



Cisco Supervisor Desktop User Guide

Cisco Unified Contact Center Enterprise and Hosted Release 8.5

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Cisco Supervisor Desktop User Guide

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Cisco Supervisor Desktop User Guide

Introduction

Cisco Supervisor Desktop for Cisco Unified Contact Center Enterprise (Unified CCE) 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.

The features of Supervisor Desktop allow you to view real time statistics, monitor and coach agents, and barge-in, intercept, and record active agent calls when necessary, enabling effective management of agent resources.

Intended Audience

This document is written for contact center supervisors who use Supervisor Desktop on their computers.

What's New in This Release

Cisco Supervisor Desktop 8.5 supports the following new features:

- Microsoft Internet Explorer 8 and Mozilla Firefox 3.6
- 32-bit Microsoft Windows 7 Professional, Enterprise, and Ultimate
- 64-bit Microsoft Windows 7 running the Windows 32-bit on Windows 64-bit (WoW64) emulation layer
- Monitoring and Recording restrictions on non-business calls
- Improved support for Freedom Scientific JAWS 11

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

Documentation Feedback

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Supervisor Desktop Feature Levels

There are three feature levels of Cisco Supervisor Desktop: Standard, Enhanced, and Premium.

The following table lists the features that are available in each feature level of Supervisor Desktop. Features that are not listed here are in all three feature levels.

Table 1. Supervisor Desktop features

Feature	Standard	Enhanced	Premium
Barge-in	•	•	•
Cisco Mobile Agent support	•	•	•
Cisco Unified Presence Server integration	•	•	•
Integrated browser	•	•	•
Intercept	•	•	•
Real time displays (charts)			•
Real time displays (text)	•	•	•
Recording		•	•
Silent monitoring	•	•	•
Skill statistics	•	•	•
Supervisor work flows—all actions except threshold alerts for tree control actions only			•
Supervisor work flows—threshold alerts for tree control actions only		•	•
Team messages	•	•	•
Web page push to agents			•

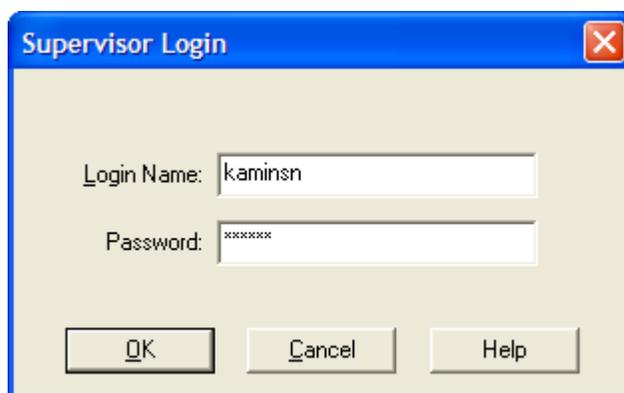
Logging into Supervisor Desktop

NOTE: If you want to use all of the functionality of Supervisor Desktop, you must first log into Agent Desktop. For more information, see the *Cisco Agent Desktop User Guide*.

To start Supervisor Desktop:

1. Choose Start > Programs > Cisco > Desktop > Supervisor. The Supervisor Login window appears (Figure 1).

Figure 1. Supervisor Login window



2. Enter your Supervisor Desktop login name/ID and password in the appropriate fields, then click OK or press Enter. Supervisor Desktop starts but does not show any data and the status bar displays “No Service”.
3. Select a team from the Team drop-down list to display data.

Login Notes

- The Supervisor Login window prompts for either your name or your ID, depending on the method that your administrator configured.
- The first time you log into Supervisor Desktop, consider the following:
 - The password is empty by default — all you need to enter is your Login Name/ID. After you have logged in, create a password using the Change Password function.
 - The Login Name/ID field is empty. The next time you log in, the Login Name/ID field is automatically filled with the information you entered before. If you share a computer with another supervisor, verify that this field has your information and not the other supervisor’s information.

- It might take some time for Supervisor Desktop to start because default report data must be generated.
- The administrator can configure Supervisor Desktop to use your Agent Desktop password. In that case, you cannot change your password in Supervisor Desktop. Your password is administered in Unified ICM and can only be changed by your administrator.

Changing Your Password

Do not share your password with others. If someone else learns your password, change the password using the Change Password option.

NOTE: The Change Password option is not enabled if your administrator has configured Supervisor Desktop to use your Agent Desktop password. The Agent Desktop password can only be changed in Unified CM.

To change your password:

1. From the menu bar, choose Tools > Change Password. The Change Password dialog box appears (Figure 2).

Figure 2. Change Supervisor Password dialog box



2. Type your old password, your new password, and your new password again. If your old password was empty (blank), leave the Old password field empty.

NOTE: Passwords are a maximum of 32 alphanumeric characters.

3. Click OK. Your password is changed.

Access Through a VPN From Behind a NAT Firewall or Router

When a desktop is using network address translation (NAT) due to a firewall or router, then virtual private network (VPN) software must be used on the desktop to ensure

full bi-directional network connectivity between the contact center servers and the desktop. Failure to use VPN software will result in connectivity issues and a loss in functionality such as silent monitoring failures and missing information in the agent tree.

NOTE: Using a VPN is recommended in order to provide a more secure connection.

It has been verified that Cisco VPN 3000 Concentrator and Cisco VPN Client work properly with Supervisor Desktop, and are supported for access. VPN solutions from other vendors have not been formally verified and are not supported. If you want an alternative solution to be verified, please contact your Cisco distributor.

VPN Tunneling

There are two types of VPN tunneling mechanism, full tunneling and split tunneling, both of which are supported for connection between Supervisor Desktop and CAD services.

VPN Full Tunneling

VPN full tunneling virtually replaces the network connection with the local area network defined by the VPN. If VPN full tunneling is used to connect to CAD servers, the VPN connection must be established before starting Supervisor Desktop. If the VPN connection is lost during a session, you must close Supervisor Desktop, reestablish the VPN connection, and then restart Supervisor Desktop.

VPN Split Tunneling

VPN split tunneling allows you to access a public network and a local area network simultaneously, using the same physical network connection.

There are two types of VPN split tunneling scenarios.

- Scenario 1: The CAD servers are on the public network and a third-party application is used through the VPN. In this scenario, you must launch and log into Supervisor Desktop before establishing the VPN connection. If the VPN connection is lost during a session, you must restart Supervisor Desktop and then reestablish the VPN connection.
- Scenario 2: The CAD servers are on the VPN and a third-party application is used through the public network. In this scenario, you must establish the VPN connection before launching Supervisor Desktop. If the VPN Connection is lost during a session, you must close Supervisor Desktop, reestablish the VPN connection, and then restart Supervisor Desktop.

If Supervisor Desktop can log into all services except the Chat service, it must be restarted after the Chat service comes back online.

Automated Updates

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

Every time you launch Supervisor Desktop, the software 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 either of these conditions are true, the software automatically runs the update process.

When the update process runs, a dialog box appears, stating that your copy of Supervisor Desktop will be updated. Click OK and then follow the instructions in the series of dialog boxes that follows.

After the update finishes, a final dialog box appears, stating that your update is complete. Click OK, restart Supervisor Desktop, and log in as you usually do.

NOTE: To ensure that automated updates function correctly, you must configure Internet Explorer so that it checks for newer versions of stored pages. To configure this setting, launch Internet Explorer and choose Tools > Internet Options. In the Browsing history section on the General tab, click Settings. Select the option labeled Every time I visit the webpage.

NOTE: If the automated update fails, contact your administrator.

The Supervisor Desktop Window

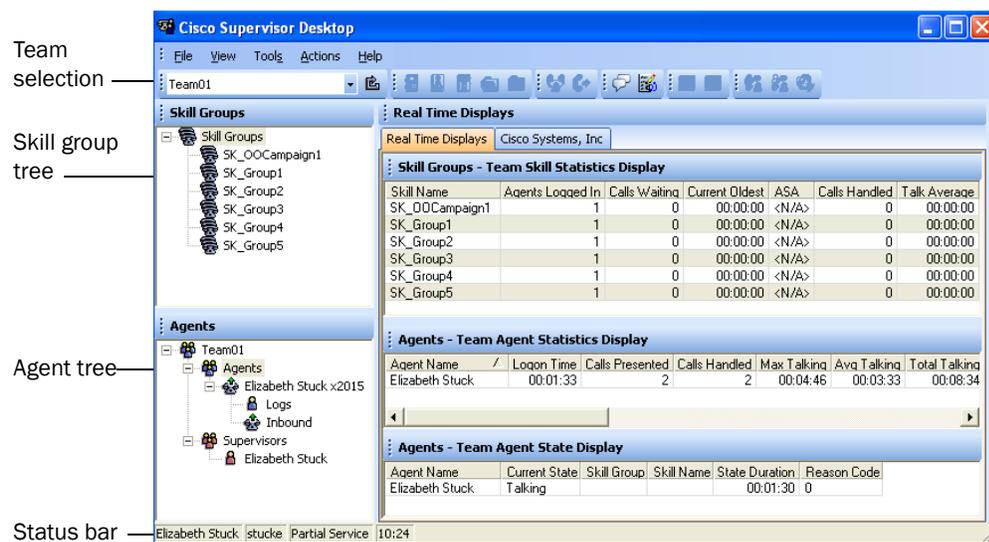
The Supervisor Desktop window is divided into 5 areas:

- The skill group tree, which lists all of the skill groups associated with the team you choose from the team drop-down list
- The agent tree, which lists all of 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
- Integrated browser (if enabled)

The Supervisor Desktop interface is highly configurable. By default, the browser is not enabled and the panes are not dockable. However, you can add or remove real time displays, enable the integrated browser, and enable all panes to act as dockable windows (so you can move them and resize them independently). You can also change the size of the toolbar icons from the default 16 × 16 pixels to 32 × 32 pixels.

The specific panes that are displayed depends on the nodes that you select in the skill group and agent trees. If you choose to enable the integrated browser, the real time displays and the browser appear on two tabs in the right pane. [Figure 3](#) shows Supervisor Desktop with the integrated browser enabled and the default real time displays (Team Skill Statistics, Team Agent Statistics, and Team Agent State).

