



# Unified Contact Center Express

Supervisor Training

Finesse Supervisor & Agent Re-Skilling

Version 12.5

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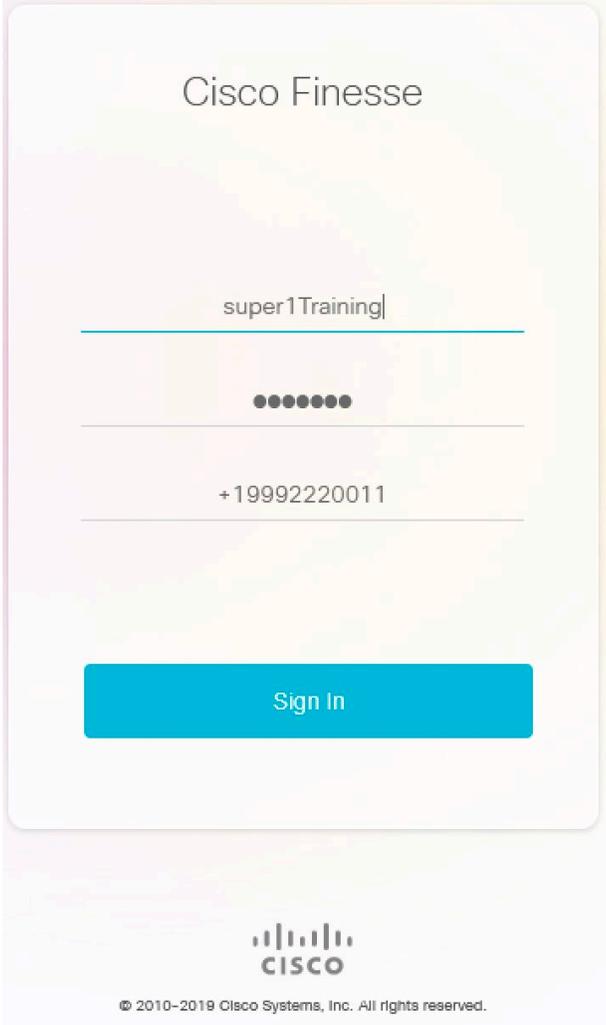
# Finesse Supervisor Desktop

This document is to be used in addition to the Agent guide for the additional supervisor features.

## Login to Finesse Supervisor Desktop

With Finesse, the Agent/Supervisor are combined and have the same login process. Enter <https://ccagent:8445/desktop> into your browser's address bar (or use the shortcut on your desktop) to navigate to the login screen. The Desktop Login screen shown below appears. Enter your username (ID), password, and ACD extension; click **OK**. The username is case sensitive.

*Note: If you are using Extension Mobility, make sure you are logged into a phone first.*



*At first sign-in, Chrome and Firefox will prompt to allow notifications; enable this feature.*



The Supervisor interface is presented upon successful login. The “Manage Team” window displays by default.

The screenshot shows the Cisco Finesse Supervisor interface. At the top, there is a header with the Cisco logo, the text 'Cisco Finesse', and a status indicator 'Not Ready' with a timer '00:12:36'. Below the header is a navigation sidebar with icons for 'Manage Team', 'My History', 'Team Data', 'Queue Data', and 'Advanced Capabilities'. The main content area is titled 'Team Performance' and shows a table for the 'Training' team. The table has columns for 'Agent Name', 'State', 'Time in State', 'Extension', and 'Actions'. Two agents are listed: 'Agent2 Training' (Ready) and 'Super1 Training' (Not Ready - Agent Logon).

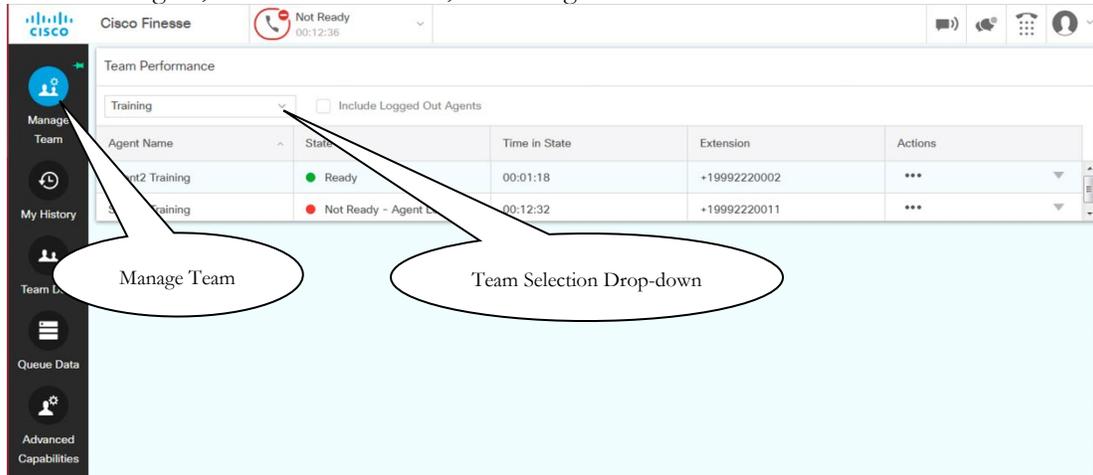
Agent Name	State	Time in State	Extension	Actions
Agent2 Training	Ready	00:01:18	+19992220002	...
Super1 Training	Not Ready - Agent Logon	00:12:32	+19992220011	...

