



## Manage Supervisors

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You can configure agents to have supervisor status.

Supervisors with Single Sign-on (SSO) enabled, use their SSO credentials to sign in to Unified CCE Administration.

Supervisors with Single Sign-on (SSO) disabled, use their Unified ICM credentials to sign in to Unified CCE Administration.

With Supervisor status, agents can perform the following tasks:

- Supervise multiple teams and can be both a supervisor and a member of a team.
- Generate reports and view data for the teams they supervise and the agents on those teams.
- Use a supervisor desktop to barge-in, intercept, silently monitor, and log out agents.
- Join an agent or customer call to assist on a consultative or emergency basis. The agent's ability to request supervisor assistance is a setting on the Desk Settings.
- Change the attributes, and skill groups of agents who are on teams they supervise. Supervisors can also change the passwords for agents who do not have single sign-on enabled.

To configure supervisors in Unified CCE Administration, go to **Unified CCE Administration > Manage > Agents**. Select an agent and click the Supervisor tab.

- [Supervisor Access and Permissions, on page 1](#)
- [Add Supervisor Status to an Agent, on page 3](#)

## Supervisor Access and Permissions

Supervisors can access tools on the Manage menu, as follows:

Tool	Permissions
Agents	<p>On the Agent List page, supervisors can see and edit settings for the agents that they supervise.</p> <ul style="list-style-type: none"> <li>• <b>General</b> tab: Supervisors can edit the password for agents who do not have single sign-on enabled. Other fields are read-only.</li> </ul> <p>After changing the agent's password,</p> <ul style="list-style-type: none"> <li>• The agent can sign in to Cisco Finesse only after 30 minutes, or</li> <li>• Restart Unified Intelligence Center Reporting Service and then the agent can sign in to Cisco Finesse.</li> </ul> <ul style="list-style-type: none"> <li>• <b>Attributes</b> tab: Supervisors can add, modify, and remove attributes for agents on teams they supervise.</li> <li>• <b>Skill Groups</b> tab: Supervisors can add and remove the agent's membership in skill groups and can change the agent's default skill group.</li> <li>• <b>Supervised Teams</b> tab: Read-only for supervisors.</li> </ul> <p>Supervisors can also change skill group or attribute assignments for up to 50 agents at once by selecting the agents on the Agent List page, and then clicking <b>Edit &gt; Skill Groups</b> or <b>Edit &gt; Attributes</b>.</p> <p><b>Note</b> If a supervisor attempts to make numerous membership changes at once (in excess of 3500 in a single save), the system alerts the supervisor of attempting too many changes in a single operation.</p>
Attributes	<p>On the Attributes List window, supervisors can see and edit agent attribute assignments. Supervisors cannot add or delete attributes.</p> <ul style="list-style-type: none"> <li>• <b>General</b> tab: Fields are read-only.</li> <li>• <b>Agents</b> tab: Supervisors can add and remove attribute assignments for agents that they supervise.</li> </ul>
Precision Queues	Read-only.
Skill Groups	<p>On the Skill Group List page, supervisors can see and edit membership for skill groups. Supervisors cannot add or delete skill groups.</p> <ul style="list-style-type: none"> <li>• <b>General</b> tab: Fields are read-only.</li> <li>• <b>Members</b> tab: Supervisors can add and remove skill groups for agents that they supervise.</li> </ul>
Teams	Read-only.

# Add Supervisor Status to an Agent

This procedure explains how to create a supervisor. For information on maintaining supervisors, see [Update Objects](#) and [Delete Objects](#).



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**Remember** The agent to whom you are adding supervisor status must already exist in Active Directory.

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In Unified CCE Administration, go to **Unified CCE Administration > Manage > Agents**.

## Procedure

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- Step 1** Create a new agent or edit an existing agent. See [Add and Maintain Agents](#).
  - Step 2** Check **Is Supervisor** to configure this agent as a Supervisor.
  - Step 3** Click the **Supervised Teams** tab.
  - Step 4** Select the teams for this supervisor:
    - a) Click **Add** next to **List of Supervised Teams** to open **Add Supervised Teams**.
    - b) Click the team name to add the team.
  - Step 5** Click **Save** to create the supervisor.
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