Figure 3. Supervisor Desktop interface

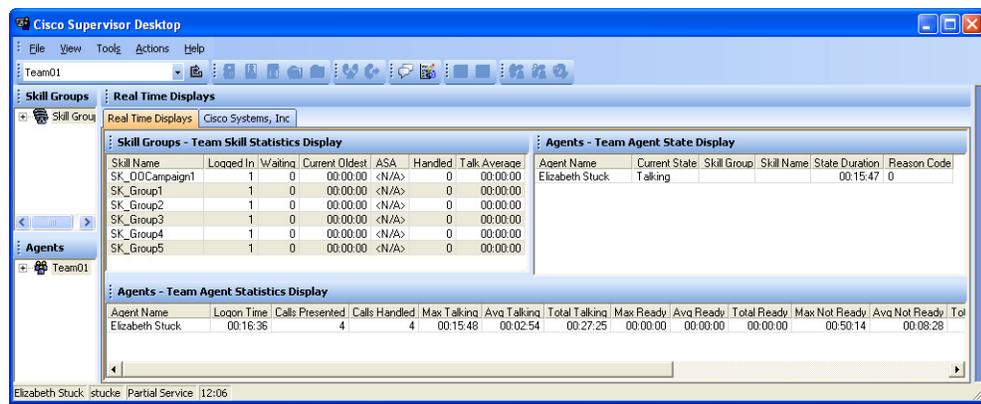


When Supervisor Desktop is in default layout (movable windows are disabled), Skill Groups real time displays occupy approximately the top half of the right pane, and the Agents real time displays occupy approximately the lower half of the right pane. The

tree panes and real time display panes can all be resized by dragging the horizontal splitters up and down and the vertical splitters left and right.

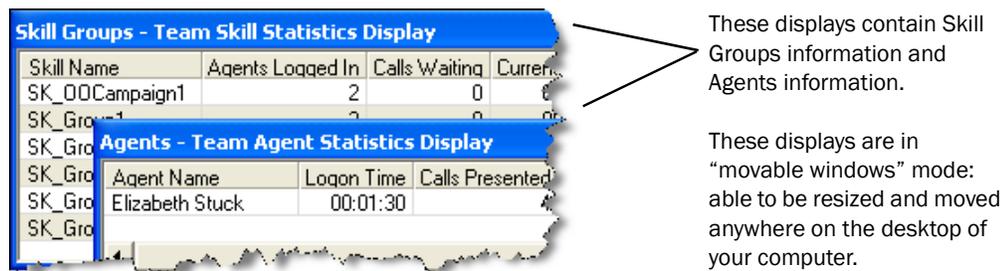
If you choose to enable movable windows (see "Setting Preferences" on page 14), all of the real time display panes can be resized and moved anywhere on your desktop. However, each type of display can only dock to another display of its own type. In other words, Skill Group displays dock to other Skill Group displays and Agent displays dock to other Agent displays. For example, you cannot separate one Agent display from another Agent display, although they can be resized in relationship to each another (Figure 4).

Figure 4. Example of rearranged and resized displays



Real time display panes are identified as containing information related to skill groups or agents by the text in their title bars (Figure 5). For more information about all of the available real time displays, see "Real Time Displays" on page 22.

Figure 5. Identifying real time displays



Setting Preferences

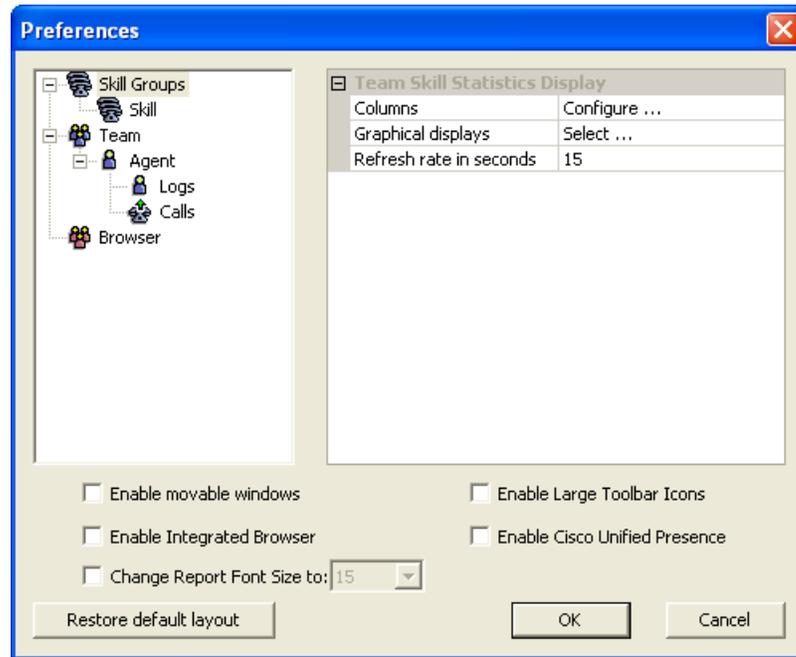
The Preferences window controls the information that is displayed in the real time display panes and the behavior of those panes. [Table 2](#) summarizes the parameters you can configure for skill groups, skills, teams, agents, and calls, using the Preferences window.

Table 2. Configurable elements of Supervisor Desktop

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 State	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 window appears (Figure 6).

Figure 6. Preferences window

2. In the left pane, select a node. The right pane displays that node's settings.

NOTE: If a display element is grayed out, it cannot be configured.
3. If you want to configure the columns that are displayed, complete the following steps.
 - a. Select Columns and click the ellipsis (...). The Configure Columns dialog box appears.
 - b. Select the columns you want to appear in the display. Use the up and down arrows to set the order in which you want them to appear.
 - c. Click OK when done.
4. If you want to configure the chart that is displayed, complete the following steps.
 - a. Select Graphical displays and click the ellipsis (...). The Select charts dialog box appears.
 - b. Select the chart you want to appear in the display, then click OK. You can select only one chart for each real time display.

5. If you want to configure the refresh rate, select Refresh rate in seconds and adjust the rate.
6. If you want to be able to rearrange the real time display panes, select the Enable movable windows check box.
7. If you want the toolbar icons to be 32 × 32 pixels instead of the default 16 × 16 pixels, select the Enable Large Toolbar Icons check box.
8. If you want to have access to the integrated browser in Supervisor Desktop, select the Enable Integrated Browser check box.
 - To configure a home page that is different from the default of www.cisco.com, select the Browser node in the left pane. Enter a URL in the Browser home page field in the right pane, then click OK.
 - If you want to have access to more than one browser tab, complete the following steps.
 - a. Select the Browser node in the left pane.
 - b. Select a number from 1 to 10 in the Number of Browser Tabs field in the right pane.
 - c. For each additional browser tab, select the tab from the Browser Tab field, then enter a URL in the Browser home page field. If you do not enter a home page, the tab will not display.
9. If you want to have access to the Unified Presence server, select the Enable Cisco Unified Presence check box.
10. Click OK to save your configuration.

Agent Tree

The Agent tree displays all agents and supervisors on the selected team who are currently logged in, and any calls (ACD and non-ACD) they are on.

- The icon next to the agent's name indicates the agent's current state.
- If an agent device is multi-line-enabled, an asterisk next to an inbound or outbound call indicates that the call is on an ACD line.

NOTE: CAD-BE agents can close CAD-BE without logging out. If this happens, they will continue to appear in the Agent tree for approximately 1 minute. After 1 minute they are logged out automatically by the system if they were in a non-Talking agent state when they closed CAD-BE. If they were in the Talking state, they will not be logged out but will continue to appear in the Agent tree.

Formatting Agent Names in the Agent Tree

The Preferences window 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
- Application used by the agent (CAD, CAD-BE, or IPPA)
- Type of agent (mobile)

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

If all options are selected, the information in the Agent tree appears as follows:

```
Jane Smith x1500 CAD-BE
John Doe x1000 CAD 6125551234 (Mobile)
```

In this example:

- Jane Smith is a CAD-BE agent. The number displayed is her extension.
- John Doe is a mobile agent. The number displayed as the extension is the CTI port that the agent connects to when logging in. The 10-digit phone number is the number of the phone device that the agent is using to handle calls.

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

To restore your Supervisor Desktop to its default layout, open the Preferences window (choose View > Preferences), then click Restore default layout.

Clicking this button makes the following changes:

- In the Real Time Displays pane, moves displays to their default positions:
 - the Team Skill Statistics Display to the top
 - the Team Agent Statistics Display to the middle
 - the Team Agent State Display to the bottom

- Disables the integrated browser
- Disables movable windows
- Disables any graphical real time displays you selected previously

Clicking this button does *not* make any of the following changes listed below. You must manually resize the columns yourself and reset the other two elements to their default settings in the Preferences window (see "[Setting Preferences](#)" on page 14).

- Resize columns to their default widths
- Restore columns to real time displays that you removed previously
- Reset the report font size to the default (15)

Accessibility

Supervisor Desktop has a number of features that aid accessibility by vision-impaired users. These features are the following:

- Follows Windows settings for screen resolution and color/contrast settings

NOTE: Enable high contrast before launching Supervisor Desktop to ensure that all tables match the high contrast settings.

- Scrolling or non-scrolling team messages
- Screen reader-compatible tool tips for all controls
- Screen reader-compatible shortcut keys for navigating the application and toolbar
- Uses Windows settings for font sizes for most of the windows and popups
- Navigation through each pane, browser, and all the elements of the main window using the Tab key
- Improved support for Job Access With Speech 11 (JAWS) screen reader software

Toolbar Buttons and Shortcut Keys

The following tables list the toolbar buttons and shortcut keys that you can use to navigate Supervisor Desktop.

Table 3 lists the toolbar buttons and shortcut keys for refreshing the data display.

Table 3. Refreshing the data display toolbar buttons and shortcut keys

Icon	Name	Shortcut	Description
	Refresh	Ctrl+F	Refreshes the information in the data view pane.

Table 4 lists the toolbar buttons and shortcut keys for changing an agent's state.

Table 4. Agent state toolbar buttons and shortcut keys

Icon	Name	Shortcut	Description
	Logout	Ctrl+L	Logs the selected agent out of the ACD.
	Ready	Ctrl+E	Changes the selected agent's state to Ready.
	Not Ready	Ctrl+N	Changes the selected agent's state to Not Ready.
	Work Ready	Ctrl+D	Changes the selected agent's state to Work Ready.
	Work Not Ready	Ctrl+Y	Changes the selected agent's state to Work Not Ready.

Table 5 lists the toolbar buttons and shortcut keys for call handling.

Table 5. Call handling toolbar buttons and shortcut keys

Icon	Name	Shortcut	Description
	Barge-in	Ctrl+B	Enables you to join an agent's phone conversation.
	Intercept	Ctrl+I	Enables you to intercept a call while disconnecting the agent from the call.

Table 6 lists the toolbar buttons and shortcut keys for communicating with your team and other supervisors.

Table 6. Team communication toolbar buttons and shortcut keys

Icon	Name	Shortcut	Description
	Chat	Ctrl+J	Opens the Chat Selection window.
	Team Message	Ctrl+X	Opens the Team Message window.

Table 7 lists the toolbar buttons and shortcut keys for recording calls.

Table 7. Recording toolbar buttons and shortcut keys

Icon	Name	Shortcut	Description
	Start Record	Ctrl+R	(Enhanced/Premium only). Starts recording the selected call.
	Stop Record	Ctrl+S	(Enhanced/Premium only). Stops recording the selected call.

Table 8 lists the toolbar buttons and shortcut keys for monitoring agents.

