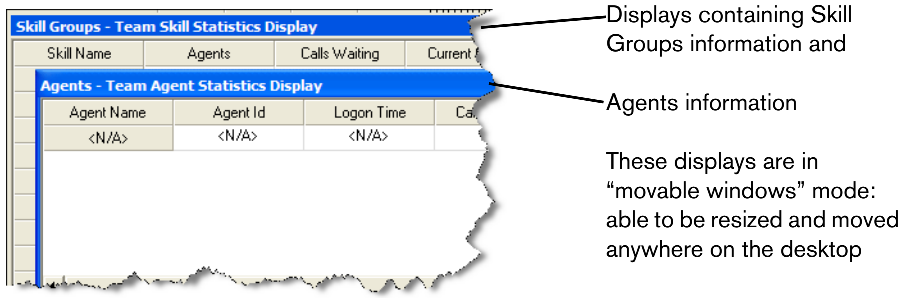
Which panes are displayed depends on which nodes are selected in the skill group and agent trees. Figure 5 shows the Supervisor Desktop window in its default configuration.

Figure 5. 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 6).

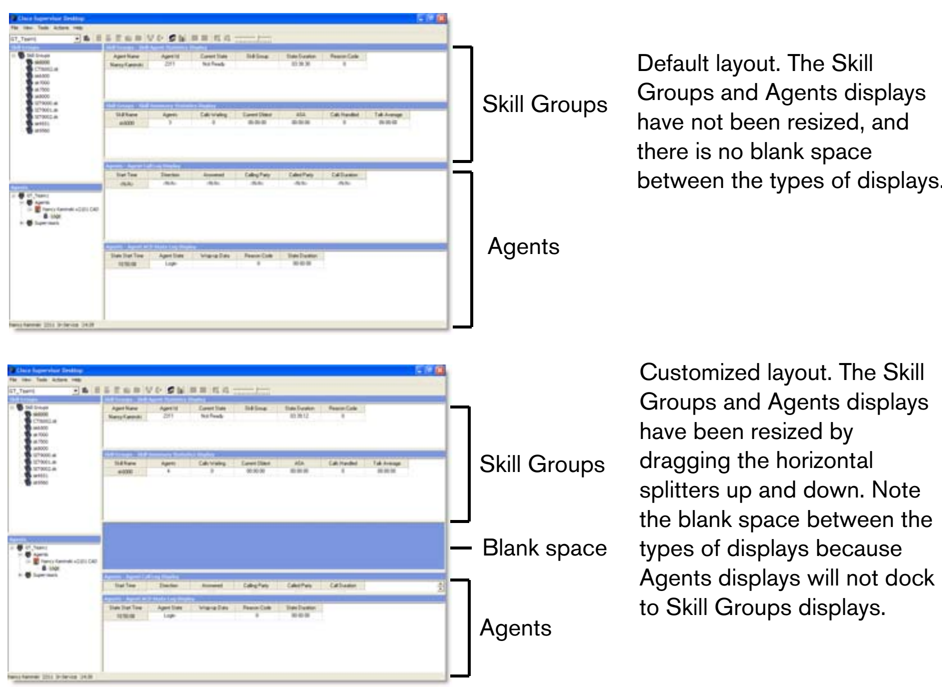
Figure 6. Identifying Real-time Displays



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 7). In contrast, a Skill Groups display will not dock to an Agents display.

Figure 7. 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.

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.

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. 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, check 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, check the **Enable large toolbar icons** check box.

6. Click **Apply** to save your configuration.

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
- Type of agent (CAD or IPPA)

At least one of these must be selected to identify an agent in the Agent tree.

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 resets the arrangement of real-time display panes. 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 11) 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 and color/contrast settings
- Choice of small (16 × 16 pixels) or large (32 × 32 pixels) toolbar icons (see "Setting Preferences" on page 11)
- Screen reader-compatible tool tips for all controls
- Screen reader-compatible shortcut keys for navigating the application and toolbar (see "Interface Shortcut Keys" on page 13 and "Toolbar" on page 14)
- Screen reader-compatible non-scrolling Team Messages (TMs) (see "Sending Team Messages" on page 36)

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 to view a tooltip that shows its function.

