Supervisor Tasks

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** checkbox.

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 State of 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, choose the agent's team.

Step 2   From the displayed list, choose an agent to change the state.

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 on an active call (in Talking state), or has a call on hold (in Hold state), that agent is immediately logged out of the desktop but the call is retained.

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.

When an agent makes a manual outbound call from Not Ready state, the silent monitoring button on the team performance gadget will show enabled on your desktop. You can silent monitor the agent's call, however, you cannot change the state of the agent to Ready or Not Ready.

Procedure

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

Step 2   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 3   To end the silent monitor call, click **End**.

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 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 ● ● ● > **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

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 drop any participant from a conference call in which you are a participant.

Procedure

Step 1   Click the **Drop** drop-down.

Step 2   Click the agent to drop from the list of participants.

Note Even if an agent initiates a conference call, only the supervisor can drop an agent from the call. The Supervisor cannot drop a CTI Route Point, IVR Port, or a caller.

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/#!teammessage-delete-a-team-message.

Note The rate at which messages (create/delete) are published to the teams involved, is capped at 100 per hour and the maximum number of active messages allowed is 1600. 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.

Advanced Capabilities for Supervisor

As a supervisor, you can now manage Queues, Applications, Calendars, and Outbound Campaigns.

- **Queue Management**- Manage resources across the assigned CSQs of your team.

- **Application Management**- Manage working hours, holidays, and prompts.

- **Calendar Management**- Edit the Business Hours, Custom Business Days, and Holidays.

- **Outbound Campaign Management**- Schedule, enable or disable outbound campaigns, and import contacts.

Note   The columns of all the tables available in **Advanced Supervisor Capability** gadget can be resized except for the tables in **Calendar View** (available in **Application Management**) and **Calendar Management** page.

When you click the **Application Management**, **Calendar Management**, or **Outbound Campaign Management** tab, the corresponding data is refreshed.

When you try to access **Advanced Capabilities** for the first time, if you do not have CA signed certificate, you are prompted to accept the Unified CCX certificates. Accept the certificates to enable all the functionalities.

Queue Management Summary

Queue Management displays the summary of Voice, Chat, and Email CSQs. Each CSQ summary is displayed based on the condition that at least one queue is assigned to the logged in supervisor. For example, if a supervisor is assigned to only Voice CSQ, only Voice CSQ Summary is displayed. The common fields for all the three CSQ summaries are as follows:

- **Queue Name**- Displays the queue names for the CSQ that are managed by the supervisor.

- **Team Name**- Displays the team names that are associated with the CSQ.

- **Agents Modified (Since Midnight)**

  - **Added**- Number of agents that are added to the CSQ.

  - **Removed**- Number of agents that are removed from the CSQ.

- **Action**- Provides a link to the **Manage Queue** page.

Voice CSQ Summary

Voice CSQ Summary displays statistics of the queues (for the current day, beginning at midnight) managed by the supervisor. It lists only the CSQs that are skill-based, that is, **Resource Skills** is selected for **Resource Pool Selection Model** in the queue configuration. The fields that are specific to **Voice CSQ Summary** are as follows:

- **Waiting Calls**- Number of calls that are in queue for the CSQ.

- **Abandoned Calls**- Number of calls that are not handled by the agents in the CSQ.

   • **Longest Call in Queue**- Longest customer call waiting in the queue.

Chat CSQ Summary

Chat CSQ Summary displays statistics of the queues (for the current day, beginning at midnight) managed by the supervisor. The specific fields are as follows:

   • **Waiting Contacts**- Number of contacts that are in queue for the CSQ.

   • **Abandoned Contacts**- Number of contacts that are not handled by the agents in the CSQ.

Email CSQ Summary

Email CSQ Summary displays statistics of the queues (for the current day, beginning at midnight) managed by the supervisor. The specific fields are as follows:

   • **Emails in Queue**- Number of emails that are in queue for the CSQ.

   • **Emails in Process**- Number of emails that are delivered and waiting for response in the CSQ.

Manage Queue

Based on the queue that is selected in the **Queue Management** Summary window, corresponding **Manage Queue** window is displayed. All the agents, who are assigned to the selected queue are listed. You can click the column headers to sort information by **Agent Name**, **Team Name**, **Added by**, **Added at (Since Midnight)**, or **Auto Remove at**. By default, the last added agent is listed at the top of the table. You can add and remove agents from the queue. The fields that are listed in the table are as follows:

   • **Agent Name**- Name of the agent who is assigned to the queue.