Table 8. Voice monitoring toolbar buttons and shortcut keys

Icon	Name	Shortcut	Description
	Start Voice Monitor	Ctrl+A	Starts monitoring the selected agent.
	Stop Voice Monitor	Ctrl+P	Stops monitoring the selected agent.
	Voice monitor volume	Ctrl+V	Opens a volume slider control.

Table 9 lists the shortcut keys for keyboard accessibility.

Table 9. Accessibility shortcut keys

Shortcut	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.

Integrated Browser Pane

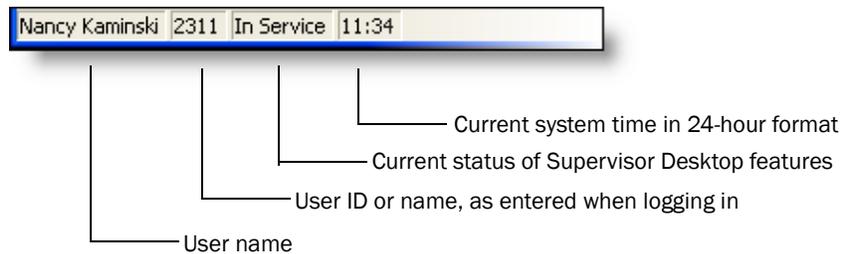
The integrated browser pane allows you to view internet and intranet web pages to help you assist agents and customers. The integrated browser has from 1 to 10 tabs, each of which can display a different web page. You configure each tab to display a specific website as your home page.

For more information about this pane, see ["Using the Integrated Browser" on page 50](#).

Status Bar

The status bar displays current information about Supervisor Desktop ([Figure 7](#)).

Figure 7. 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 auto-recovery, see ["Service Autorecovery" on page 72](#).

Real Time Displays

The real time displays contain the information you need to manage your teams and agents. Real time displays include the following:

- [Team Skill Statistics on page 22](#)
- [Skill Summary Statistics on page 23](#)
- [Skill Agent State on page 25](#)
- [Team Agent Statistics on page 26](#)
- [Team Agent State on page 27](#)
- [Agent vs. Team Statistics on page 28](#)
- [Agent Call Log on page 31](#)
- [Agent ACD State Log on page 32](#)
- [Enterprise Data on page 34](#)
- [Call History on page 34](#)

There are two types of displays: tabular and graphical.

- Tabular displays present skill group, team, and agent information in a grid. Tabular information can be sorted in ascending/descending order by clicking any column header in the grid. You can sort by one column only.
- Graphical displays present the same information as bar charts, except for Agent vs. Team Statistics, which is presented as two pie charts.

NOTE: Graphical displays are available at the Premium level only.

Team Skill Statistics

The Team Skill Statistics Display is available when you select the Skill Groups node in the Skill Groups tree ([Figure 8](#)).

Figure 8. Team Skill Statistics Display

Skill Groups - Team Skill Statistics Display						
Skill Name	Agents Logged In	Calls Waiting	Current Oldest	ASA	Calls Handled	Talk Average
SK_00Campaign1	1	0	00:00:00	<N/A>	0	00:00:00
SK_Group1	2	0	00:00:00	<N/A>	0	00:00:00
SK_Group2	1	0	00:00:00	<N/A>	0	00:00:00
SK_Group3	1	0	00:00:00	<N/A>	0	00:00:00
SK_Group4	1	0	00:00:00	<N/A>	0	00:00:00
SK_Group5	1	0	00:00:00	<N/A>	0	00:00:00

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 is for the current day starting at midnight. The data refresh rate is configurable and ranges from every 5 to 60 seconds. By default it is every 15 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 the table below on the X axis, expressed in either an integer (0, 1, 2...) or time duration (hh:mm:ss).

Table 10. Team Skill Statistics Display data

Name	Description
Skill Name	The skill group identifier, as set up in Cisco Unified CCE. This column is required and cannot be disabled.
Agents Logged In	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.
ASA	Average speed of answer. The average 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. NOTE: This statistic is calculated from the columns PeripheralNumber, AnswerWaitTimeTo5, and CallsAnsweredTo5 in the tables t_skill_group and t_skill_group_real_time in the Cisco Unified CCE Admin Workstation (AW) HDS database, not from the CTI server.
Calls Handled	The number of inbound calls (ACD and non-ACD) presented to and answered by the agent today.
Talk Average	The average amount of time agents in the skill group spend in the Talking state.

Skill Summary Statistics

The Skill Summary Statistics Display (Figure 9) is available when you select a specific skill from the Skill Groups tree.

Figure 9. Skill Summary Statistics Display



Skill Name	Agents Logged In	Calls Waiting	Current Oldest	ASA	Calls Handled	Talk Average
SK_Group1	2	0	00:00:00	<N/A>	0	00:00:00

This display presents a summary of a specific skill group's statistics. These statistics are from the entire contact center regardless of agent team assignments or the

CAD-based client applications the agents might be using. If agents are logged into the ACD and they are skilled to handle contacts from this skill group, then they are counted in this report.

For example, the number of agents logged in could include agents logged into the ACD through Agent Desktop, CAD-BE, IP Phone Agent, CTI OS, or any other ACD client that handles voice contacts. Similarly, if the skill group selected is a multimedia skill group, the report will reflect agents who could be logged in through Cisco Unified E-Mail and Web Interaction Manager (Unified EIM WIM) to handle e-mail contacts.

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 and ranges from every 5 to 60 seconds. By default it is every 15 seconds.

There is no graphical display available for these statistics.

Table 11. Skill Summary Statistics Display data

Name	Description
Skill Name	The skill group identifier, as set up in Cisco Unified CCE. This column is required and cannot be disabled.
Agents Logged In	The number of agents in the contact center who are assigned to the skill group and who are logged in to the ACD through any client application.
Calls Waiting	The number of calls currently in queue waiting for an agent.
Current Oldest	The time of the oldest call in queue.
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 inbound calls (ACD and non-ACD) presented to and answered by the agent today.
Talk Average	The average amount of time agents in the skill group spend in the Talking state.

Skill Agent State

The Skill Agent State Display is available when you select a specific skill from the Skill Groups tree (Figure 10).

Figure 10. Skill Agent State Display

Skill Groups - Skill Agent State Display					
Agent Name	Current State	Skill Group	Skill Name	State Duration	Reason Code
Elizabeth Stuck	Talking	3157	000585598880	00:08:07	0

This display presents information about the voice state of each agent on your team who is logged into the ACD through Agent Desktop, CAD-BE, or IP Phone Agent and who is assigned to the selected skill group. Users of any other desktop client, such as the CTI OS desktop, will not appear in this report.

This is true even if a multimedia skill group is selected. That is, all agents on your team who are logged into the ACD through Agent Desktop, CAD-BE, or IP Phone Agent and who are assigned the selected multimedia skill group, whether or not they are currently operating Cisco Unified E-Mail and Web Interaction Manager (Unified EIM WIM), will be listed in this display. In this way, you are made aware that there are members of your team who have a CAD client open and who therefore could potentially help with the multimedia skill group.

By default, the data displayed is sorted in ascending order by agent name.

The data is obtained from the Cisco 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 12. Skill Agent State Display data

Name	Description
Agent Name	The agent's name. Only agents logged in through Agent Desktop, CAD-BE, and IP Phone Agent are displayed.
Agent ID	The agent's ID.
Current State	The agent's current ACD state for voice contacts.
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 12. Skill Agent State Display data (continued)

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 Display is available when you select the Team node or Agents node in the Agents tree (Figure 11).

Figure 11. Team Agent Statistics Display

Agent Name	Logon Time	Presented	Handled	Max Talking	Avg Talking	Total Talking	Max Ready	Avg Ready	Total Ready	Max Not Ready	Avg Not Ready
Elizabeth Stuck	04:39:44	0	0	00:12:36	00:00:00	00:12:36	00:00:14	00:00:14	00:00:14	00:44:31	00:19:52

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.

NOTE: If the agent is assigned to a new team while logged in, that agent will still show up as a member of the old team in the Team Agent Statistics display until the agent logs out and logs in again. After logging in, the agent will show up as a member of the new team in the Team Agent Statistics display.

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 and ranges from every 5 to 60 seconds. By default it is every 15 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 13. Team Agent Statistics Display data

Name	Description
Agent Name	The agent's name.
Agent ID	The agent's ID.
Logon Time	The total 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.

Table 13. Team Agent Statistics Display data (continued)

Name	Description
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.
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 states today.
Avg After Call Work	The average time the agent spent in the Work Ready and Work Not Ready states today.
Total After Call Work	The total time the agent spent in the Work Ready and Work Not Ready states 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 Display is available when you select the Team node or Agents node in the Agents tree (Figure 12).

Figure 12. Team Agent State Display

Agents - Team Agent State Display					
Agent Name	Current State	Skill Group	Skill Name	State Duration	Reason Code
Elizabeth Stuck	Talking	3157	000585598880	00:15:03	0

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.

NOTE: If the agent is assigned to a new team while logged in, that agent will still show up as a member of the old team in the Team Agent State display until the agent logs out and logs in again. After logging in, the agent will show up as a member of the new team in the Team Agent State display.

The data is obtained from the Cisco 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 14. Team Agent State real time display data

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.
Skill Name	The skill group identifier, as set up in Cisco Unified CCE.
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 Display is available when you select a specific agent in the Agents tree ([Figure 13](#)).

Figure 13. Agent vs. Team Statistics Display

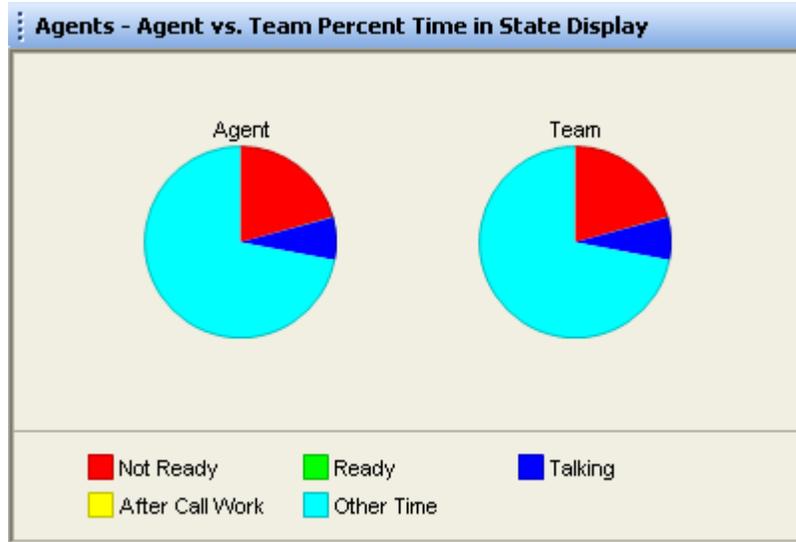
Id	Logon Time	Presented	Handled	Max Talking	Avg Talking	Total Talking	Max Ready	Avg Ready	Total Ready	Max Not Ready	Avg Not Ready	Total Not Ready
Agent	04:44:39	0	0	00:17:31	00:00:00	00:17:31	00:00:14	00:00:14	00:00:14	00:44:31	00:19:52	00:59:00
Team	04:44:39	0	0	00:17:31	00:17:31	00:17:31	00:00:14	00:00:14	00:00:14	00:44:31	00:19:52	00:59:00

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 Cisco Recording & Statistics service, and is for the current day starting at midnight. The data refresh rate

is configurable and ranges from every 5 to 60 seconds. By default it is every 15 seconds.

