



Supervisor Softphone

- [Supervisor Softphone Capabilities, on page 1](#)
- [Softphone User Interface, on page 1](#)
- [Process Calls, on page 3](#)

Supervisor Softphone Capabilities

The Supervisor Softphone has all of the capabilities of an agent softphone and also includes functions that allow supervisors to monitor and manage their agent team members.

A Supervisor Softphone has the following capabilities:

- Provides real-time agent status information of all agent members managed by the supervisor.
- Provides call information (call data and events) of an actively monitored agent (that is, the agent currently selected in the **Real-Time Statistics** grid).
- Supports call monitoring features (silent monitor, barge in, and intercept).
- Supports emergency and supervisor assist calls.
- Allows exchange of text messages between the supervisor and one of the agent team members (chat).
- Allows the supervisor to change the agent state of a supervised agent to Logout or Ready, depending on the agent's current state.

Softphone User Interface

The Supervisor Softphone is similar in appearance and operation to the Agent Softphone. The softphone buttons are grouped for login, agent state, dial/answer/release, hold/retrieve, alternate/reconnect, conference/transfer, and tools.

Related Topics

[CTI Toolkit Supervisor Softphone](#)

Supervisor State Control

Use the following state control buttons to set a specific supervisor state.

- **Login.** This section contains:
 - **Login.** Displays the Login window.
 - **Logout.** Displays the Logout window.
- **Agent State.** This section contains:
 - **Ready.** Puts the supervisor in a ready state.
 - **Not Ready.** Puts the supervisor in a not ready state.
 - **Wrap Up.** Puts the supervisor in wrap up mode.

**Note**

When a supervisor logs in to the Supervisor Desktop after an agent, the real-time agent state is displayed as **Unknown** (until there is a change in the agent's state), instead of the existing state. However, if the supervisor logs in before an agent, the existing state is shown.

Related Topics

[Supervisor Desktop](#)

Supervisor Call Control

The Supervisor Softphone allows a supervisor to perform the following call control actions:

- **Dial.** Initiate a new call.
- **Answer.** Answer the selected call.
- **Release.** Drop a selected call.
- **Hold.** Put the selected call on hold.
- **Retrieve.** Take back the call from the hold state.
- **Alternate.** Put an active call on hold and retrieve the held call.
- **Reconnect.** Drop the talking connection and reconnect to the held call.
- **Conference.** Initiate a conference operation.
- **Transfer.** Initiate a call transfer operation.

Related Topics

[Process Calls](#), on page 3

Tools

The Tools buttons provide the supervisor with the following capabilities:

- **Show Statistics.** Display the CTI Statistics window with Agent and Queues statistics.
- **Chat.** Initiate a chat session with a specified agent.

- **Record.** Record any call that appears in the supervisor's call information display.
- **Bad Line.** Log a poor-quality connection in the Unified CCE database.

Related Topics

[Manage Agents](#)

[Statistical Information](#)

Call Information Grid

The Call Information Grid of the Supervisor Softphone displays call information about all supervisor calls. Any emergency and assist calls appear in this grid and can then be answered by the supervisor.

Supervisor Status Bar

The Supervisor Softphone has a status bar that appears at the bottom of the window.

Process Calls

Supervisors can use CTI Toolkit Supervisor Softphone to do the following:

- Make calls
- Answer calls
- Hang up calls
- Transfer calls
- Initiate conference calls
- Send DTMF Tones

The following sections describe each function.

Make Calls

Procedure

- Step 1** Enter the Not Ready state.
- Step 2** Click **Dial**.
- Step 3** Enter the phone number to be dialed in the **Number to Dial** field or choose a destination from the drop-down menu. The drop-down menu contains the last six numbers dialed from this desktop.

Optionally, you can click **More** to see the following information:

This dialog box contains the **Call Data** tab, where you can optionally enter data associated with the call. When you finish, click **Close**.

Step 4 Click **Make Call**.

Answer Calls

To answer an incoming call, click **Answer**. When the call is answered, the **Release** button becomes enabled.

Hang Up Calls

To hang up a call, click **Release**.

Transfer Calls

Procedure

Step 1 Click **Transfer**.

Step 2 Enter the phone number to be dialed in the **Number to Dial** field or choose a destination from the drop-down menu. The drop-down menu contains the last six numbers dialed from this desktop.

Optionally, you can click **More** to see additional information.

This dialog box contains the **Call Data** tab, where you can optionally enter data associated with the call.

Step 3 Choose one:

- If you do not want to speak with the consulted agent, click **Single Step**. The call is transferred automatically.
 - If you want to speak with the consulted agent, click **Transf Init** to put the call on hold. You can speak to the consulted agent before completing the transfer. When the consult call is answered, **Transf Init** changes to **Transf Complete**. To complete the transfer, click **Transf Complete**.
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Initiate Conference Calls

Procedure

Step 1 Click **Conference**.

Step 2 Enter the phone number to be dialed in the **Number to Dial** field or choose a destination from the drop-down menu. The drop-down menu contains the last six numbers dialed from this desktop.

Optionally, you can click **More** to see additional information.

Step 3 Click **Conf Init**. The call is now put on hold. You can speak to the consulted agent before completing the conference. When the consult call is answered, **Conf Init** changes to **Conf Complete**. To complete the conference, click **Conf Complete**.

When the conference operation is complete, the two calls then appear on the Call Information Grid as one call.

Send DTMF Tones

Occasionally, a supervisor may need to send Dual Tone Multi-Frequency (DTMF) tones to a pager, Voice Response Unit (VRU), voicemail system, or other similar device. To transmit DTMF tones when connected to a call, perform the following steps:

Procedure

- Step 1** Choose an active call in the Call Information Grid.
 - Step 2** Click **Dial**.
 - Step 3** Enter or click the keypad button that corresponds to the digit or character for which you want to send a DTMF tone.
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