

Configuring the Integrated Browser Home Page

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

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

NOTE: "Skill group" is another term for "contact service queue".

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

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QUICK START GUIDE




Cisco Supervisor Desktop

Cisco Unified Contact Center Enterprise Release 9.0






- 1** Toolbar Buttons and Keyboard Shortcuts
- 2** Common Tasks

1 Toolbar Buttons and Keyboard Shortcuts



Refreshing the Data Display

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



Changing Agent State

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.



Call Handling

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.




Team Communication

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

Recording

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.

Voice Monitoring

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.

2 Common Tasks

Sending Chat Messages

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

Sending Team Messages

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

Reviewing and Archiving Recordings

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

Pushing a Web Page to an Agent

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