The graphical display consists of two pie charts, which show the percentage of time a specific agent spends in various ACD states compared to the percentages spent by the team as a whole (Figure 14).

Figure 14. Agent vs. Team Percent Time in State Display



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 15. Agent vs. Team Statistics Display data

Name	Description
ID	Identifies the statistics as for the selected agent or the team.
Logon Time	The amount of time the agent and team have been logged into Agent Desktop.

Table 15. Agent vs. Team Statistics Display data (continued)

Name	Description
Calls Presented	<p>Agent: The number of inbound calls (ACD and non-ACD) presented to the agent today.</p> <p>Team: The total number of inbound calls (ACD and non-ACD) presented to all members of the team today.</p>
Calls Handled	<p>Agent: The number of inbound calls (ACD and non-ACD) presented to and answered by the agent today.</p> <p>Team: The number of inbound calls (ACD and non-ACD) presented to and answered by all members of the team today.</p>
Max Talking	<p>Agent: The longest talk time of all calls handled today.</p> <p>Team: The longest talk time of all calls handled by any member of the team today.</p>
Avg Talking	<p>Agent: The average talk and hold time of all calls handled today.</p> <p>Team: The average talk and hold time of all calls handled by all members of the team today.</p>
Total Talking	<p>Agent: The total talk and hold time of all calls handled today.</p> <p>Team: The total talk and hold time of all calls handled by all members of the team today.</p>
Max Ready	<p>Agent: The longest time the agent spent in the Ready state today.</p> <p>Team: The longest time any member of the team spent in the Ready state today.</p>
Avg Ready	<p>Agent: The average time the agent spent in the Ready state today.</p> <p>Team: The average time all members of the team spent in the Ready state today.</p>
Total Ready	<p>Agent: The total time the agent spent in the Ready state today.</p> <p>Team: The total time all members of the team spent in the Ready state today.</p>
Max Not Ready	<p>Agent: The longest time the agent spent in the Not Ready state today.</p> <p>Team: The longest time any member of the team spent in the Not Ready state today.</p>
Avg Not Ready	<p>Agent: The average time the agent spent in the Not Ready state today.</p> <p>Team: The average time all members of the team spent in the Not Ready state today.</p>

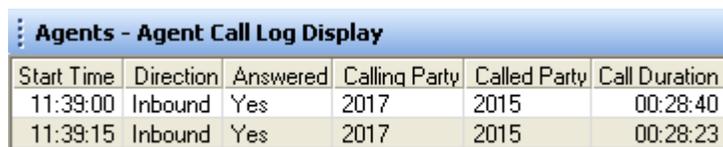
Table 15. Agent vs. Team Statistics Display data (continued)

Name	Description
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 Display is available when you select the Logs node under a specific agent's name in the Agents tree (Figure 15).

Figure 15. Agent Call Log Display



Agents - Agent Call Log Display					
Start Time	Direction	Answered	Calling Party	Called Party	Call Duration
11:39:00	Inbound	Yes	2017	2015	00:28:40
11:39:15	Inbound	Yes	2017	2015	00:28:23

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 16. Agent Call Log Display data

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.
ACD Line	Indicates if the line used by the call was ACD (Yes) or non-ACD (No).

Agent ACD State Log

The Agent ACD State Log Display is available when you select the Logs node under a specific agent's name in the Agents tree (Figure 16).

Figure 16. Agent ACD State Log Display

Agents - Agent ACD State Log Display				
Start Time	Agent State	Wrap-up Data	Reason Code	State Duration
07:27:16	Login		0	00:00:00
07:27:16	Logout		0	00:00:00
07:27:16	Not Ready		0	00:14:50
07:42:06	Logout		1000 (Going for lunch)	00:00:00
10:47:00	Login		0	00:00:00
10:47:00	Logout		0	00:00:00
10:47:00	Not Ready		0	00:00:17
10:54:16	Login		0	00:00:00
10:54:16	Logout		0	00:00:00
10:54:16	Not Ready		0	00:44:31
11:38:47	Ready		0	00:00:14
11:39:07	Talking		0	00:00:04
11:39:11	Hold		0	00:00:10
11:39:20	Talking		0	00:00:12
11:39:32	Hold		0	00:00:02
11:39:33	Talking		0	00:28:05
12:07:38	Hold		0	00:00:02

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.

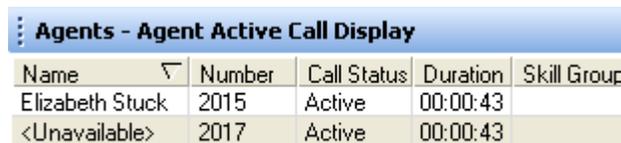
Table 17. Agent ACD State Log Display data

Name	Description
State Start Time	The time the agent state was initiated.
Agent State	The last agent state written to the log is actually the previous agent state that the agent was in. In order to calculate State Duration, the agent's current state cannot be written to the log until the agent transitions to the next 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 Display is available when you select an active call under a specific agent's name in the Agents tree (Figure 17).

Figure 17. Agent Active Call Display



Agents - Agent Active Call Display				
Name	Number	Call Status	Duration	Skill Group
Elizabeth Stuck	2015	Active	00:00:43	
<Unavailable>	2017	Active	00:00:43	

This display presents information about each party in the current active call.

Table 18. Agent Active Call real time display data

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).

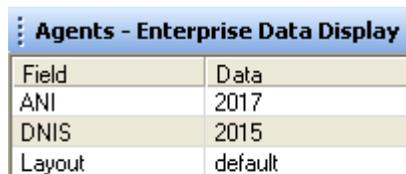
Table 18. Agent Active Call real time display data (continued)

Name	Description
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 Display is available when you select an active call under a specific agent's name in the Agents tree (Figure 18). The specific data that is displayed is configured by your administrator.

Figure 18. Enterprise Data Display

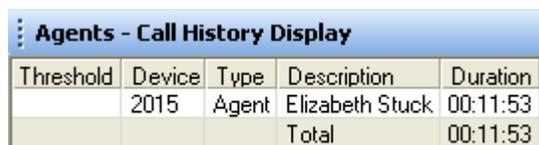


Agents - Enterprise Data Display	
Field	Data
ANI	2017
DNIS	2015
Layout	default

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 (Figure 19).

Figure 19. Call History Display



Agents - Call History Display				
Threshold	Device	Type	Description	Duration
	2015	Agent	Elizabeth Stuck	00:11:53
			Total	00:11:53

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

Table 19. Call History real time display data

Name	Description
Threshold	<p>The acceptable length of time that a call can stay at a specific device or contact center. The administrator can assign caution and warning thresholds to each device type, as well as a total threshold for a call.</p> <p>If a call remains at a device longer than the defined caution and warning thresholds, a caution or warning icon appears in this field.</p>

Table 19. Call History real time display data (continued)

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.
Duration	The amount of time the call spends at a device.
Total	The sum of all the durations listed.

Monitoring Agents

CAD supports two kinds of monitoring:

- Unified CM-based (call-based) monitoring
- CAD-based monitoring

CAD-based monitoring consists of either desktop monitoring (used by Agent Desktop) or server (SPAN) monitoring (used by Agent Desktop, CAD-BE, and IP Phone Agent).

The type of monitoring that is used is determined when the Cisco components of your system are installed. CAD uses either Unified CM-based or CAD-based monitoring, not both. Supervisor Desktop automatically determines which kind of monitoring is used when it is launched.

NOTE: If enabled by the administrator, you can monitor an agent's non-ACD calls.

CAD-Based Monitoring

CAD-based monitoring is available whenever an agent is logged in to Agent Desktop (uses either desktop monitoring or server monitoring), CAD-BE (uses server monitoring only), or IP Phone Agent (uses server monitoring only). It is not available when:

- You are a participant in a phone call (you cannot monitor yourself)
- You use the Barge-In or Intercept function

NOTE: Only one supervisor at a time can monitor an agent logged in to IP Phone Agent and a CAD-BE mobile agent.

When you use CAD-based monitoring, the monitored call is audible through your PC speakers. The volume slide on the Supervisor Desktop toolbar enables 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.

In CAD-based monitoring, you can record while monitoring an agent.

To start monitoring an agent using CAD-based monitoring:

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 using CAD-based monitoring:

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

Unified CM-Based Monitoring

Unified CM-based monitoring is available when an agent is logged into Agent Desktop and is on an active call. You must also be logged into Agent Desktop, and in the Not Ready agent state. It is not available when any of the following conditions are true:

- You are a participant in a phone call.
- The agent you want to monitor is not on a call or has a call on hold.
- The agent being monitored is logged in as a mobile agent.

In Unified CM-based monitoring, when you start monitoring an agent's call, a new call is directed to your IP phone and answered automatically. The phone does not ring. You can listen to the phone call through a headset, speaker, or handset. The new call on your IP phone, or your "monitoring call", appears in Agent Desktop as an outbound call and also in the Supervisor Desktop tree control as an active call.

While you are monitoring a call, you cannot use the Barge-In, Intercept, Conference, or Transfer functions. You must stop monitoring to use one of these functions.

NOTE: You cannot monitor an agent who is using IP Communicator.

NOTE: Recording is not supported in Unified CM-based monitoring.

NOTE: Unified CM-based monitoring is supported only on certain IP phone models. For a complete list of IP phone models that support Unified CM-based monitoring, see the *Clisco Unified Contact Center Enterprise (Unified CCE) Software Compatibility Guide*.

Your monitoring call does not end if the agent conferences in another party or if the agent closes CAD-BE. Your monitoring call (on your IP phone) ends when one of the following events occurs:

- When the agent transfers or ends the monitored call
- When you stop monitoring or exit Supervisor Desktop
- When you or the agent exit Agent Desktop

To start monitoring a call using Unified CM-based monitoring:

1. Select a call under an agent in the Agents tree.

2. Click Start Voice Monitor or choose Intervention > Start Voice Monitor. The call is sent to your IP phone and answered automatically. The phone does not ring.

To stop monitoring a call using Unified CM-based monitoring:

- Click Stop Voice Monitor, choose Intervention > Stop Voice Monitor, or end the call on your IP phone.

