



## **QUICK START GUIDE**



### **Cisco Mobile Supervisor Application for iPhone3G and iPod touch,**

#### **Release 1.0(1)**

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- 1** Introduction
- 2** Installation Procedure
- 3** Setting-Up Cisco Mobile Supervisor
- 4** Using Cisco Mobile Supervisor
- 5** Exiting Cisco Mobile Supervisor
- 6** Restrictions and Workarounds
- 7** Obtaining Documentation and Submitting a Service Request

# 1 Introduction

Cisco Mobile Supervisor is a free application available from Apple Inc's App Store. Cisco Mobile Supervisor is an extension to the Cisco Supervisor Desktop (CSD) on a mobile device. As an extension to your Cisco Unified Contact Center Express (Unified CCX) product, contact center supervisors can receive real-time performance metrics on their iPhone3G and iPod touch devices (henceforth referred to as a mobile device). By installing this free application, you can view color-coded indicators of agent statistics and customer service queue metrics. Accordingly, you can dynamically respond to changing situations from your mobile device.

The Cisco Mobile Supervisor application allows you to view the following subset of CSD reports on your mobile devices:

- Voice CSQ Summary
- Voice CSQ Detail
- Agent Team States

## How Is it Helpful?

The Cisco Mobile Supervisor application allows you to remain updated with Unified CCX-based real-time reports while you are on the move and without access to your desktop or laptop. You can view the following report-based information for a list of teams belonging to a specific supervisor:

- A list of Contact Service Queues (CSQs) belonging to a selected team
  - The Voice CSQ Summary report for a selected CSQ
  - The list of agents (along with their states) belonging to the selected CSQ
- The list of agents (along with their states) belonging to a selected team

## What Can it Do?

The Cisco Mobile Supervisor application provides the following features:

- Auto-refreshes the report display every x (user-configured) seconds. If you turn off auto-updates, you can update the reports manually using the refresh icon (  ) available on every screen in the application.
- Provides color-coded indicators to identify if a CSQ's Calls in a Queue or Oldest Call in a Queue fields have exceeded user-configured thresholds. You can specify/change these threshold values at any time.
- Remembers each user for subsequent sessions unless the user explicitly logs out.

## What You Need

To use the Cisco Mobile Supervisor application, you need:

- A iPhone3G or iPod touch mobile device using iPhone OS 2.0 or later (see <http://www.apple.com/>)
  - A iPhone3G or iPod touch mobile device requires wireless connectivity or 3G cellular connectivity.
- An iTunes application and account to download App Store applications (see <http://www.apple.com/itunes/>)
- Cisco Unified CCX, Release 5.0 or Release 7.0 (or later) and a corresponding contact center supervisor account (see <http://www.cisco.com/go/ipccexpress>).
- Access to the Unified CCX server from your mobile device. Depending on your setup, this process may also require a Virtual Private Network (VPN) connection. Your VPN connection must be set up before you log in to Cisco Mobile Supervisor.

## 2 Installation Procedure

To install Cisco Mobile Supervisor on your mobile device, complete these steps.

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- Step 1** On your iPhone3G or iPod touch device, launch the App Store application.
  - Step 2** Tap **Search** at the bottom of the screen and then tap the Search field. Enter **Cisco Mobile Supervisor** in the Search field and tap **Search** again.
  - Step 3** Tap the **Cisco Mobile Supervisor** icon to select this application.
  - Step 4** In the Info screen for the Cisco Mobile Supervisor, tap **Free** to download this application without charge.
  - Step 5** You may be prompted to enter your iTunes account ID. Enter your iTunes account password and tap **OK**.  
After you begin downloading an application, its icon appears on your Home



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**Note** To uninstall the Cisco Mobile Supervisor application, use the standard uninstall procedure specified by your mobile device.

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## 3 Setting-Up Cisco Mobile Supervisor

To set up Cisco Mobile Supervisor (Supervisor) on your mobile device, complete these steps.