# Manage Team

To manage your team(s), click **Manage Team**. The supervisor must pick the desired team to see its members.

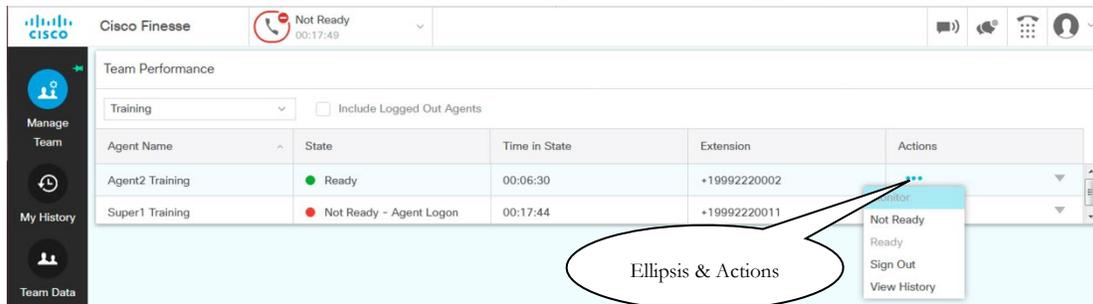
## Team Performance

The “Team Performance” gadget allows the supervisor to perform supervisor functions such as controlling agent login/logout and monitoring calls. It shows each agent’s name, the current state of the agent, the time in that state, and the agent’s extension.



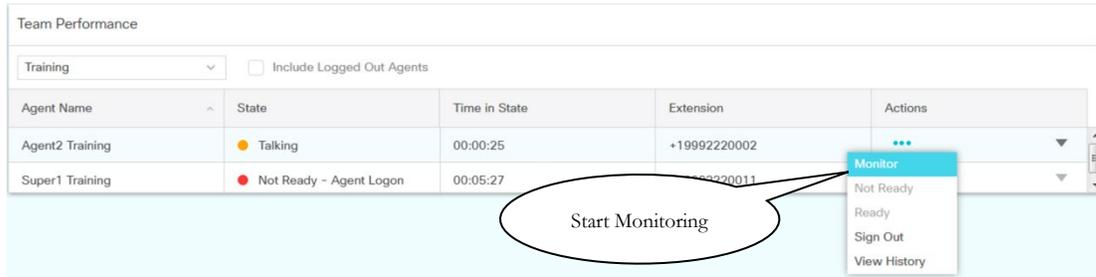
## Team Performance - Actions

The supervisor can monitor each agent’s active call as well as each agent’s call history and state changes since midnight and make agents Ready, Not Ready, or log them out. In the “Team Performance” gadget on the **Manage Team** tab, click on the ellipses in the “Action” column for a listed agent. There you will see the context sensitive actions appear.

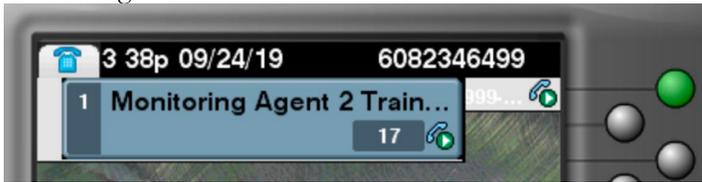


### Monitor an Agent Call

Calls can be monitored by selecting the Actions ellipses for an agent on an active call and clicking the **Monitor** link. This allows the supervisor to silently listen to the conversation. The supervisor must be **Not Ready** and can only monitor one agent at a time.



The call will play through the supervisor’s phone and will display which agent the supervisor is monitoring.



To stop monitoring the agent, hang up the monitored call.

### Barge In on a Call

The Barge In feature enables you to join an agent’s phone conversation, creating a three-way conference call between the supervisor, the agent, and the caller. When you click the **Barge In** button, you are automatically added to the call. The agent sees a message that you are attempting to join the call, and then sees a message that you have successfully joined it.