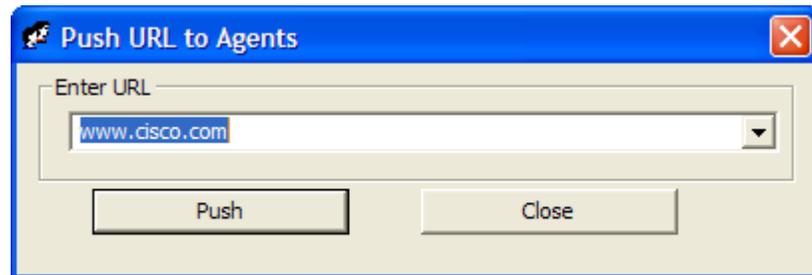
Pushing a Web Page to an Agent

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

To push a web page to an agent:

1. Select the agent in the Agent tree, and then choose Intervention > Coach by pushing a page. The Push URL to Agents dialog box appears (Figure 20).

Figure 20. Push URL to Agents dialog box



2. Enter the URL of the web page you want the agent to see, then click Push to send the web page to the agent. The web page you pushed to the agent is displayed in the first tab of the agent's integrated browser. This tab is reserved for pushed web pages.

NOTE: There are no restrictions on what you can enter as a URL (for example, you are not required to prefix the URL with "http://") as long as the URL can be resolved by a browser. Some sites require that "http" or "https" be part of the URL.

NOTE: If the integrated browser is not enabled for the selected agent, this operation will fail, but no error message will appear.

Barging In on Calls

The Barge-In feature enables you to join an agent's ACD (and if enabled by the administrator, non-ACD) phone conversation. When you click the Barge-In button, you are automatically added to the phone call. It is a forced conference.

If notification is enabled, 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, however, record calls.

You cannot barge in if any of the following conditions are true:

- The agent has the selected line on hold
- The agent is in a conference call
- You are already on another call
- You are running CAD-BE

To barge in:

1. Select an agent call in the team view pane.
2. Click Barge-In or choose Intervention > Barge-In. You are added to the call.

NOTE: At any time during the conference call, you can click Intercept to disconnect the agent whose call is selected from the conference call and continue talking with the remaining parties yourself.

To drop the barged-in call:

- In Agent Desktop, select the conference call from the contact appearance pane, then click Drop.

Intercepting Calls

The Intercept feature enables you to intercept an agent's ACD (and if enabled by the administrator, non-ACD) phone conversation while disconnecting the agent from that phone call. It is a forced transfer.

NOTE: You can intercept a call only once.

If notification is enabled, 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, however, record calls.

You cannot intercept if any of the following conditions are true:

- The agent has the selected line on hold
- You are already on another call

To intercept a phone call:

1. Select an agent call in the team view pane.
2. Click Intercept or choose Intervention > Intercept. The call is transferred to you.

NOTE: 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.

To drop the intercepted call:

- In Agent Desktop, select the intercepted call from the contact appearance pane, then click Drop.

Recording Calls

You can use Supervisor Desktop to record, save, and play back ACD handled by agents on your team. If enabled by the administrator, you can also record an agent's non-ACD phone conversation.

NOTE: Your ability to record depends on what features are available in your system. If recording is unavailable, the Start Record button on the toolbar is disabled.

Multiple recordings can be in progress at the same time, although only one recording can 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 considerations.

- The recording feature is not intended to record every call. It is an on-demand solution only.
- When you select a specific call from the Team View pane to record, all voice activity to and from that particular agent is recorded. The recording is not limited to the call you selected. For instance, if the agent puts the selected call on hold and switches to another call, both calls will be recorded.
- The recording will end when the selected call terminates, or when you manually stop recording, whichever comes first.
- Agents can be configured so that they can start and stop recording calls. However, agents cannot stop recordings started by supervisors. If an agent attempts to do so, their Agent Desktop or IP Phone Agent interface indicates that 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 want to record from the Agents tree.
2. Click Start Record, or choose Intervention > Call/Agent Start Recording.

3. When you are finished, click Stop Record, or choose Intervention > Call/Agent Stop Recording. The call is archived to the Recording service database, where it is automatically saved for seven days.

NOTE: If you want to save the recording for a longer period, you can do so for up to 30 days, after which it is deleted. For more information on playing and saving recordings, see ["Using Supervisor Record Viewer" on page 69](#).

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 a CAD agent out, that agent will continue to appear in the agent tree and will be able to chat and receive team messages. If you log out a CAD-BE or IP Phone agent, that agent disappears from the agent tree.

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: There is a delay of about 2 to 3 seconds before the command to change agent state takes effect. To ensure you set the desired agent state, allow enough time between clicking Agent State buttons for the command to take effect.

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 enables you to send instant messages to agents on your teams and other supervisors. In addition, if your configuration includes Cisco Unified Presence Server, you might be able to send instant messages to non-agents who are using Unified Presence Client.

With the integration of Cisco Unified Presence Server in CAD 7.5, the Chat Selection window has changed in the following ways.

- Subject matter experts (non-agents) are now accessible from this window
- Additional information about ACD state includes:
 - Icons representing ACD states appear to the left of agent names
 - ACD state names appear to the right of agent names (for example, Not Ready)
- Additional information about Unified Presence status includes:
 - Icons representing Unified Presence status appear to the left of agent names
 - Unified Presence status labels are displayed to the right of non-agent names

In addition, the Chat Selection window also provides menu access to the following call handling functions:

- Making a call
- Transferring a call
- Initiating a conference call

NOTE: You cannot chat with CAD-BE agents or IP Phone agents.

Some Chat features include:

- You can send the same chat message to multiple recipients. The sending chat window closes after the message is sent, and recipient replies, if any, appear in separate chat windows, one for each person.
- You can participate in multiple concurrent chat sessions.
- The title bar of the Chat window displays the name of the person with whom you are chatting.
- If you flag a chat message as high priority, the Chat window will pop on the other person's screen so the message will be noticed immediately.

- If the priority of a chat message is normal (the default), the Chat window will remain in its current state (open or minimized) and the corresponding icon will flash on your Windows task bar.
- A log of the chat messages sent between you and your chat partner (chat history) is available as long as the Chat window is open. After you close the Chat window, the log is lost.
- Chat history is in chronological order, with the oldest messages at the top of the log pane.
- You can chat with agents who are logged out of the ACD as long as they still have Agent Desktop open.

To initiate a chat session:

1. On the toolbar, click Chat. The Chat Selection window appears (Figure 21).

NOTE: The window lists the names and status of people with whom you can chat: members of your team, other supervisors, and members of your contact lists (if you are logged into Unified Presence).

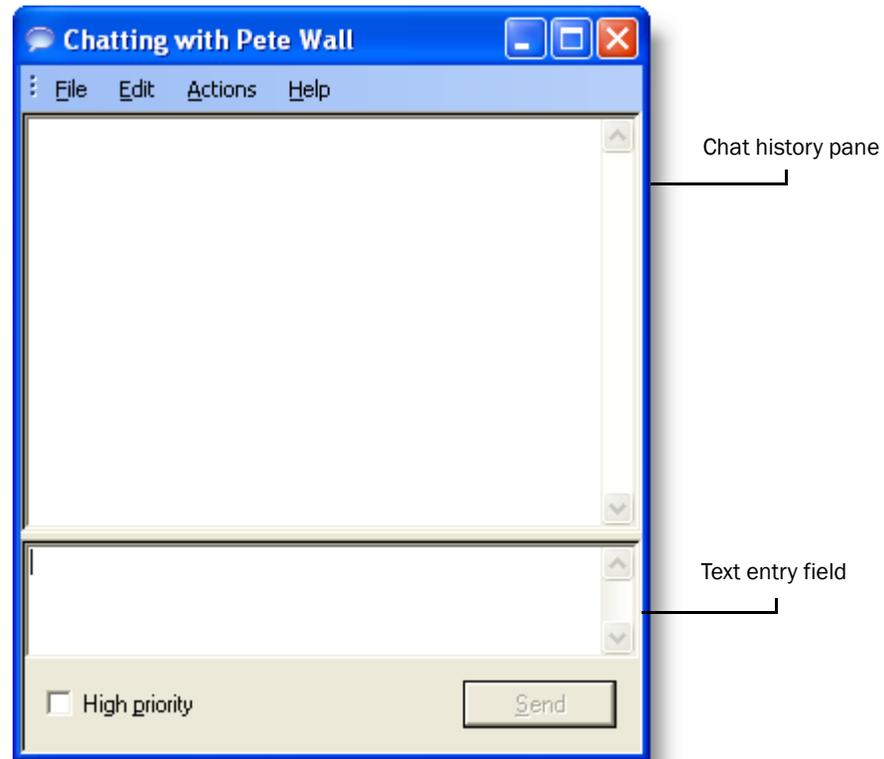
Figure 21. Chat Selection window



This Chat Selection window displays four contact lists, named Agents, Supervisors, contact list, and contact list 1. The first two contact lists are defaults and are always available. The last two contact lists are customizable and are available only when you are logged into Unified Presence. Note that the last contact list is closed (the members are not visible).

2. To chat with one person, double-click that person's name. To chat with several people, select their names and choose Actions > Chat. A Chat window opens and a session begins with the people you selected (Figure 22).

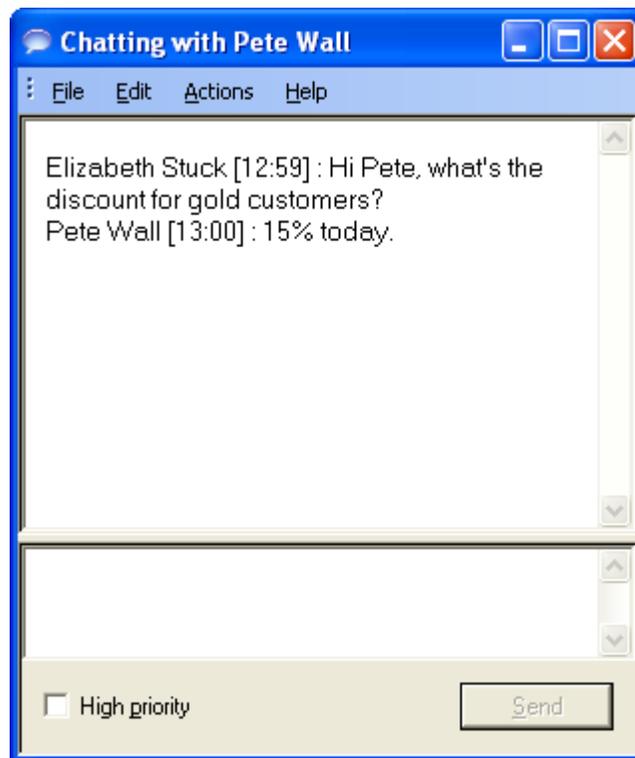
Figure 22. Chat Session window



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, select 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.

Figure 23. Chat window



NOTE: Replies from recipients of a group message appear in individual chat windows. They cannot reply to the group, they can reply only to you.

To terminate a chat session:

- Choose File > Close or click Close in the upper right corner of the Chat window.