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- Step 1** From your mobile device's home screen, tap **Settings**.
  - Step 2** Scroll down the list of applications and tap **Supervisor**.
  - Step 3** In your Supervisor screen, enter the Host Name or the IP address of Unified CCX master (active) and standby (optional) servers.



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**Note** To locate the IP address of the Unified CCX master and standby servers, contact your Unified CCX administrator. If the IP address is already configured by your administrator, proceed to the next step.

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- Step 4** The Port Number defaults to 42027. If required, change the default port number.



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**Note** If you do not want to change the default port number, proceed to the next step.

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- Step 5** Specify the required values for CSQ Alert Threshold:
  - a. Enter the threshold value for the number of calls in the **Calls in Queue Exceeds** field.
  - b. Enter the required threshold in minutes for the **Oldest Call Exceeds (mins)** field.When you specify a threshold value for these fields and when that value is crossed, the icon changes as follows:
  - Green (🟢): Both thresholds are within the set limit
  - Yellow (🟡): One of the thresholds has exceeded the limit
  - Red (🔴): Both thresholds have exceeded the limit



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**Note** When the threshold has exceeded the limit, the color of the *value* changes from green to red.

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- Step 6** Specify the required values for Auto Updates of Reports:
  - a. Tap the **Auto Updates** field to **On** if you want the reports to refresh automatically.  
The default is **Off** (the report does not refresh automatically).

- b. If you opted to enable auto-refresh, choose the required seconds in the **Update Every X Seconds** field to specify the interval between each auto-refresh.

If the **Auto Updates** field is set to **On**, the report automatically refreshes based on the configured value.

 **Note** Regardless of the **Auto Updates** field being **On** or **Off**, you can tap the Refresh icon (  ) at any time to get the latest report on your screen.

## 4 Using Cisco Mobile Supervisor

To view CSQ thresholds for Unified CCX-based real-time reports, follow this procedure.

**Step 1** From your mobile device's home screen, scroll down the list of applications and tap **Cisco Mobile Supervisor**.

**Step 2** Log in using the required credentials and tap **Go**.

If you do not know your log-in credentials for the Cisco Mobile Supervisor application, contact your Unified CCX administrator.

Once you log in, you will see the following information displayed on the screen:

Field	Description
<b>Team Name(s)</b>	A list of teams under your supervision.
<b>Number of CSQs and Agents</b>	A number value for CSQs and another number value for Agents within each team.
<b>Refresh Icon</b>	<p>To refresh the screen regardless of the configuration specified in the Settings (see the <a href="#">“Setting-Up Cisco Mobile Supervisor”</a> section on page 3) screen.</p> <ul style="list-style-type: none"> <li>• Each time you log in using your user name and password, the configuration is reloaded and no further refresh is possible for that session.</li> <li>• If you are remembered while relaunching the Cisco Mobile Supervisor, you do not need to enter the user name and password. In this case, the configuration is not reloaded automatically and you can refresh your application one more time.</li> </ul> <p> <b>Note</b> <u>The <b>Auto Updates</b> field settings do not impact this screen.</u></p> <p>The refreshed data includes changes made to teams, CSQs, and agents.</p>
<b>Updated on Time</b>	Indicates the time when the reported information was last retrieved from the Unified CCX server.

**Step 3** Tap the required team to monitor.

You can monitor the selected team based on the number of CSQs or Agents.

**Step 4** Decide if you want to monitor a team based on the CSQs for the team or based on the Agents in the team.

- a. Tap CSQ to monitor all CSQs for the selected team.

All CSQs associated with the team are listed. For each CSQ, you can see the number of **Calls In Queue** and the time of the **Oldest Call In Queue**. The color of these two values is green or red depending on the threshold value specified in the Settings (see the [“Setting-Up Cisco Mobile Supervisor”](#) section on page 3) screen. The icon (  ) on the left of each CSQ changes color based on the two values and indicates the overall state of the CSQ.

Tap a particular CSQ to view either of the following reports for the selected CSQ:

- The CSQ Summary Report corresponds to the Voice CSQ Summary Report in the CSD
- The CSQ Detail Report corresponds to the Voice CSQ Detail Report in the CSD.

