Supervisor Tasks

This chapter describes the tasks that supervisors perform.

Monitor a Call

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

Procedure

**Step 1**
From the Team Performance drop-down list, choose the team to which the agents you want to monitor belong.

**Step 2**
Select the agent that you want to monitor. The agent you select must be in Talking state. The Start Monitoring button becomes active.

**Step 3**
Click Start Monitoring.
The Start Monitoring button changes to Monitoring Agent. The silent monitor call appears in the call control area of your desktop. The Hold, Barge In, and End buttons are active. You can click **Hold** to place the call on hold and then click **Retrieve** to retrieve it. You can click **Barge In** to barge into the call.

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

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## 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.

### Procedure

**Step 1** From the Team Performance list, select an agent who is in Talking state to monitor.

**Step 2** Click **Start Monitoring**.

The Start Monitoring button changes to Monitoring Agent. The silent monitor call appears in the call control area of your desktop. The Barge In button appears.

**Step 3** Click **Barge In**.

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

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## Intercept a Call

After you barge in to a call between an agent and a caller, you can intercept the call by dropping the agent from the call. You can also use this feature to drop a participant from any conference call in which you are a participant.

### Procedure

**Step 1** Click the **Drop** drop-down list.
Step 2  Click the agent who you want to drop from the list of participants.

Note  You can only drop an agent from the call. You cannot drop a CTI Route Point, IVR Port, or a caller.

The selected agent is dropped from the call.

Search and Play a Recorded Call

Cisco MediaSense provides Search and Play gadget, a web interface, which allows the end user to search and filter active and completed call recordings. Use this gadget to search for specific recording files, play them, or download them to your desktop.

Recorded files in Cisco MediaSense have tags that are useful as a search and filter criteria in the Search and Play gadget.

These tags are based on the following parameters:

- Agent ID: Logged-in Unified CCX agents who participate in the recording.
- Team: Names of all those Unified CCX teams whose agents participate in the recording.
- CSQ: Name of the CSQ in which the call being recorded is queued and processed.

Unified CCX creates and applies searchable tags to recordings. Use these tags to easily identify recordings. Every tag applied by Unified CCX is prefixed with "CCX:<tag_value>". The supervisor or the agent can search and filter recordings using these parameters or combination of them.

Search and Play a Recorded Call