



Introduction

- [CTI Toolkit Supervisor Desktop, on page 1](#)
- [CTI Toolkit Supervisor Softphone, on page 2](#)
- [Team Real-Time Status, on page 2](#)
- [CTI Statistics, on page 3](#)

CTI Toolkit Supervisor Desktop

The CTI Toolkit desktop has three major components:

- **Supervisor Softphone.** The Supervisor Softphone functions in much the same way as the agent softphone.
- **Team Real-Time Status.** This window provides supervisors with information about the current state of agents who are part of the supervisor's team. The window also provides access to the following functions:
 - Making an agent Ready
 - Logging out agents
 - Silent monitoring, Barge-in, and intercepting of agent calls



Note With the CTI OS-based silent monitor, supervisors cannot be silent monitored. Only agents can be silent monitored. With the Unified CM-based silent monitor, supervisors can be silent monitored.

- **CTI Statistics.** This window displays two types of statistics:
 - Individual statistics for the agent logged in to the phone.
 - Statistics for the supervisor who is currently logged in and for the skill groups to which the supervisor and the supervisor's team belong.

When the supervisor logs in, the Supervisor Softphone and the Team Real-Time Status windows appear. The CTI Statistics window appears when the supervisor clicks Show Statistics on the Softphone window. The following sections provide an overview of each of the windows.

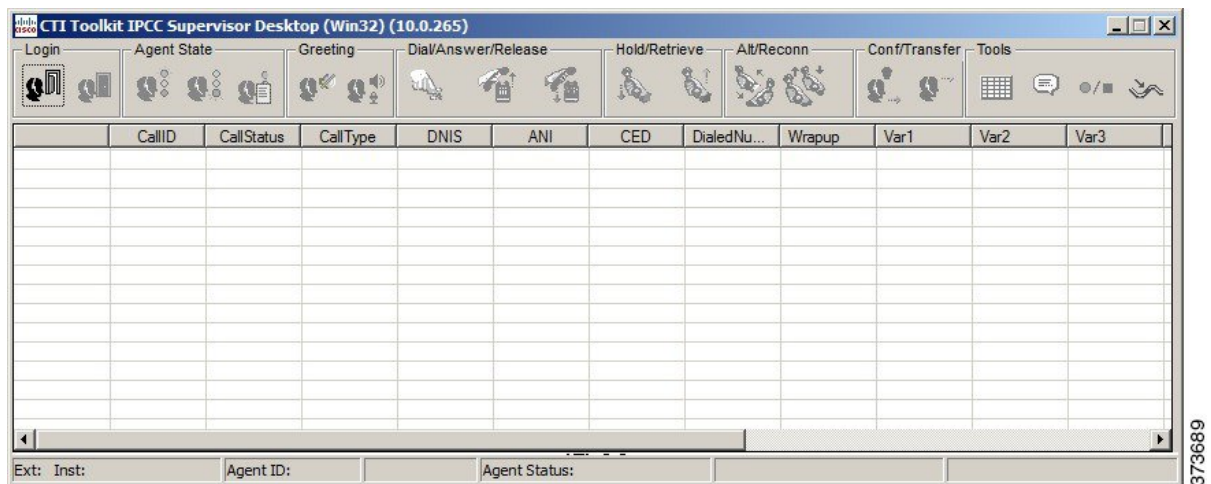


Note The CTI Toolkit Supervisor Desktop is supported for use on Cisco Unified Contact Center Enterprise (Unified CCE) and Cisco Unified Contact Center Hosted (Unified CCH). It is not supported for use on Time Division Multiplexing (TDM) peripherals.

CTI Toolkit Supervisor Softphone

The CTI Toolkit Supervisor Softphone provides supervisors with many of the same functions available with the agent softphone.

Figure 1: CTI Toolkit Supervisor Desktop (Win32)



This window consists of the following main sections:

- **Login.** Allows the supervisor to log in and log out.
- **Agent State.** Allows supervisors to change their state to Ready, Not Ready, and Wrapup.
- **Tools.** Allows the invoking of statistical displays, initiation of a chat session, recording of calls, and the reporting of a bad line.
- **Call Information.** Displays call-related data for each call currently on the softphone.
- **Status bar.** Displays information about the status of the softphone.

Team Real-Time Status

The following Team Real-Time Status window provides the current status of members of the agent team. The window also provides information about calls that agent team members are currently handling. From the window, you can place agents in the ready state, log agents out, start silent monitor, stop silent monitor, barge in on agent calls, and intercept agent calls.