Table 4. Supervisor Desktop toolbar buttons

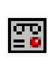
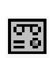
Button	Name	Shortcut Key	Description
	Refresh	Ctrl-F	Refreshes the information in the data view pane.
	Logout	Ctrl-L	Logs the selected agent out of the ACD.
	Ready	Crtl-E	Puts the selected agent in the Ready agent state.
	Not Ready	Ctrl-N	Puts the selected agent in the Not Ready agent state.
	Work Ready	Ctrl-D	Puts the selected agent in the Work Ready agent state.
	Work Not Ready	Ctrl-Y	Puts the selected agent in the Work Not Ready agent 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 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.

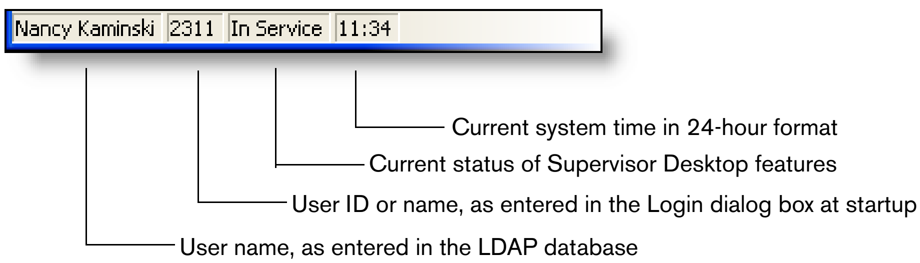
Table 4. Supervisor Desktop toolbar buttons — *Continued*

Button	Name	Shortcut Key	Description
	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 autorecovery, see "Service Autorecovery" on page 53.

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.

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.

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 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.

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 Table 5 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 IPCC. 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.

Table 5. Team Skill Statistics real-time display data — *Continued*

Column Name	Description
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.

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 IPCC. 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.

Table 6. Skill Summary Statistics real-time display data — *Continued*

Column Name	Description
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.

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.

Table 7. Skill Agent Statistics real-time display data — *Continued*

Column Name	Description
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.

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.

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

Column Name	Description
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.
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.

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.
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.

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

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.

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.

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.

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.
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. The data displayed is configured by your administrator.

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.

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

Table 14. Call History real-time display data

Column Name	Description
Threshold	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. 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.

Table 14. Call History real-time display data

Column Name	Description
Device	A device that the call has passed through.
Type	The type of device the call has passed through.
Description	Description of the device.
Total	The sum of all the durations listed.

Monitoring Agents

The voice monitor button allows you to silently listen in on an agent's phone conversations.

Voice monitoring is available whenever an agent is logged in, whether or not the agent is on the phone. It is not available when:

- You are a participant in a phone call.
- You use the Barge-In or Intercept function.

The volume slide allows 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.

To start monitoring an agent:

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:

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

Pushing a Web Page to an Agent

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

This feature is available only when an agent is on a phone call, and you are monitoring the agent.

There are two kinds of pushes—regular and high priority.

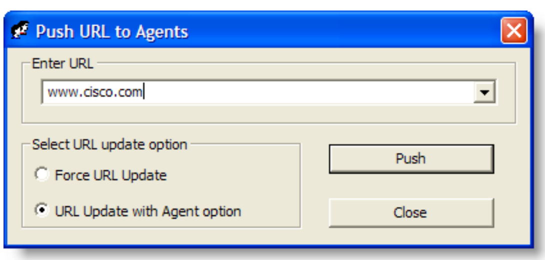
- If you choose a regular push, the agent sees a popup window asking the agent if he or she wants to display the pushed web page.
- If you choose a high priority push, the pushed web page appears in the browser window without giving the agent the option to refuse it.

To push a web page to an agent:

1. While monitoring an agent, choose **Intervention > Coach by pushing a page**.

   The Push URL to Agents dialog box appears (see Figure 9).

Figure 9. Push URL to Agents dialog box.



2. Enter the URL of the web page you want the agent to see, and then select either **URL Update with Agent Option** (regular push) or **Force URL Update** (high-priority push).
3. Click **Push** to send the web page to the agent.

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.

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't barge in:

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

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.

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't intercept:

- If the agent is on hold
- If the agent is on two calls
- If 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.

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 50 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 an agent out, that agent will still be able to chat and receive TMs.

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.

