

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 and then click OK.
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Enabling Cisco Unified Presence

Choose View > Preferences. Select the Enable Cisco Unified Presence check box and click OK.



- Note** You can log into Cisco Unified Presence through one of these applications: Cisco Agent Desktop, Cisco Supervisor Desktop, or Cisco Unified Personal Communicator. But do not log in to more than one application at a time, even using different user IDs. Unified Presence cannot communicate with more than one client application on any one computer.
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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















CAD 10.5 for Cisco Unified Contact Center Express 10.5

- 1** Toolbar
- 2** Common Tasks



1 Toolbar

Note: Monitoring, recording, barge-in, intercept, and team messages are supported only in the Enhanced and Premium bundles.

Button	Name	Shortcut	Description
	Refresh	Ctrl+F	Refreshes the information in the Data View pane.
	Logout	Ctrl+L	Logs the selected agent out of the ACD.
	Ready	Ctrl+E	Puts the selected agent into the Ready state.
	Not Ready	Ctrl+N	Puts the selected agent into the Not Ready state.
	Work	Ctrl+D	Puts the selected agent into the Work state.
	Barge-In	Ctrl+B	Enables you to join an agent's phone conversation.
	Intercept	Ctrl+I	Enables you to intercept a phone call while disconnecting the agent from the phone call.
	Chat	Ctrl+J	Opens the Contact Selection window.
	Team Message	Ctrl+X	Opens the Team Message window.
	Start Record	Ctrl+R	Starts recording the selected phone call.
	Stop Record	Ctrl+S	Stops recording the selected phone call.
	Start Voice Monitor	Ctrl+A	Starts voice monitoring of the selected agent.
	Stop Voice Monitor	Ctrl+P	Stops voice monitoring of the selected agent.
	Voice Monitor Volume	Ctrl+V	Opens a volume slider control.

2 Common Tasks

Pushing a Web Page to an Agent

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

Sending Chat Messages

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

Sending Team Messages

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

Reviewing and Archiving Recordings

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

Configuring the Integrated Browser Home Page

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