Predefined High-Priority Chat Messages

Agents can have a task button in Agent Desktop and CAD-BE 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 configured by the administrator. It behaves just like a chat message that is flagged as high priority—it pops up on your screen on top of all other windows for your immediate attention.

NOTE: Although a CAD-BE agent can send you a high-priority chat message using a task button, you cannot send a chat message back to that agent. CAD-BE agents do not have regular chat capability.

Using the Integrated Browser

The integrated browser allows you to view internet web pages from within Supervisor Desktop. By default, the browser is not enabled. For instructions on enabling the browser and configuring a home page, see ["Setting Preferences" on page 14](#).

When enabled, the integrated browser appears as one or more tabs in the real time display pane, with up to 20 characters of the name of the current webpage displayed on the tab. The real time displays appear on another tab in that pane (the default position is the first tab). The integrated browser can display up to 10 tabs, each containing a different web page. The Address drop-down list contains the URLs of the last 25 websites visited for quick access to frequently-visited websites.

NOTE: Internet Explorer must be installed on your PC for the integrated browser to function.

NOTE: Running CAD-BE in the integrated browser is not supported.

NOTE: The integrated browser supports only one web session at a time for web applications that use cookies for session management. For example, you cannot log into a web application that uses cookies in one tab as User A and then log into the same web application in another tab as User B. However, multiple web sessions are supported for web applications that use URL-based session management.

NOTE: Reordering of integrated browser tabs by dragging is not supported.

Browser Toolbar

The browser toolbar is a basic browser toolbar. It allows you to navigate among web pages you view, refresh a current page, and return to your home page.

Table 20. Browser toolbar buttons and shortcut keys

Icon	Name	Shortcut	Description
	Back	Alt+left arrow	Returns you to the last page you viewed.
	Forward	Alt+right arrow	Takes you to the page you viewed before clicking the Back button.
	Stop	Esc	Stops the browser from loading a web page.
	Refresh	F5	Refreshes the current web page.

Table 20. Browser toolbar buttons and shortcut keys (continued)

Icon	Name	Shortcut	Description
	Home	Alt+Home	Returns you to your predefined home page.

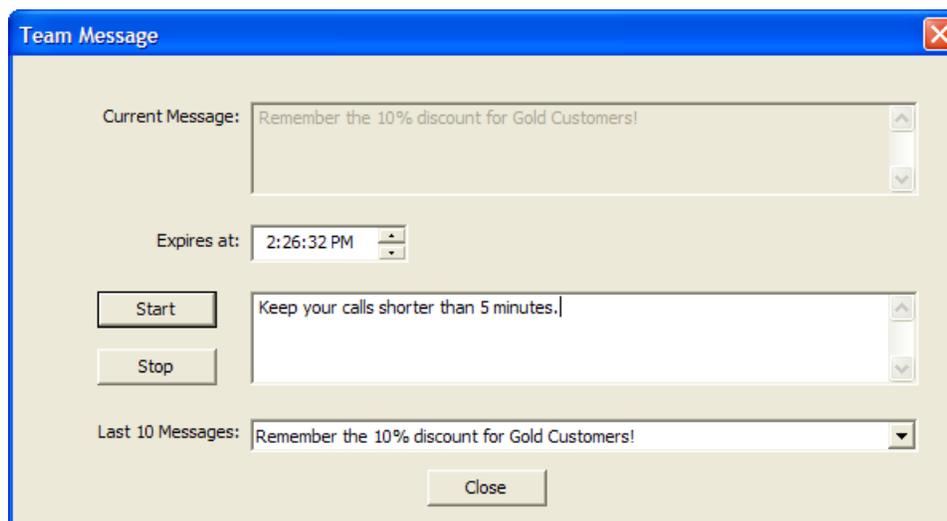
Sending Team Messages

You can send a team message 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 team message.

NOTE: You cannot send team messages to CAD-BE and IP Phone agents.

The Team Message window (Figure 24) stores the last 10 team messages you broadcast. You can select any one of these messages to broadcast again. If you send more than 10 team messages, the oldest one drops off the stored list. You cannot designate any particular team message for permanent storage.

Figure 24. Team Message window



NOTE: By default, the team message scrolls across the Team Message pane of Agent Desktop. Individual agents can set their preference in Agent Desktop to view team messages as stationary. A stationary message is more compatible with screen readers, which are often used by vision-impaired agents.

The Current Message field displays the message that is currently being sent to your team.

To send a team message to all agents on a team:

1. From the team selection list, choose the team to which you want to send the message. Then click View > Team Messages or click Team Messages.

2. Type your message in the text box. The message can be up to 255 characters long.

NOTE: You must type a message before choosing an expiration time.

3. In the Expires at field, choose a specific time for the message to expire.
By default, the message runs for 30 minutes.

If you set a time earlier than the current time, the message will run until that time the next day. For example, if it is 10:15 AM and you set the expiration time to be 10:00 AM, the message will run until 10:00 AM tomorrow.

4. Click Start or press Enter. The message 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.

NOTE: If the Chat service is restarted or the server that hosts the Chat service fails over, any active team messages are cancelled.

To cancel a team message:

- 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*, *thresholds*, and *actions*.

- The event that triggers an action is a skill groups queue statistics update. Queue statistics are updated once every 5 seconds.
- The *threshold* 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
 - Send an email to selected recipients

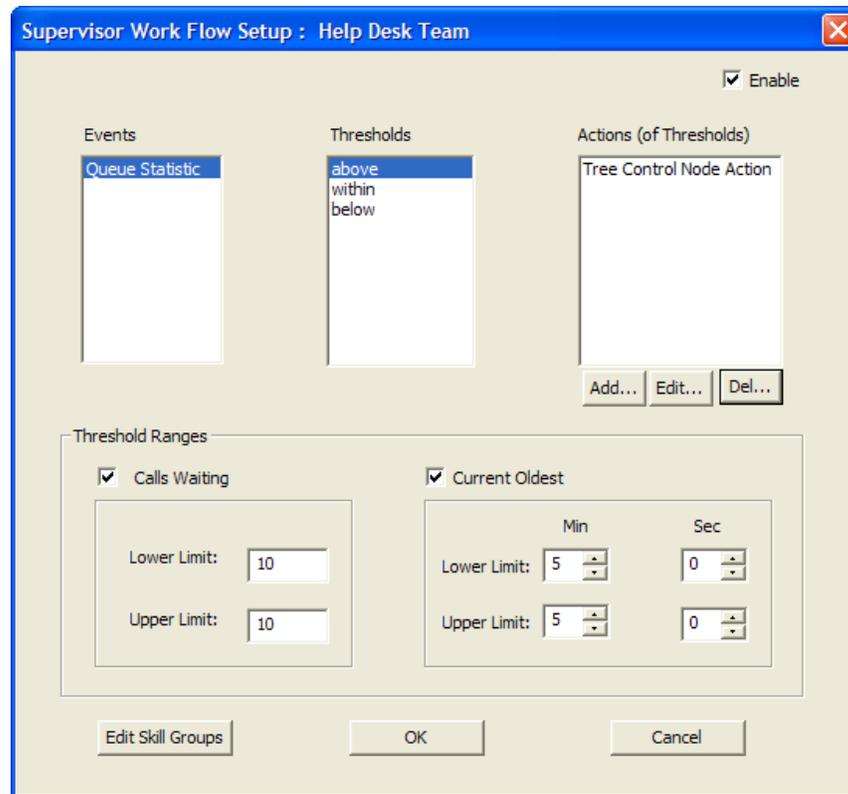
For example, you can set up a work flow so that when there are more than 10 calls waiting in the queue for Skill Group 6500, the skill group name in the Skill Groups tree turns red and an audible warning sounds every 15 seconds.

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. The Supervisor Work Flow Setup window appears ([Figure 25](#)).

NOTE: A skill group can be a part of only one work flow per supervisor.

Figure 25. Supervisor Work Flow Setup window



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 ["Work Flow Actions" on page 59](#) 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:

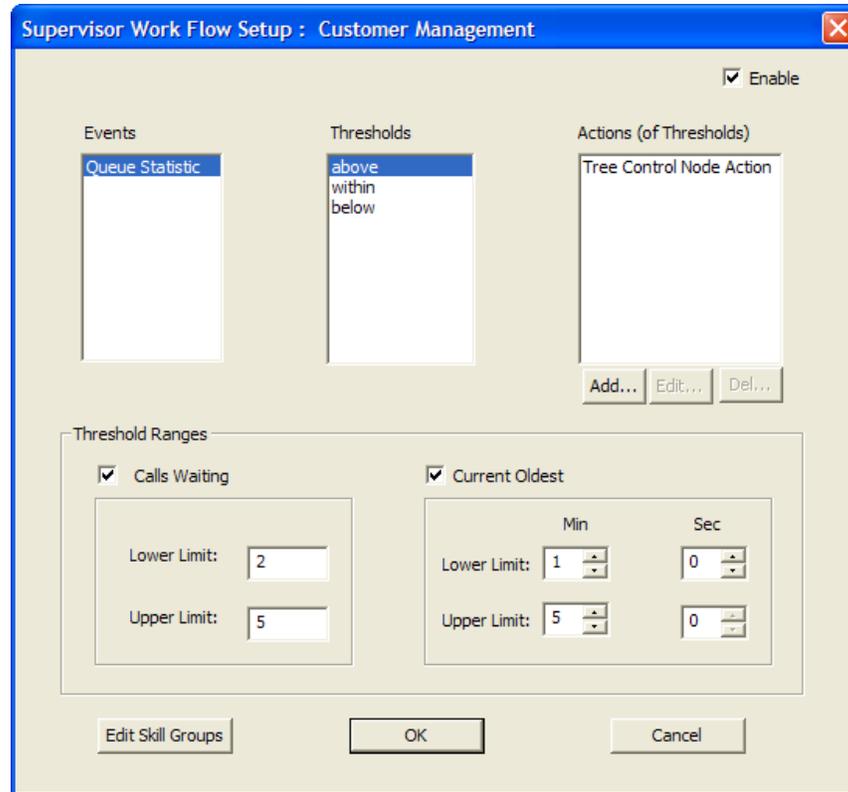
- Changes the skill group name color to green and displays “Below” next to it in the Skill Groups tree control when there are less than 2 calls waiting, or if the current oldest call is less than 1 minute old
- Changes the skill group name color to blue and displays “Caution” when there are 2 to 5 calls 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

window appears (Figure 26).