   • **Agent ID**- Login ID of the agent who is assigned to the queue.

   • **Team Name**- Team names of the agent.

   • **Skills (Competency)**- Skills and respective competencies of the agent.

   • **Added by**- Role and name of the resources who have added the agent to the queue.

   • **Added at (Since Midnight)**- Time (in Server Time Zone, of 24 hour, HH:MM format) at which the agent is added to the queue.

   • **Auto Remove at**- Displays the time that is scheduled to remove the agent from the queue. You can edit or cancel the schedule. Before saving the changes, you can revert to the previous scheduled time. If an agent is associated with multiple queues, when you save, it verifies the impact of changes on all the associated queues. If there is an impact, a confirmation message is displayed to update the impacted queues. Click **Yes** to update all the queues else click **No** to discard the changes.

   • **Remove**- Option to remove the agent from the queue. You can remove only the agents who are part of your team.

Search

The search criteria is applicable only for **Agent Name** and **Agent ID**. To search for an agent, click the search icon. The search field expands in which, you can enter the search criteria to find the required agent. You can:

- Click **All** to list all the agents who are assigned to the queue.

- Click **Agents Added (Since Midnight)** to list all the agents, who are assigned to the queue since midnight.

Adding Agents to the Queue

Click **Add Agents** button to add agents to the queue.

Related Topics

Behavior of Adding and Removing Agents to CSQ

Add Agents to a Queue

You can add agents, who are part of your team, to the selected queue. By default, all the logged in agents, who are not assigned to the queue are listed in the table. The table has two sections, **Agents with required skills and less competency** and **Agents without the required skills**. You can click the column header **Agent Name** to sort the details of the table by agent name.

The fields that are listed in the table are as follows:

- **Agent Name**- Name of the agents who are managed by you.

> **Note** The sorting is within the respective sections in the table.

- **Agent ID**- ID of the agent for reference.

- **Skills (Competency)**- Skills of the agents that are configured.

- **CSQs**- Names of the queues that the agent belongs to.

- **Team Name**- Team name of the agent.

- **Set Auto Removal Time**- Time at which, the agent will be removed from the queue.

Procedure

Step 1   Select the **Show Logged Out Agents** to list the agents logged out of Finesse desktop.

To identify the logged out agents in the list, a visual representation (an Asterisk) is provided next to the agent name.

Based on the skills and competency, agents are appropriately listed in respective sections of the table.

Step 2   Clear the **Show Logged Out Agents** so that only the agents logged in to Finesse desktop are listed in the table.

Step 3   Select one or more agents to be added to the queue.

Step 4   Select a time from **Set Auto Removal Time** to remove the agent from the queue at the selected time.

Auto Removal is applicable only for the current day and is based on the server time zone. For reference, the server time zone is displayed at the bottom of the window.

You can reset by cancelling the selected time.

Step 5   Click **Save** to add the selected agents to the CSQ.

If you have selected only one agent, you will return to the **Manage Queue** window, where the success or error message is displayed. If you have selected more than one agent, you will be directed to a **Summary** window where the status of the agents being added is displayed.

> **Note**   If there are overlapping skills, a message is displayed to associate the agent with the queues that have similar skills. If you select **No**, the agent will not be associated with any of the queues including the selected queue.
>
> If there are overlapping skills and the agent is already associated to other queues with a set auto removal time, a confirmation message is displayed. If you select **No**, the agent will not be added to the selected queue and add operation will be terminated. If you select **Yes**, the same auto removal time is set to the selected queue and the agent is added to the selected queue and to all the queues that have impact.

Related Topics

Behavior of Adding and Removing Agents to CSQ

Status of Agents Added to a Queue

When you add more than one agent to the selected queue, the status of agents being added is displayed in the **Status of Agents Added** page. The fields that are displayed are as follows:

- **Agent Name**- The name of the selected agent.

-
- **Status**- Visual indication of the agents being added to the queue.

- **CSQs**- List of all the CSQs that the agent is assigned to. The list is displayed only after the agent is added to the queue.