Chat Features

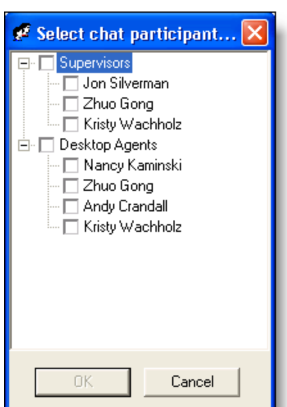
- You can chat with agents who are logged out of the ACD as long as their Agent Desktop interface is open.
- You can participate in multiple concurrent chat sessions.
- You can send the same chat message to multiple recipients (their replies, if any, appear in separate chat windows, one for each person).
- 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 10).

Figure 10. Chat Selection window



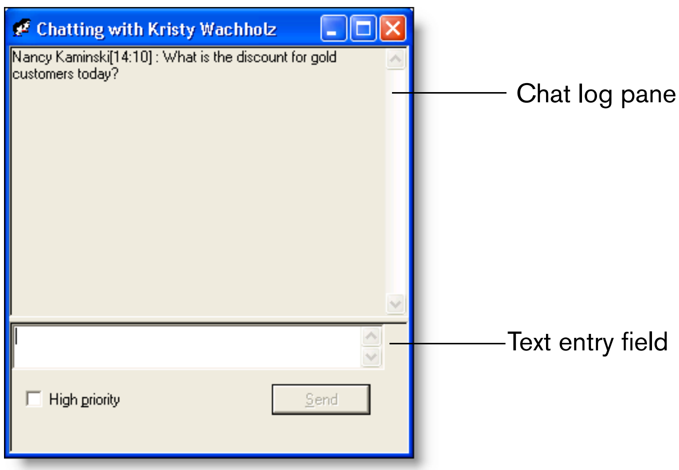
The window lists the people with whom you can chat (logged-in members of your team and other supervisors).

2. Check the check box next to the name of the person(s) with whom you wish to chat.

   If you check the check box next to Desktop Agents or Supervisors, the check boxes next to all agents or supervisors listed underneath are automatically checked. 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 11).

Figure 11. 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, check 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

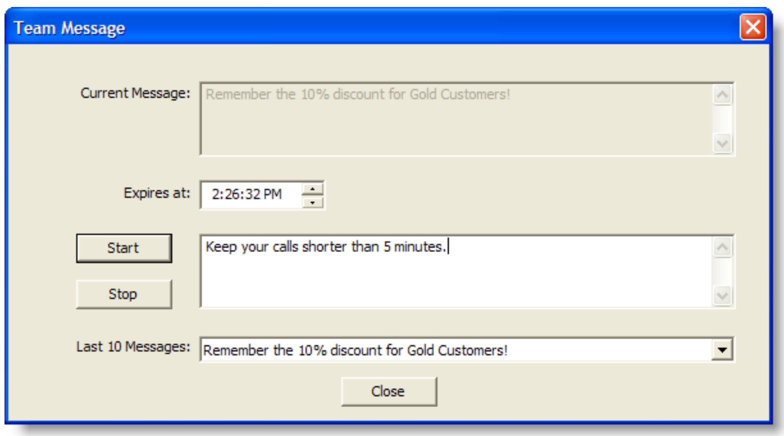
Agents may have a task button in Agent Desktop configured to send a predefined high-priority chat message to their supervisor(s). This predefined message (for instance, "Please barge in on my call") is set up by the system administrator. It behaves just like a regular chat message that is tagged as high priority—it pops up on your screen on top of all other windows for your immediate attention.

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.

The Team Messages dialog box (see Figure 12) 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 12. 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.
3. Type your message in the text box. The TM can be up to 200 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

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**.