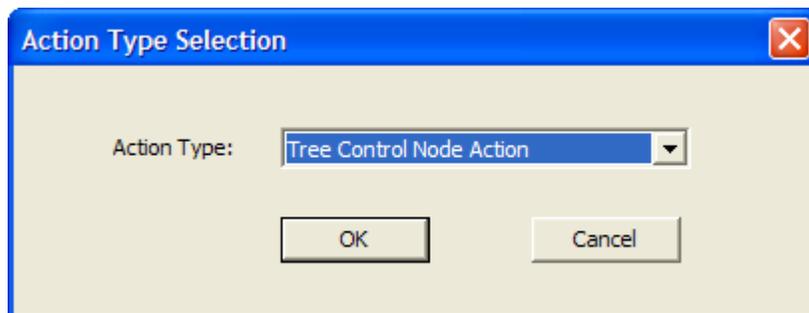
Figure 26. Supervisor Work Flow Setup window



5. Select the Calls Waiting check box and set the lower limit to 2 and the upper limit to 5.
6. Select the Current Oldest check box and set the lower limit to 1 minute and the upper limit to 5 minutes.

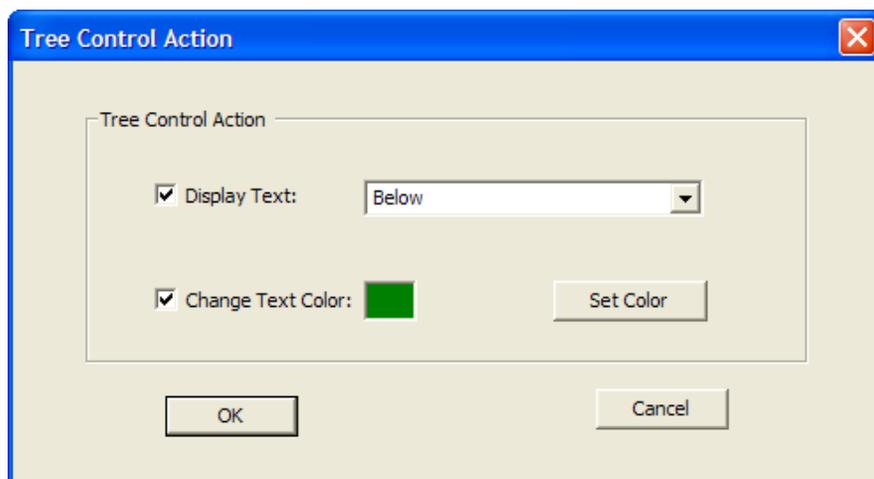
7. Select Below in the Thresholds pane and then click Add under the Actions pane. The Action Type Selection dialog box appears (Figure 27).

Figure 27. Action Type Selection



8. Select Tree Control Node Action and then click OK. The Tree Control Action window appears (Figure 27).

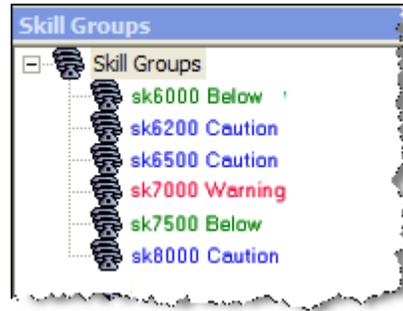
Figure 28. Tree Control Action window



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.

- When you are finished, click OK to enable the work flow. The skill group names will now be color-coded with text displayed (Figure 29).

Figure 29. Color-coded skill groups



Work Flow Actions

The work flow actions that can be triggered by threshold rules are:

- Audible Alert Action (page 59)
- Message Box Action (page 60)
- Report Action (page 61)
- Report Action (page 61)
- Tree Control Action (page 62)
- Email Alert Action (page 62)

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.

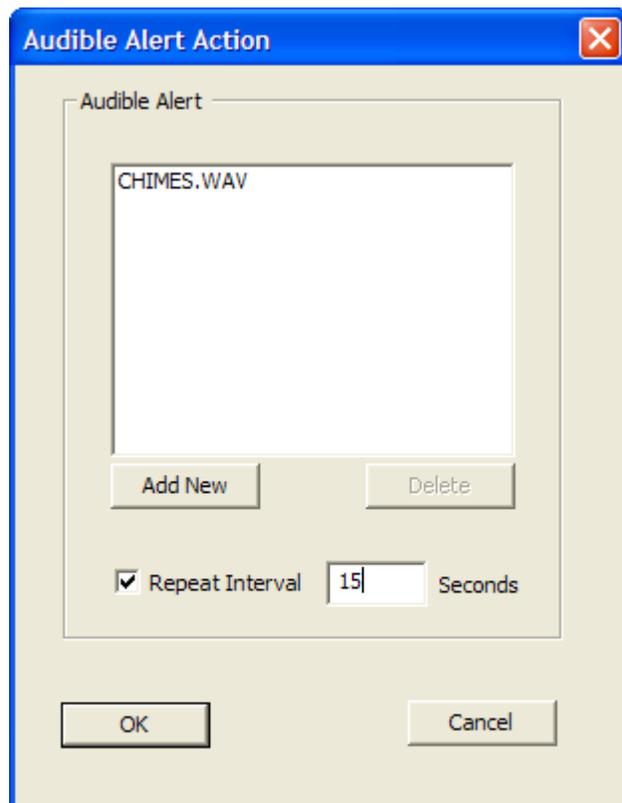
NOTE: You can turn off audible alerts that are configured to repeat at intervals by choosing Actions > Supervisor Work Flow — Audio Off from the menu.

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 50K or smaller.

To set up an audible alert, in the Audible Alert Action dialog box (Figure 30) click Add New and then browse to the location of your selected *.wav file. If desired, set up a repeat interval, and then click OK.

Figure 30. Audible Alert Action dialog box

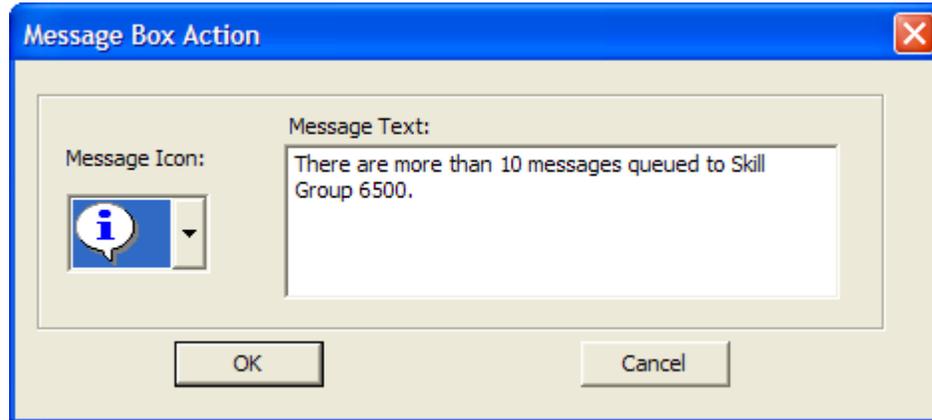


Message Box Action

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 (Figure 31) type your message in the Message Text field, select the appropriate message icon, and then click OK.

Figure 31. Message Box Action dialog box



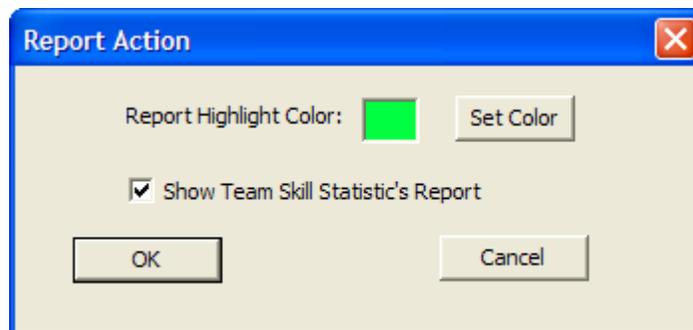
Report Action

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 (Figure 32) click Set Color to select the color to use for highlighting the display cells, and then click OK.

If you select 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 32. Report Action dialog box

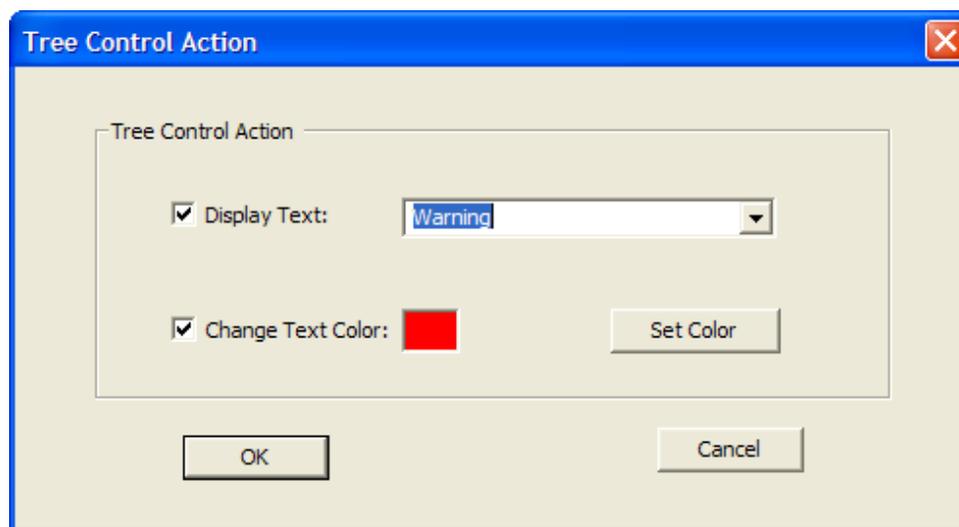


Tree Control Action

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 (Figure 33) 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 33. Tree Control Action dialog box



Email Alert Action

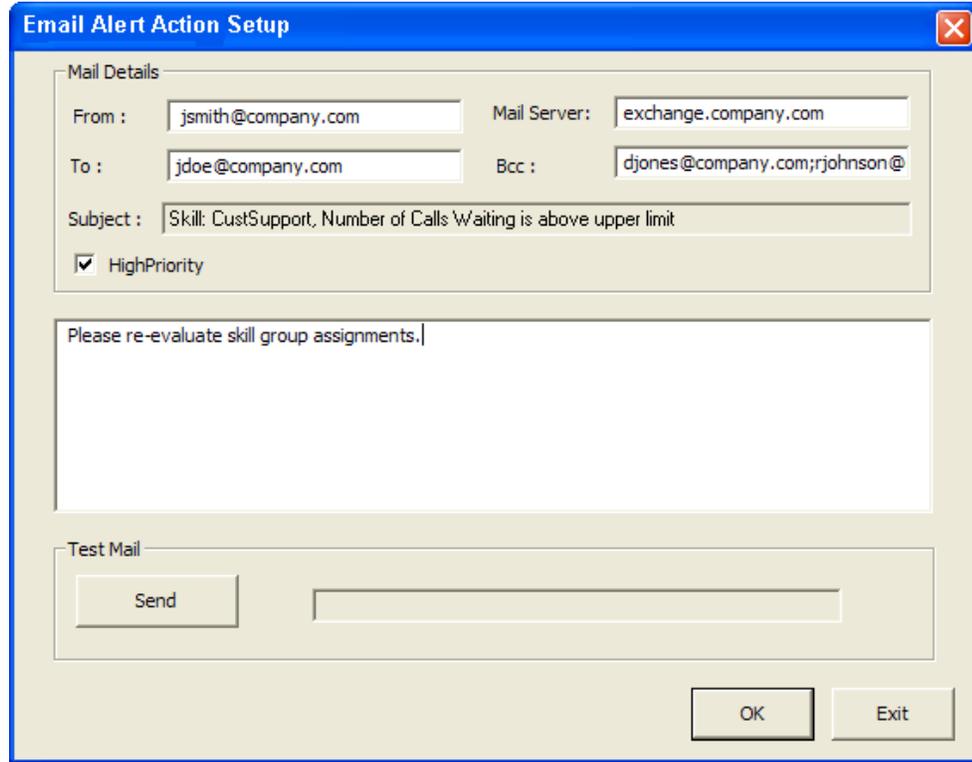
The Email Alert action enables you to send an email to specified people whenever the threshold rules are not met.

