Supervisor Desktop

Supervisor Softphone Login

After the CTI Toolkit Supervisor Desktop software installation is complete, you can start the Supervisor Softphone by selecting **Start > All Programs > Cisco Systems CTI Toolkit > Unified CC Supervisor Desktop.**

Upon startup, the Supervisor Softphone and Team Real-Time Status windows appear.

To log in to the Supervisor Softphone, click **Login**; the **Login** dialog box appears. Logging in connects you to the CTI OS Server and allows you to use a selected connection profile.

Note The Login dialog box varies for different peripheral types. For additional information, refer to the *CTI OS Agent Desktop User Guide for Cisco Unified ICM* at http://www.cisco.com/c/en/us/support/customer-collaboration/computer-telephony-integration-option/products-user-guide-list.html.

Enter the following information in the dialog box:

- **Connect to.** The connection profile that you want to use. (Use the drop-down menu to choose a profile.)

- **Agent ID.** Your agent ID as assigned by your manager.

    Note Depending on the option chosen for logging in during the installation of the CTI OS Server, the **Login** dialog box on the Supervisor desktop prompts for either the Agent ID or the Login Name.

- **Password.** Your password as assigned by your manager.

- **Instrument.** The device ID assigned to the phone set you receive calls on.

    Note The fields in the Mobile Agent section of the dialog box are accessible only if Mobile Agent was enabled during the CTI OS Server installation.

- **Mobile Agent.** Check this box if you are logging in as a Mobile Agent (that is, if you are logging in to a phone that is not directly controlled by Cisco Unified Communications Manager). In the **Mobile Agent** section of the dialog box, enter the phone number that the Mobile Agent is using to receive calls. Enter the number in the same format as you would dial it from an IP Phone, unless your system administrator instructs you to enter the number in another format.

> **Note** CTI OS does not validate Mobile Agent phone numbers upon login. Take care to ensure that the number you enter is valid and correct. Otherwise, a scenario results in which the CTI OS desktop shows the incoming call, but the customer only hears ringing out and the agent phone does not ring because the destination number is not correct.

Choose one of the following Call Mode values from the drop-down menu:

- **Call-by-Call** Agent's phone is dialed for each incoming call.

- **Nailed Connection** Agent's phone is dialed once immediately after login and remains connected through multiple customer calls.

> **Note** The instructions that are described in this document for using your agent or supervisor desktop do not address important differences that may apply when you log in as a Mobile Agent. For instructions on using your desktop when you log in as a Mobile Agent, please consult the *Cisco Unified Contact Center Enterprise Features Guide* at http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html.

Enter the information and click **OK**. After a successful login, the following events occur:

- The supervisor automatically goes into the Not Ready state.

- The status bar on the bottom of the Supervisor Softphone window displays the following information:

  - Agent ID for the logged-in supervisor

  - Supervisor's extension

  - Supervisor's instrument

  - Current supervisor status

  - The server that the supervisor is connected to

- The **Ready**, **Dial**, and **Logout** agent state control buttons are enabled.

> **Note** If a non-supervisor logs in to the Supervisor Softphone, the Real-Time Statistics grid remains blank. With the exception of this one variation, the Supervisor Softphone functions the same as the agent softphone.

Log Out of the Supervisor Softphone

Procedure

Step 1	Start the logout process one of two ways:

- If **Logout** is enabled, click it. Unified CCE/CCH requires that an agent be in Not Ready state to log out; therefore, **Logout** is disabled if the agent is in any other state. In this case, click **Not Ready** first, then click **Logout**.
- If you click **Not Ready** first, a **Select Reason Code** dialog box might appear next, depending on how your administrator has configured your agent settings. This dialog box includes a drop-down list of reason codes.

Step 2	Choose a reason code from the drop-down list.
Step 3	Click **OK**. When you enter Not Ready state, **Logout** becomes enabled.
Step 4	Click **Logout**. Depending on how your administrator has configured your agent settings, a **Select Reason Code** dialog box might appear next. This dialog box includes a drop-down list of defined reason codes.
Step 5	Choose a reason code from the drop-down list.
Step 6	Click **OK**.

What to do next

After a successful logout, the following occurs:

- You are logged out of CTI OS and Unified Contact Center.

- All entries in the status bar at the bottom of the CTI Toolkit Supervisor Desktop window become blank.

- All the agent state control buttons except **Login** are disabled.

- All **Call Control** buttons are disabled.

Note In a Mobile Agent environment, if a Nailed-up mobile agent connection is dropped (for example, when disconnecting the phone), the agent is logged out automatically.