# Supervisor Tasks


- View Team Performance, on page 1
- View Active Call Details, on page 2
- View Recent Call History, on page 2
- View Recent State History, on page 3
- Change the State of an Agent, on page 4
- Monitor a Call, on page 4
- Barge In on a Call, on page 5
- Intercept a Call, on page 6
- Send Team Message, on page 6


# View Team Performance

Use the Team Performance gadget to view the agents on each of your assigned teams.

**Procedure**

**Step 1** In the Team Performance gadget, you can view the details of the team selected by default in the **Team Name** drop-down.

A list of agents for the selected team with their current state, time in state, extension, and action appears. Click the headers of the columns to sort by Agent Name, State, Time in State, or Extension.

**Note**
For the Time in State to appear for logged out and Not Ready agents, the agent state must have changed at least once post server restart.

By default, the list will only contain logged in agents for the selected team. To view both, logged in and logged out agents, check the **Include logged out agents** check box.

**Note**
Use the **Search** box to refine any agent details by using the search criterion such as Agent Name, State, or Extension. The search results are retained even when you switch between tabs during the active session.

Select an agent and in the corresponding row, click ••• under the **Actions** tab to monitor the agent, change the state to Ready, Not Ready, or Sign Out the agent.

**Note**

The Time in State field refreshes every 10 seconds. When Finesse receives the next agent state change event for an agent, the timer resets to 0.

**Step 2** To view another team, click the **Team Name** drop-down and choose a new team.

# View Active Call Details

If the Administrator has configured the active call details for you, use the Team Performance gadget to view the active call details of an agent of your assigned team.

### Procedure

**Step 1** From the **Team Name** drop-down, choose the agent's team.

**Step 2** From the displayed list, choose an agent in the Talking state.

**Step 3** In the **Actions** tab of the selected agent, click the down arrow.

The following call details are displayed:

- The popover call variable header and the call variables configured by the administrator.
- **Active Participants**: The phone numbers of the active participants in the call.
- **Held Participants**: The phone numbers of the held participants in the call. The Held Participants information is not available for unmonitored devices. For example, customer or external devices.

  **Note**
  Active Participants and Held Participants lists do not contain the expanded agent number, it contains only other participants in the call.

- **Duration**: The duration of the call.
- **Call Status**: The current status of the call. Indicates the status of the expanded agent in the call.
- **Queue Name**: The customer service queue to which the call belongs to.

# View Recent Call History

If the Administrator has configured view history for you, use the Team Performance gadget to view the call history of an agent of your assigned team.

### Procedure

**Step 1** From the **Team Name** drop-down, choose the agent's team.

**Step 2** From the displayed list, choose any agent. The list contains all logged in agents for the selected team. To view logged in and logged out agents, check the **Include logged out agents** checkbox.

**Step 3** In the **Actions** tab of the selected agent, click ••• > **View History**.

The following call details of the selected agent's **Recent Call History** are displayed:

- **Start Time**: Indicates the start time of the call.
- **Duration**: Indicates the call duration.
- **Type**: Indicates if the call was an Inbound or Outbound.
- **Number**: Indicates the phone number of the call.
- **Disposition**: Indicates the action taken on the call.
- **Queue**: Indicates the name of the queue assigned to the agent.
- **Wrap-Up Reason**: Indicates the Wrap-Up Reason selected by the agent.

**Note**
You cannot select any other agent or choose another team while the recent call history of the selected agent is being loaded. However, you may change an agent's state or monitor an agent's call during this time-frame.

**Note**
To navigate back to the Team Performance gadget view, click on the left arrow next to the **View Recent Call History** header.

# View Recent State History

If the Administrator has configured view history for you, use the Team Performance gadget to view the state history of an agent of your assigned team.

### Procedure

**Step 1** From the **Team Name** drop-down, choose the agent's team.

**Step 2** From the displayed list, choose any agent. The list contains all logged in agents for the selected team. To view logged in and logged out agents, check the **Include logged out agents** checkbox.

**Step 3** In the **Actions** tab of the selected agent, click ••• > **View History**.

The following details of the selected agent's **Recent State History** are displayed:

- **Start Time**: Indicates the start time of the call.
- **State**: Indicates the agent state. In the Team Performance gadget, when an agent state changes to Wrap-Up, the corresponding state in the Recent State History gadget will display as **WORK_READY**.
- **Reason**: Indicates the wrap-up reason of the call.
- **Duration**: Indicates the call duration.

**Note**
You cannot select any other agent or choose another team while the recent state history of the selected agent is being loaded. However, you may change an agent's state or monitor an agent's call during this time-frame.

**Note**
To navigate back to the Team Performance gadget view, click on the left arrow next to the **View Recent State History** header.

# Change the State of an Agent

Use the Team Performance gadget to change the state of an agent to Ready, Not Ready, or Sign Out.

### Procedure

**Step 1** From the **Team Name** drop-down list, choose the agent's team.

**Step 2** From the displayed list, choose the agent whose state you want to change.

**Step 3** In the **Actions** tab of the selected agent, click ••• and choose:

| | |
|---|---|
| **Ready** | To force the agent state to Ready. |
| **Not Ready** | To force the agent state to Not Ready. |
| **Sign Out** | To sign the agent out. |

In the **Actions** tab, the Ready, Not Ready, and Sign Out options are active only if the action is allowed.