- b. Tap **Agent** to monitor all Agents in the selected team.

A list of agents belonging to this team are listed. For each Agent, an icon representing the current agent state and its associated CSQ are displayed. This display corresponds to the Agents-Team State Report in the CSD.



**Note**

The CSQ name is only displayed when the agent is in the talking state. For other states, the CSQ Name is N/A.

## 5 Exiting Cisco Mobile Supervisor

To exit the Cisco Mobile Supervisor application, follow this procedure.

**Step 1** On your mobile device, press the **Home** button.

If you exit the application without logging out, you are remembered the next time you access the Cisco Mobile Supervisor application.

**Step 2** To completely log out of the Cisco Mobile Supervisor, click the **Logout** button on the main **Teams** page of the Cisco Mobile Supervisor application.

**Step 3** At the prompt, confirm the logout.

You are returned to the Cisco Mobile Supervisor’s login screen.

## 6 Restrictions and Workarounds

This section identifies each restriction and lists its corresponding workaround where applicable.

**Table 1** *Cisco Mobile Supervisor Restrictions and Workarounds*

No.	Restriction/Scenario	Work Around						
1.	On the Teams page, the team configuration can be refreshed only once in a single session. After the first Refresh, the Refresh icon (  ) is disabled.	See the <a href="#">Refresh Icon</a> description in the “Using Cisco Mobile Supervisor” section.						
2.	After explicitly logging in, you cannot manually refresh the configuration on the first screen (list of teams page).	Exit (without logging out) and relaunch the Cisco Mobile Supervisor.						
3.	<p><b>In the Cisco Mobile Supervisor, you are at the:</b></p> <table border="1"> <tr> <td>CSQ list page</td> <td>CSQs are added to or deleted from the team</td> </tr> <tr> <td>Agent page for a particular team</td> <td> <ul style="list-style-type: none"> <li>• Agents are added to or deleted from the CSQ</li> <li>• An agent name is changed</li> </ul> </td> </tr> <tr> <td>CSQ detail page</td> <td> <ul style="list-style-type: none"> <li>• Agents are added to or deleted from the team</li> <li>• An agent name is changed</li> </ul> </td> </tr> </table> <p>...<b>then</b>, auto-updates or manual updates in the Cisco Mobile Supervisor page does not reflect the change made in the Unified CCX server.</p>	CSQ list page	CSQs are added to or deleted from the team	Agent page for a particular team	<ul style="list-style-type: none"> <li>• Agents are added to or deleted from the CSQ</li> <li>• An agent name is changed</li> </ul>	CSQ detail page	<ul style="list-style-type: none"> <li>• Agents are added to or deleted from the team</li> <li>• An agent name is changed</li> </ul>	<p>Tap the Refresh icon () in the list of teams page to obtain the latest update from the Unified CCX server.</p> <p>or</p> <p>Explicitly logout of the Cisco Mobile Supervisor and log in again.</p>
CSQ list page	CSQs are added to or deleted from the team							
Agent page for a particular team	<ul style="list-style-type: none"> <li>• Agents are added to or deleted from the CSQ</li> <li>• An agent name is changed</li> </ul>							
CSQ detail page	<ul style="list-style-type: none"> <li>• Agents are added to or deleted from the team</li> <li>• An agent name is changed</li> </ul>							

## 7 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.

### Obtaining Technical Assistance

To provide feedback about this product or to request support, you can send an e-mail to the following address:

[mobileSupervisor@external.cisco.com](mailto:mobileSupervisor@external.cisco.com).

Disclaimer: Cisco Mobile Supervisor is a free product. Any definitive or existing agreements for global support between Cisco Systems and any other company does not include the Cisco Mobile Supervisor.

### Documentation Feedback

You can provide comments about this document by sending e-mail to the following address:

[ccbu\\_docfeedback@cisco.com](mailto:ccbu_docfeedback@cisco.com). We appreciate your comments.

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