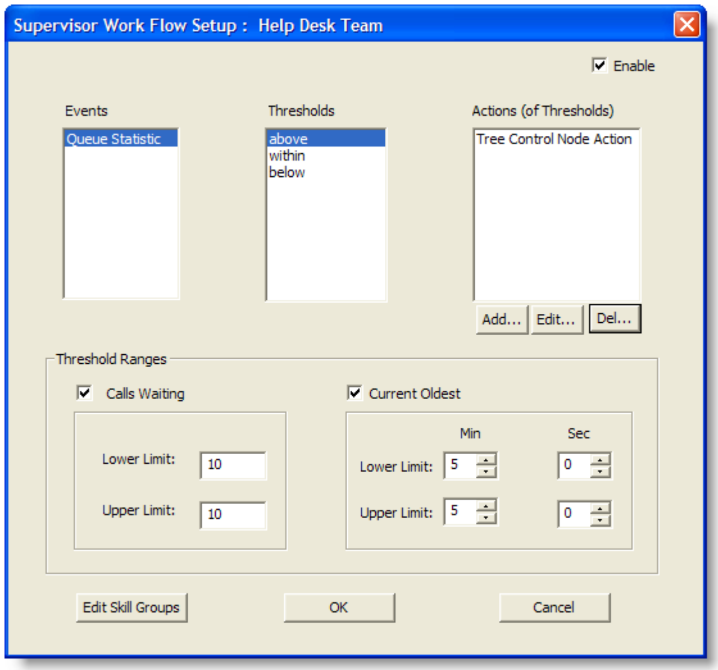
   The Skill Group Selection dialog box appears.

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 13).

Figure 13. 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 "" on page 42 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.

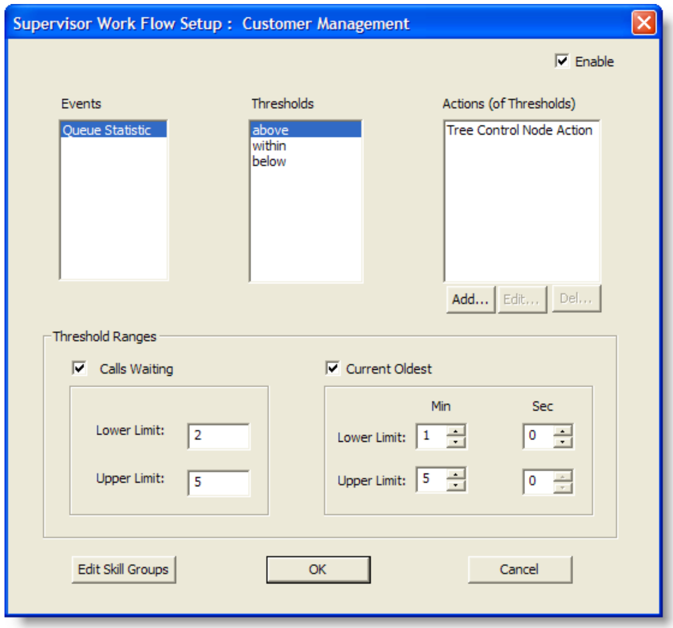
3. Enter the name **Customer Management**, and then click **OK**.

   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.

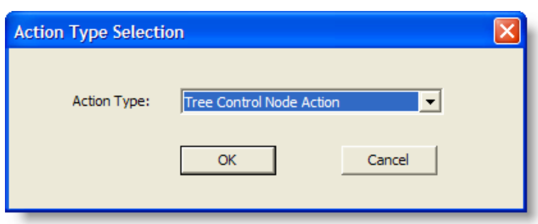
   The Supervisor Work Flow Setup dialog box appears.

5. Check the **Calls Waiting** check box and set the lower limit to **2** and the upper limit to **5**.
6. Check 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.

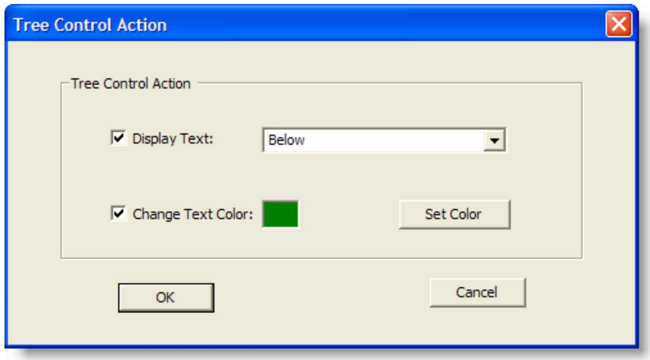


8. Select **Tree Control Node Action** and then click **OK**.

   The Tree Control Action dialog box appears.

9. Check **Display Text** and enter **Below** in the field.

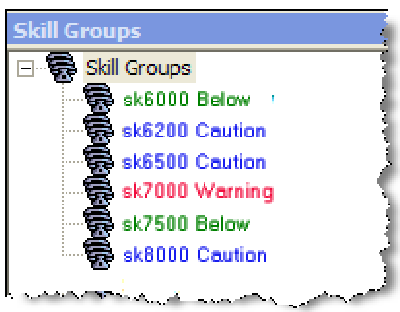
10. Check **Change Text Color**, click **Set Color**, choose green from the color palette displayed, and then click **OK**.