- **Remarks/Action**- If an agent is not added or scheduled (added and removed) for the queue, the reason for the failure is displayed.

  While adding and removing agents for the queue, if there are common skills across queues (have impact), a confirmation message is displayed for each agent.

The **Done** button is enabled after the task for all the agents is complete.

> **Note**   If you close this page before all the tasks are complete, the page cannot be retrieved. The tasks that need confirmation (for adding or scheduling) are aborted.

Remove Agents from a Queue

You can remove agents from the selected queue. In the **Remove** column, the remove icon is highlighted only for the agents who are part of your team.

> **Note**   You can remove only one agent at a time.

Procedure

Step 1	Click the remove icon of the respective agent.
	A confirmation message is displayed.
Step 2	Click **Yes** to remove the agent from the queue.
	If removing the agent from the selected queue impacts other queues, a confirmation message is displayed.
Step 3	Click **Yes** to remove the agent from the selected queue and from all the impacted queues.
	If the agent is removed from the queue, a success message is displayed else a failure message is displayed.
Step 4	Click **No** to retain the agent in the selected queue and in all the impacted queues.
	When you select **No**, it overrides the earlier selection for delete.

Related Topics

Behavior of Adding and Removing Agents to CSQ

Application Management

Application Management displays the list of script-based applications and its details. The applications that are listed are based on the configuration by the administrator. As a supervisor, you can manage the applications that are assigned to you. The fields that are displayed are as follows:

- **Name**- Displays the application name that is assigned to the logged in supervisor.

- **Description**- The description of the application that is provided by the administrator.

- **Enabled**- Indicates whether the application is active. You can also manage the disabled applications.

- **Triggers**- The triggers that are associated with the application.

- **Action**- Link to the **Manage Application** screen.

Manage Application

The required prompts and calendars can be associated with the applications that are assigned to you. The prompts and calendars are available in **Script Parameters** and **Default Script Parameters** tab. In the **Prompts** tab, all the prompts that are associated with the application are displayed. The list contains only the user uploaded prompts. In the **Calendars** tab, all the calendars that are configured are listed. By default, **Script Parameters** tab and **Parameters** tab are selected.

Note The **Default Script Parameters** tab is displayed only when a default script is associated with the application.

When there is an error in execution of the other script that is configured, the Default Script is run.

Procedure

| Step 1 | In the **Prompts** tab of the **Script Parameters** tab, select the required prompts from the list. By default, the prompts that are assigned by the administrator are selected. |

a) Select **None**, if you do not want to assign any prompt.

b) Click **Yes** to confirm the selection.

Only the relative path of the prompt is displayed. The absolute path (language specific) is selected based on the system configuration.

If the script selected by the administrator has a default prompt, **Default Prompt** is selected for the corresponding prompt in the **Prompts** tab.

| Step 2 | Click the **Play** icon, which is next to the selected prompt to listen to the prompt. |

You cannot play a **Default Prompt**.

If the prompt that you have selected is available in more than one language, you have to select a language to play the prompt. Based on the language configured by the administrator, corresponding language prompts are played to the customers.

Note If you use Internet Explorer browser, the selected prompt is downloaded to the local system and will start playing with the available default media player.

| Step 3 | Click **Save**. |

If you try to navigate out of this tab without saving, a confirmation message is displayed to save the changes.

| Step 4 | Select the **Calendars** tab. |
| Step 5 | In the **Calendars** tab, select the required calendars from the list. |

a) Select **None**, if you do not want to assign any calendar.

b) Click **Yes** to confirm the selection.

| Step 6 | Click the preview icon, which is next to the selected calendar to view the calendar details. |
| Step 7 | Click **Save** to associate the selected prompts and calendars with the application. |

If you try to navigate out of this tab without saving, a confirmation message is displayed to save the changes.

| Step 8 | Select the **Default Script Parameters** tab. |

Based on the default script that is selected by the administrator, the parameters for prompts and calendars are selected.

| Step 9 | Modify the required prompts and calendars. |
| Step 10 | Click **Save** to make the selected prompts and calendars as part of the default script. |

Calendar Management

Calendar Management displays the list of calendars and its details. The calendars that are listed are based on the configuration by the administrator. As a supervisor, you can manage the calendars that are assigned to you. The fields that are displayed are as follows:

- **Name**- Displays the calendar name that is associated with the logged in supervisor.