You can’t barge in to conference calls and you can’t barge in if an agent is on hold or is on two calls. Barging is also unavailable if the agent is not logged into Finesse.

To barge in on a call, you must first be monitoring the call (see the above instructions). While you are monitoring a call, click the **Barge In** button. You are added to the call.

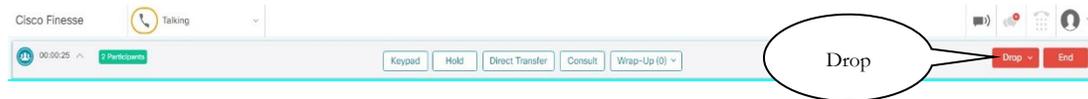


### Intercept a Call

The Intercept feature enables you to intercept a phone call while disconnecting the agent from that call.

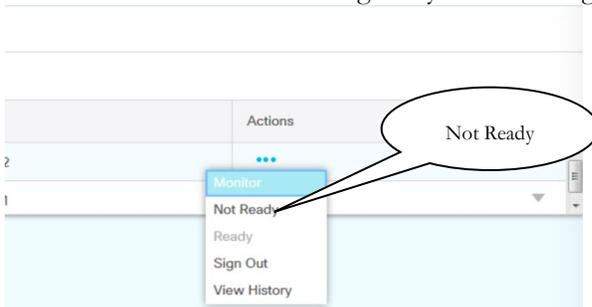
You can't intercept a call if the agent is on hold or is on two calls.

To intercept a call, you must first barge in to the call (see the above instructions). While you are barged in to the call, click the **Drop** button, select the agent (by extension), and it will drop the agent from the call, leaving the supervisor and the original caller on the line.



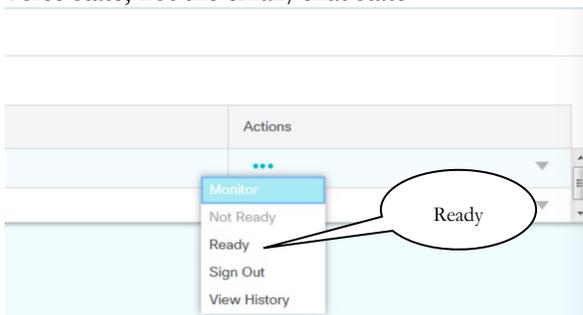
### Make an Agent Not Ready

Click the **Not Ready** link and the agent will be switched to Not Ready with a system reason code of 33. Note that this change only affects the agent's voice state, not the email/chat state.



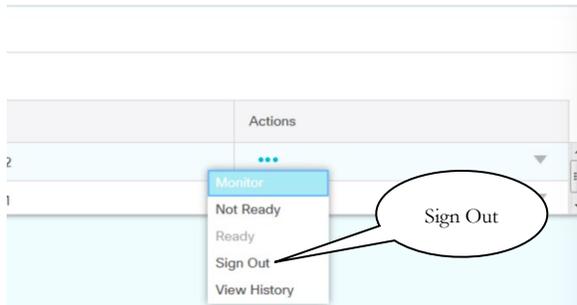
### Make an Agent Ready

Click the **Ready** link and the agent will be made Ready to take calls. This means that the next call in queue will start to ring the agent's phone. Note that this change only affects the agent's voice state, not the email/chat state.



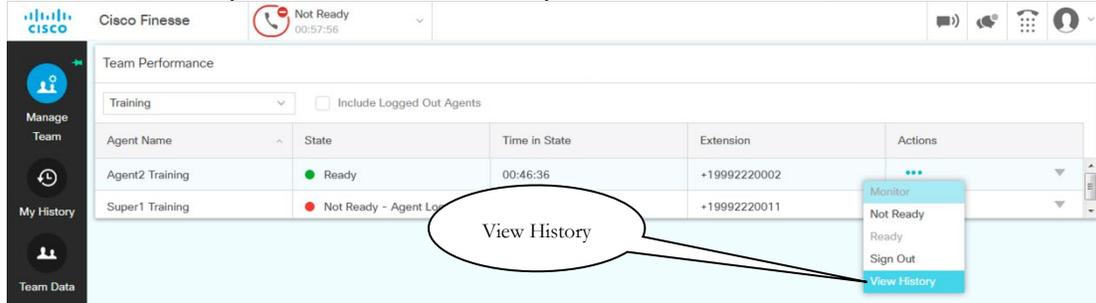
### Sign Out an Agent

Click the **Sign Out** link and the agent will be signed out of Finesse with a system reason code of 22.