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 4 possible work flow actions that can be triggered by threshold rules. These actions are:

- Audible Alert Action (page 43)
- Message Box Action (page 43)
- Report Action (page 44)
- Report Action (page 44)

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.

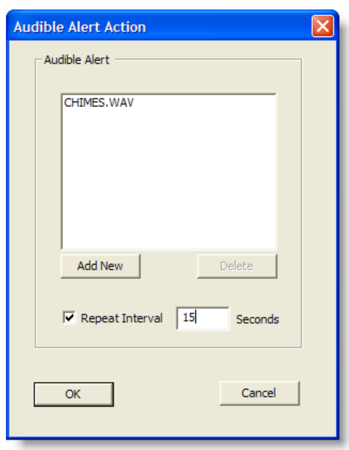
> **NOTE:** You can turn off audible alerts that are configured to repeat at intervals by choosing **Actions > Supervisor Work Flow — Audio Off** from the menu.

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 14) click **Add New** and then browse to the location of your selected *.wav field. If desired, set up a repeat interval, and then click **OK**.

Figure 14. Audible Alert Action dialog box.

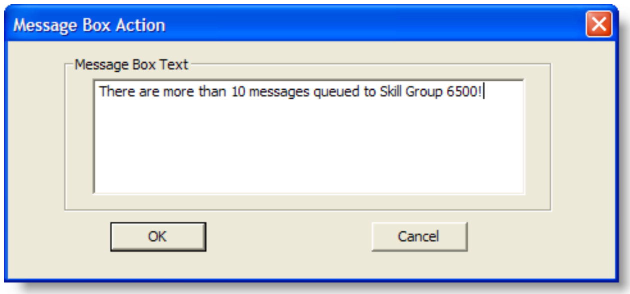


Message Box Action

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 15) type your message in the Message Box Text field and then click **OK**.

Figure 15. Message Box Action dialog box



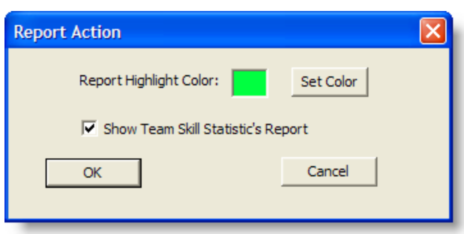
Report Action

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 16) click **Set Color** to select the color to use for highlighting the display cells, and then click **OK**.

If you click 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 16. Report Action dialog box

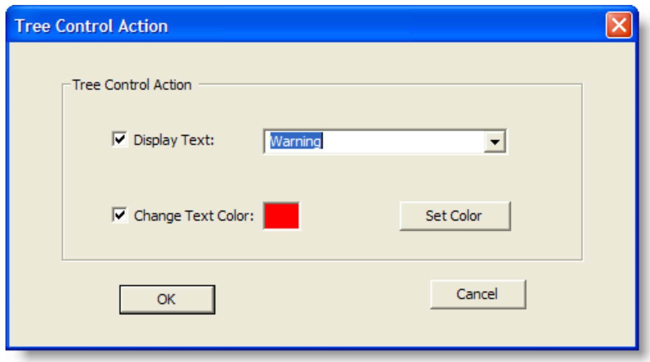


Tree Control Action

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 17) 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 17. Tree Control Action dialog box



Re-skilling Agents

The IPCC 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.

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 IPCC 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.

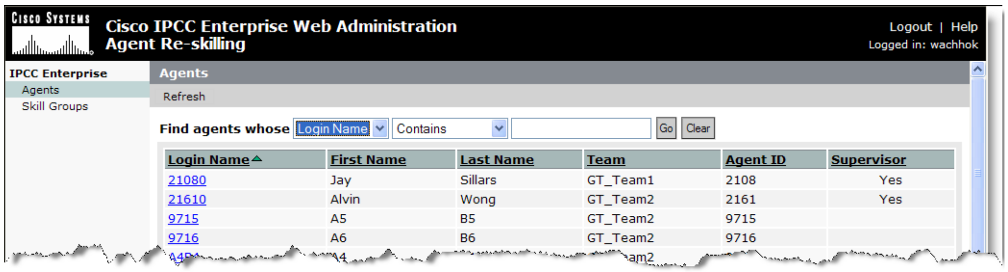
   The supervisor login window for the IPCC Agent Re-skilling tool appears (see Figure 18).