The email messages have predefined subject lines, depending on what threshold rule is met. They are:

- Skill: <skill group name>, Number of Calls Waiting is above upper limit
- Skill: <skill group name>, Number of Calls Waiting is below lower limit
- Skill: <skill group name>, Number of Calls Waiting is within upper and lower limits
- Skill: <skill group name>, Oldest Call in Queue is above upper limit
- Skill: <skill group name>, Oldest Call in Queue is below lower limit
- Skill: <skill group name>, Oldest Call in Queue is within upper and lower limits

The email messages sent can consist only of the Subject line; a message in the body of the email is optional.

Figure 34. Email Alert Action Setup dialog box



To set up an email alert action, complete the Email Alert Action Setup dialog box (Figure 34) as follows:

Table 21. Email Alert Action Setup dialog box fields

Field	Description
From:	Required. Enter your email address. The first time this dialog box is displayed the field is blank; thereafter it is automatically filled with what you previously entered.
To:	Required. Enter the email addresses of the recipients, separated by a semicolon. The first time this dialog is displayed the field is blank; thereafter it is automatically filled with what you previously entered.

Table 21. Email Alert Action Setup dialog box fields (continued)

Field	Description
Mail Server:	Required. The SMTP IP address or host name of the email server used to send the email. The first time this dialog is displayed the field is blank; thereafter it is automatically filled with what you previously entered.
BCC:	Optional. Enter the email addresses of the recipients you want copied in on the email message. The first time this dialog is displayed the field is blank; thereafter it is automatically filled with what you previously entered.
Subject:	The subject line is automatically generated by the action.
High Priority	Select the check box if you want the email to be delivered with high priority. Leave it unselected for normal email delivery.
Message Pane (not labeled)	Optional. Enter a message to appear in the body of the email.

Use the Test button to check if the email alert action is configured correctly. When you click Test, a test email is sent to the email addresses in the To and BCC fields.

If the test email is successful, "Mail Sent Successfully" appears in the field next to the test button. If it is unsuccessful, "Mail Send Failed" appears. In that event, check your entries in the To, BCC, and Mail Server fields for accuracy and test it again.

Re-skilling Agents

The 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.

Dynamic Re-skilling must be enabled by your administrator on the ICM Admin Workstation Distributor node of the CAD Configuration Setup utility. Refer to the *Cisco CAD Installation Guide* for more information.

The Agent Re-skilling tool can run in your integrated browser if the browser is enabled.

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. It might take up to 19 minutes for changes to 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.

To add or remove skill groups from an agent:

1. From the menu, choose Tools > Agent Re-skilling > Site 1. The supervisor login window for the Agent Re-skilling tool appears ([Figure 35](#)).

NOTE: Your menu might display Site 1 only, or Site 1 and Site 2 only. The number of sites depends on the configuration of your system. These sites represent the servers on which the 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.

Figure 35. Supervisor Login window



2. Enter your Supervisor Desktop login name and password, and then click Login. The Agents window appears (Figure 36).

Figure 36. Agents window



3. Use the search fields at the top of the window to locate the agent you want to re-skill.

4. Select the agent by clicking the agent's login name. The Edit Agent window appears (Figure 37).

Figure 37. 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 want 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 a message appears, stating that the agent was saved successfully.

To add and remove agents from a skill group:

1. From the menu, choose Tools > Agent Re-skilling > Site 1. The supervisor login window for the Agent Re-skilling tool appears (Figure 35 on page 66).

NOTE: Your menu might display Site 1 only, or more sites (Site 2, Site 3, etc.). This depends on the configuration of your system. These sites represent the servers on which the Cisco Unified CCE 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.

2. Enter your Supervisor Desktop login name and password, then click Login. The Agents window appears ([Figure 36 on page 66](#)).
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 want 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 a message appears, stating that the skill group was saved successfully.

Using Supervisor Record Viewer

The Supervisor Record Viewer (Figure 38 on page 69) 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 a playback is in progress and released when the playback ends. If no licenses are available when you attempt to play back a recording, this error message is displayed: “A licensing error has occurred. Please try again in five minutes. If the problem persists, please see your log file or System Administrator for details.” You must wait until a license is released and available in order to review any recordings.

The recordings are archived as raw voice data packets; they can only be played back using the Supervisor Record Viewer. However, if you want 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, it will not be deleted until that 30-day period expires. If you delete it manually before the 30-day period expires, it is deleted during the next folder cleanup—cleanups run daily at midnight.

Figure 38. Supervisor Record Viewer

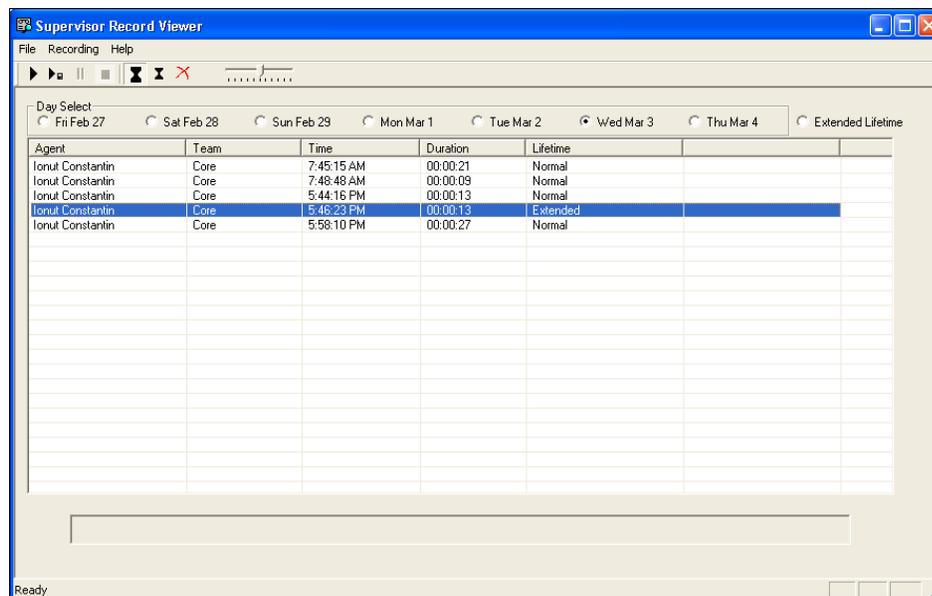
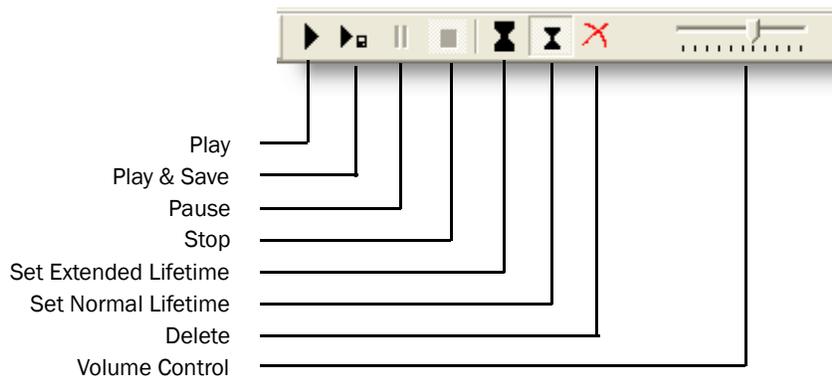


Figure 39. Supervisor Record Viewer toolbar



The Supervisor Record Viewer displays the following information:

Table 22. Supervisor Record Viewer fields

Column Name	Description
Agent	The name of 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 a recording while you are monitoring a call is not supported.

NOTE: In a High Availability system, recordings can be stored on either of the two recording servers, and all are displayed in Supervisor Record Viewer. If one of the servers becomes inactive and cannot be accessed, then the recordings stored on that server cannot be played, even though they continue to be displayed in Supervisor Record Viewer. If you attempt to play a recording stored on an inactive server, you will see the error message, "The recording server is inactive." You will be able to play the recording when the server becomes active again.

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, 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

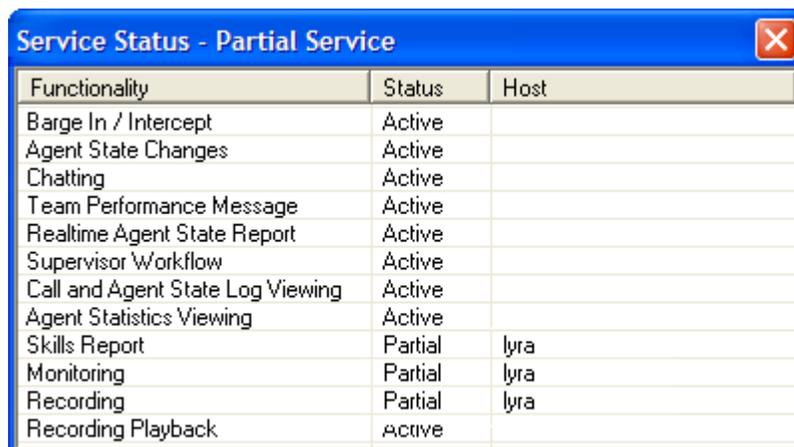
The service autorecovery feature allows Supervisor Desktop to automatically recover its connection to the CAD services in the event of a service restart or a network outage.

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 the features that are affected by a service failure, double-click the status message on the status bar. Supervisor Desktop displays a popup box that lists Supervisor Desktop features and indicates if that feature is available or not due to the service outage (Figure 40).

Figure 40. Service Status popup window



Functionality	Status	Host
Barge In / Intercept	Active	
Agent State Changes	Active	
Chatting	Active	
Team Performance Message	Active	
Realtime Agent State Report	Active	
Supervisor Workflow	Active	
Call and Agent State Log Viewing	Active	
Agent Statistics Viewing	Active	
Skills Report	Partial	lyra
Monitoring	Partial	lyra
Recording	Partial	lyra
Recording Playback	Active	

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