- **Description**- Describes the calendar that is provided by the administrator.

- **Time Zone**- Displays the configured time zone of the calendar.

- **Business Hours**- Displays **Fixed** and **Flexible** hours that are configured for the calendar.

- **Custom Business Days**- Indicates whether custom business days have been configured for the calendar. The indication is displayed even if one custom business day is configured.

- **Holidays**- Indicates whether holidays have been configured for the calendar. The indication is displayed even if one holiday is configured.

- **Associated with**- Lists the names of chats and IVR applications that are associated with the calendar.

- **Action**- Link to the **Manage Calendar** page.

Manage Calendar

As a supervisor, you can modify the following details (available as tabs) in the calendars that are assigned to you:

- **Business Hours**

- **Custom Business Days**

- **Holidays**

For the calendar that you have selected, the following information is displayed:

- **Time Zone**- Displays the configured time zone of the selected calendar.

- **Associated with**- Displays the associated IVR application and chat for the selected calendar.

- **Description**- Displays the description of the calendar that is configured by the administrator.

The details that are available in each tab are as follows:

Business Hours- Based on the requirement, different working hours can be configured. The following three types of time range are provided. By default, the **Business Hours** tab is selected.

- **24 x 7 days**- You can select this option if the contact center works 24 hours and 7 days in a week.

- **Fixed Hours**- You can select this option when the business has fixed working hours for the selected business days of the week. A maximum of three time ranges can be configured.

- **Flexible Hours**- You can select this option when the business has different working hours for different days of the week. You can also configure different working hours for each day of the week. You can configure up to three time ranges for each day.

Custom Business Days- The special days when the contact center works apart from the regular business days with different time range. When a different time range is specified, the Unified CCX engine overrides any previous schedule that was configured in **Custom Business Hours** for the same day.

Holidays- In addition to the defined holidays, the contact center can declare a holiday or reschedule the defined holidays. You can either modify the existing holidays or add more holidays by specifying the day and the date.

Modify Business Hours

When the Custom (Fixed) or Custom (Flexible) hours are not configured, by default **24 Hours x 7 Days** is selected.

Procedure

Step 1	Select **Fixed Hours**. By default, **Monday** to **Friday** is selected.
Step 2	Check or uncheck the days from the **Day** column.
Step 3	Select the working hours, **From** and **To** from **Time Range 1** column. Similarly, select working hours for **Time Range 2** and **Time Range 3**.
	The time range is applicable for all the days that are selected in the **Day** column. The order of selection is from **Time Range 1** to **Time Range 3**.
Step 4	Click **Save**.
	If you have different working hours for different days, configure as follows:
Step 5	Select **Flexible Hours**. By default, **Monday** to **Friday** is selected.
	If you have made some changes in **Fixed Hours**, a confirmation message is displayed to save the changes. Clicking **Yes** updates the database.
Step 6	Check or uncheck the days from the **Day** column.
Step 7	Select the working hours, **From** and **To** from **Time Range 1** column for each day. Similarly, select working hours for **Time Range 2** and **Time Range 3**.
	The time range has to be configured for each selected day.
Step 8	Click **Save**.

Custom Business Days

If custom business days are configured, the same is displayed, else it is blank.

You can add and delete custom business days.

Procedure

Step 1	Enter a name for the custom business day in **Name of the Day** column.
Step 2	Select a date in **Date** column.
Step 3	Select the working hours, **From** and **To** from **Time Range 1** column. Similarly, select working hours for **Time Range 2** and **Time Range 3**.
Step 4	Click **Add Day** to add a custom business day.
Step 5	Click the delete icon to delete the corresponding custom business day.
Step 6	Click **Save**.

Holidays

You can add, modify and delete holidays. You can also add more holidays to a calendar.

Procedure

Step 1	Enter a holiday name in the **Name of the Day** column.
Step 2	Select a date in **Date** column.
Step 3	Click **Add Day** to add more holidays.
Step 4	Click the delete icon to delete a holiday.
Step 5	Click **Save**.