Figure 18. Supervisor Login screen.

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

   The Agents window appears (see Figure 19).

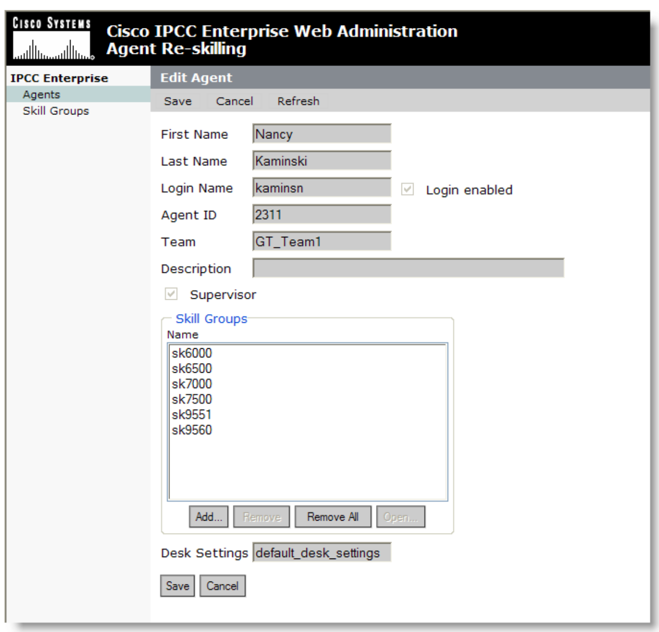
Figure 19. Agents window.



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

   The Edit Agent window appears.

Figure 20. Edit Agent window.



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 IPCC 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 IPCC Agent Re-skilling tool appears (see Figure 18).

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

   The Agents window appears (see Figure 19).

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 21) 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, they will not be deleted until that 30-day period expires. If you delete them manually before the 30-day period expires, they are deleted in the next folder cleanup–cleanups run daily at midnight.

Figure 21. Supervisor Record Viewer

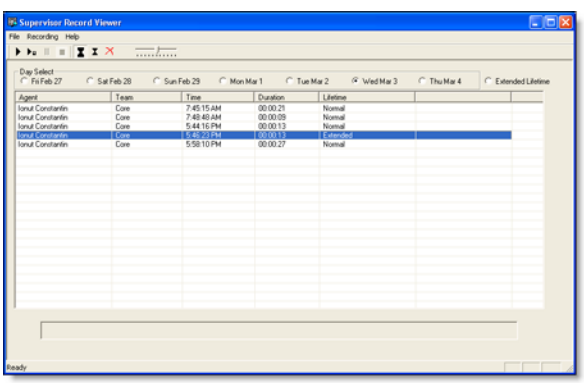
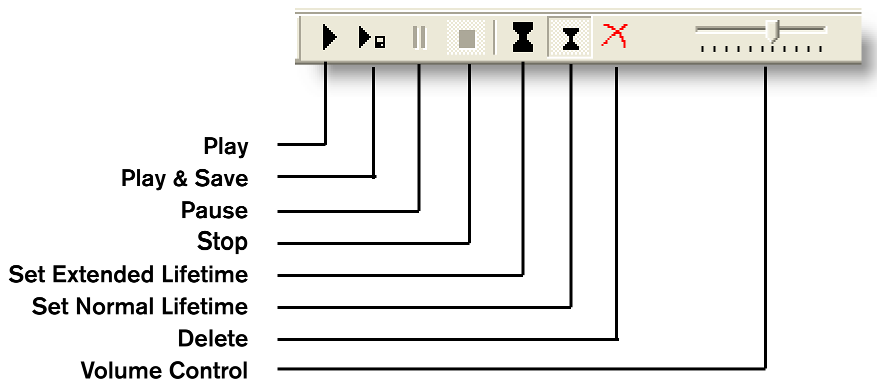


Figure 22. Supervisor Record Viewer toolbar.



The Supervisor Record Viewer displays the following information:

Table 15. 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 Autorecovery

The service autorecovery 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 23) that lists features and indicates if that feature is available or not due to the service outage.

Figure 23. Server Status popup window