For example, if you select an agent who is in Ready state, you will see only the Not Ready and Sign Out options. If you select an agent who is in Not Ready state, you will see only the Ready and Sign Out options.

If you sign out an agent who is reserved for a call (in Reserved or Reserved (Outbound) state), is on an active call (in Talking state), or has a call on hold (in Hold state), the agent will be logged out of the desktop immediately after the call.

# Monitor a Call

You must be in Not Ready state to monitor an agent. You can monitor only one agent at a time. To monitor another agent, you must **End** the silent monitoring call and then select a new agent.

### Procedure

**Step 1** From the **Team Name** drop-down list, choose the team whose agents you want to monitor.

**Step 2** From the displayed list, choose an agent to monitor.

**Step 3** In the **Actions** tab of the selected agent, click ••• > **Monitor**.

The silent monitor call appears in the call control area of the desktop. The **Hold**, **Barge In**, and **End** buttons are enabled. Click:

| | |
|---|---|
| **Hold** | To place the call on hold. |
| **Retrieve** | To retrieve the call placed on hold. |
| **Barge In** | To barge in to the call. |

**Step 4** To end the silent monitor call, click **End**.

**Note**
The monitoring initiated on a consult call terminates, when the consult call is conferenced. This is due to the temporary nature of the monitored call. The monitoring must be re-initiated again, to monitor the conferenced call which is already in progress. Please note that monitoring initiated on a call before the consult call is placed, will not be affected due to conferencing activity and continues without disruption.

# Barge In on a Call

The Barge In feature allows you to join a call between an agent and a caller.

**Note**

- You can only barge in on a call that you are silently monitoring.
- For the supervisor to be able to barge in, the agent and supervisor extensions must have visibility to each other's partition or calling search space (CSS) without any prefix or steering digit.

### Procedure

**Step 1** From the **Team Name** drop-down list, choose the agent's team.

**Step 2** From the displayed list, choose an agent in the Talking state.

**Step 3** In the **Actions** tab of the selected agent, click ••• > **Monitor**.

The silent monitor call appears in the call control area of your desktop. The **Barge In** button appears.

**Step 4** Click **Barge In**.

The call becomes a conference call between you, the agent, and the caller.

# Intercept a Call

If you have initiated the conference call you can drop other agents, supervisors, or non-agents from the conference call based on the permission defined by your administrator.

The non-agents in the conference call include the caller, CTI Route Point, IVR port, a device to which no agent is signed in, or a caller device.

The **Drop** button is displayed on the call control area only if the administrator has set the permission for you to drop participants from the conference call.

### Procedure

**Step 1** Click **Drop**.
The agents, supervisors, or non-agents from the conference call are displayed. The agents and supervisors are prefixed with the icon ( ) followed by the extension that is used to sign-in to the Finesse desktop. The non-agents are prefixed with the icon ( ) followed by the ID of the caller device, CTI Route Point, IVR port, or a device to which no agent is signed in.

**Step 2** Click the agent, supervisor or non-agent to drop from the list of participants.
A prompt message is displayed to confirm the participant to be dropped from the conference call.

**Step 3** Click **Drop**.

**Limitation**

Finesse desktop cannot distinguish agents from another peripheral gateway (PG) as agents. So the agents from another PG are displayed using the same icon used for non-agents ( ) in the Finesse desktop.

# Send Team Message

The Team Message feature allows you to create and send a broadcast message to one or multiple teams. The message appears as a banner across the Finesse desktop and agents can view these messages in real-time. Team Message will be available on your Finesse desktop only if the administrator has configured this feature for you.

### Procedure

**Step 1** In the Finesse desktop, click the **Team Message** icon.

**Step 2** In the **Compose Message** box, enter the broadcast message (maximum number of characters allowed is 255).

**Step 3** Select the team or teams to send the message by checking the check box next to the team name.

**Note**
You can send multiple messages to a single team, multiple teams, or all teams.

**Step 4** From the drop-down, you can set an expiry time for the composed messages: starting at 5 minutes and ending at 23:55 hours. The time is displayed in hours and minutes. However, this time frame can be edited.

**Step 5** Click **Send**.

You can view the latest messages sent by clicking **Show recent messages**. If you wish to delete any or all messages, check the check box next to the message. Click **Delete** and confirm the deletion.

The message is removed from active display and the previous non-expired team message will become the active message for the agent.

**Note**
Administrator or supervisor who creates a Team Message can delete the created Team Message through `TeamMessage` API. For more information on deleting a TeamMessage, see https://developer.cisco.com/docs/finesse/#teammessagedelete-a-team-message.

**Note** The rate at which messages (create/delete) are published to the teams involved, is capped at per hour and the maximum number of active messages allowed is . If the limit of active messages is reached, supervisors will not be able to broadcast new messages until an existing team message is deleted or it expires.

As there are no individual limitations on supervisors, either one or all supervisors can broadcast messages up to the maximum active messages limit.