Outbound Campaign Management

Outbound Campaign Management lists the campaigns and its details that are assigned to the logged in supervisor. The fields that are displayed are as follows:

- **Campaign Name**- Displays the campaign name that is associated with the logged in supervisor.

- **Campaign Type**- There are two types of campaign, **Agent** and **IVR**. The type indicates whether the outbound calls are handled by agents or IVR.

> **Note** Callback option is not available for IVR campaigns.

- **Dialer Type**- There are three types of dialer, **Direct Preview**, **Predictive**, and **Progressive**. **Predictive** and **Progressive** dialers are available for both types of campaign. **Direct Preview** is available only for the **Agent** type campaign.

- **Time**- Displays the **From** and **To** time of the campaign, which can be edited. You can save the edited time or revert. The timing is applicable for every day as long as the campaign is enabled.

- **Contacts Remaining**- Displays the number of contacts that are yet to be dialed for the campaign. During manual import of contacts, the import status is also displayed in this column.

- **Enabled**- Displays a toggle button that can be used to enable or disable a campaign.

- **Action**- A link to the **Update Contacts** page, where you can delete the existing contacts, import new contacts and modify auto import schedule.

Update Contacts

Update Contacts window provides information about the number of contacts that are to be dialed out. You can delete the contacts. You can manually import contacts and schedule the import of contacts for the campaign.

| **Note** | For reference, the server time zone is displayed at the bottom of the window. |

Procedure

| Step 1 | Click **Update Contacts** for the required campaign in the **Outbound Campaign Management** tab. |
| Step 2 | The **Update Contacts** page displays the following: |

Field	Description
Contacts Remaining	The number of contacts that are yet to be dialed for the campaign.
Manual Import	To import the contacts that are to be dialed for the campaign. This tab is selected by default.
Schedule Import	To schedule import of contacts that are to be dialed for the campaign. **Note** If you want the option to schedule import of contacts for a campaign, contact your administrator.

| Step 3 | Click the **Delete** icon to delete the contacts from the database. Delete is applicable for contacts that are imported manually and through **Schedule Import**. |

A confirmation message is displayed.

| Step 4 | Click **Yes** to delete the contacts. |

The campaign is disabled, contacts are deleted, and the value of **Contacts Remaining** is updated to **0**.

Manual Import of Contacts

You can manually import contacts from a CSV file (in .csv or .txt format) into the Unified CCX database. The **Manual Import** tab displays the date and time of the last import.

Procedure

Step 1	Click **Select File**, browse, and select the file that you want to import.
Step 2	Enable **Allow Duplicate Contacts** if you want to save duplicate contacts in the database.
Step 3	Select appropriate fields from **Column 1** to **Column 7** in the same order as they are in the CSV file.

Predective and Progressive Campaigns have six columns and Direct Preview Campaigns have seven columns.

| Step 4 | Click **Save**. The contacts from the selected file are imported into the Unified CCX database.
The progress of importing contacts is displayed at the top of the page. If you close the page, the progress is displayed in the **Contacts Remaining** column of the **Outbound Campaign Management** page. |

Note	During manual import, if you go to the **Update Contacts** page the status is displayed at the top the page and the **Delete** icon is disabled. After the import of contacts is complete, the **Contacts Remaining** and **Last Import** information is updated and the **Delete** icon is enabled.

Schedule Import of Contacts

You can schedule import of contacts into the Unified CCX database that is used for outbound campaigns. A CSV file (in .csv or .txt format) that is available in the configured path (by administrator) can be scheduled for import of contacts. The **Schedule Import** tab displays the date and time of the last import.

Procedure

Step 1 Enable **Allow Duplicate Contacts** if you want to save duplicate contacts in the database.

Step 2 Select appropriate fields from **Column 1** to **Column 7** in the same order as they are in the CSV file.

Predictive and Progressive Campaigns have six columns and Direct Preview Campaigns have seven columns.

Step 3 Select appropriate **Start Date**.

Step 4 Select appropriate **Start Time**.

Step 5 Select **Repeat Every Hours**, if the contacts are being updated regularly.

Step 6 Enable **Schedule**.

Step 7 Click **Save**. A confirmation message is displayed.
The contacts from the predefined file are imported into the Unified CCX database at the scheduled date and time. To view the status of the scheduled import of contacts, revisit this tab.

Schedule Import of Contacts