### View Agent History

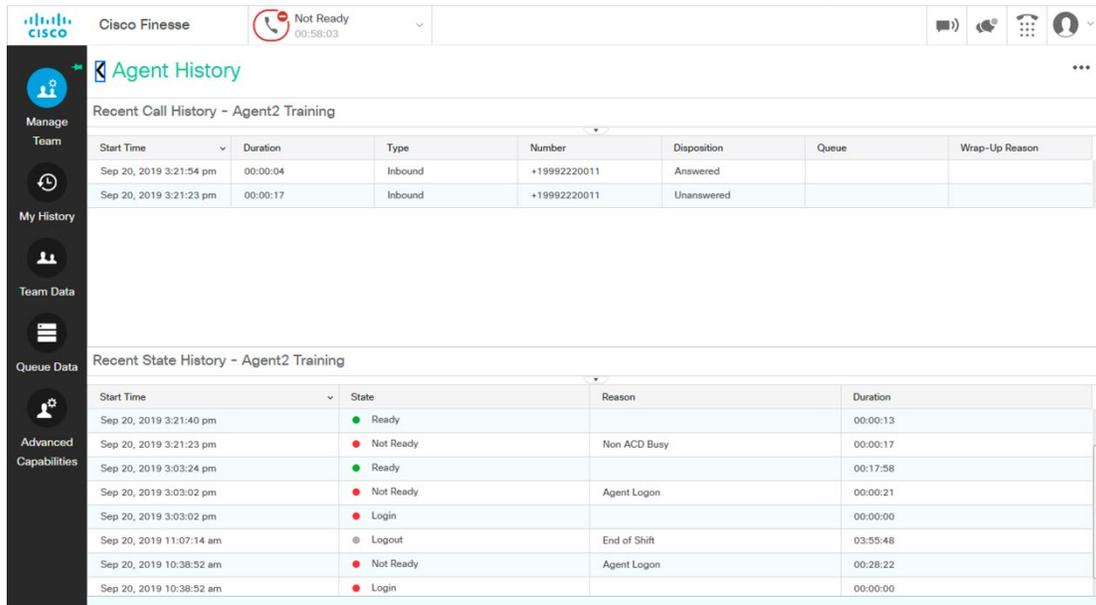
Selecting **View History** from the Actions list will replace the “Team Performance” gadget with “Recent Call History” and “Recent State History”.



The “Recent Call History” gadget will populate that agent’s call history since midnight, including direction of call, timestamp, duration, dialed number, queue (if applicable,) and wrap-up data (if applicable).

The “Recent State History” gadget will populate all state changes for that agent since midnight, including when the change occurred, reason code for that state, and duration in that state.

These are identical to what the agents see for themselves in their reports.



To return to the “Team Performance” gadget click the arrowhead to the left of the “Agent History” title in green in the upper left corner.



### Agent Call Details

While an agent is on an active call, you can see the details for that call, and up to five call variables, by clicking the arrow icon in the Actions cell of the Team Performance grid.

Agent Name	State	Time in State	Extension	Actions
Agent2 Training	Talking	00:00:15	+1999222000	
Super1 Training	Not Ready - Break	00:42:35	+1999222000	



### Call details:

Agent Name	State	Time in State	Extension	Actions
Agent2 Training	Talking	00:00:25	+19992220002	***
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Queue : Training Voice</p> <p>Active Participants : +19991110003, 3124931279</p> <p>Held Participants : -</p> <p>Duration : 00:00:25</p> <p>Call Status : Active</p> <p>Queue Name : Training Voice</p> </div> <div style="width: 45%;"> <p>Left 1 : something to say here</p> <p>Left2 : 4</p> <p>Right 2 : 4</p> </div> </div>				
Super1 Training	Not Ready - Break	00:42:45	+19992220011	***

The first value you see on the left side is the Call Header variable. In this case it is “Queue: Training Voice” but will be whatever is defined for that layout. The rest of values on the left are defined by Cisco and cannot be changed.

On the right you will see up to five of the Call Variables that were selected to be presented to the agent in the popover. In this case Left 1, Left2, and Right 2 were chosen.

Click the arrow head again to collapse the viewer.

## My History

Use the **My History** tab to view your own “Recent Call History” report (for calls since midnight), which also allows you to dial directly to any calls in today’s call history from the handset icon in the “Actions” column.

The “Recent State History” report shows your state changes since midnight (Ready, Not Ready, Reserved, Talking, etc.).

The screenshot shows the Cisco Finesse supervisor desktop interface. At the top, it displays 'Cisco Finesse' and a status indicator 'Not Ready 00:34:16'. The left sidebar contains navigation options: 'Manage Team', 'My History' (highlighted with a blue circle and a callout bubble labeled 'My History'), 'Team Data', 'Queue Data', and 'Advanced Capabilities'. The main content area is divided into two sections:

- Recent Call History:** A table with columns: Type, Number, Disposition, Wrap-Up Reason, Queue, Start Time, Duration, and Actions. It lists two outbound calls to +19992220002. The first is 'Answered' and the second is 'Unanswered'. Both have a duration of 00:00:08 and 00:00:17 respectively. The 'Actions' column for each row contains a handset icon (circled with a callout bubble labeled 'Make Call') and a delete icon.
- Recent State History:** A table with columns: Start Time, State, Reason, and Duration. It lists various state changes such as 'Logout', 'Not Ready', and 'Login' with their respective reasons and durations.

This is identical functionality to what is in the agent’s **My History** screen.

# Team Data

For all agent statistics, click **Team Data** to display data about the team. All agents on any of the supervisor’s teams will be displayed in the gadgets. Use the “Show Toolbar” button to access different gadget views.

Agent Name	Agent ID	Login Duration (sinc...	Average	
			Short Term	Long Term
Agent2 Training	agent2Training	01:14:16	00:00:00	00:00:00
Super1 Training	super1Training	01:34:05	00:00:00	00:00:00

Select different gadget views by selecting the drop-down arrow under the Team Summary Report header and selecting from the following views:

- Team Summary Report - Short and L
- Team Summary Report - Short and Long Term Average**
- Team Summary Report - Since Midnight

The top view (“Team Summary Report - Short and Long Term”) displays the names of the agents, logged in duration, and the short and long term statistics for talk time and hold time.

Agent Name	Agent ID	Login Duration (sinc...	Average Talk Time		Average Hold Time	
			Short Term	Long Term	Short Term	Long Term
Agent2 Training	agent2Training	01:17:28	00:00:00	00:00:00	00:00:00	00:00:00
Super1 Training	super1Training	01:37:17	00:00:00	00:00:00	00:00:00	00:00:00

The bottom view (“Team Summary Report - Since Midnight”) displays the agent names, number of calls presented and completed, the average, max, and total for multiple metrics, etc.

A...	A...	L...	C...	C...	A...	Talk Time			Hold Time			Ready Time			Not Ready Time			After Call Work Time		
						A...	Max	T...	A...	Max	T...	A...	Max	T...	A...	Max	T...	A...	Max	T...
Age...	agen...	01:1...	0	0	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...
Sup...	supe...	01:3...	0	0	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...



Below the Team Summary report are the Chat Agent Statistics Report and the Email Agent Statistics Report. These show all agents on all the Supervisor's teams that are skilled for chat and email, current agent states, as well as stats since midnight.

Chat Agent Statistics Report 

Agent Name	Agent ID	Current State	Duration	Current Acti...	Contacts Pr...	Contacts H...	Contacts A...	Contacts R...	Contacts D...
Super1 Training	super1Training	Not Ready	00:00:13	0	0	0	0	0	0

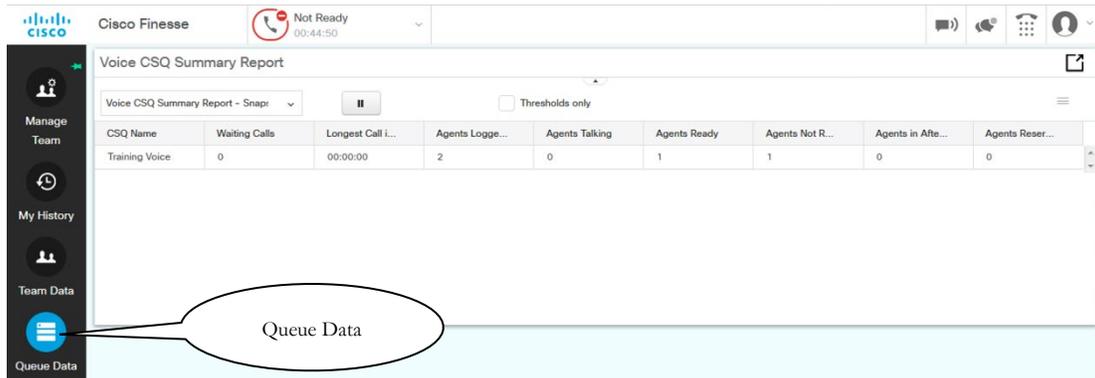
Email Agent Statistics Report 

AgentName	AgentId	State	Duration	Active Emails	Emails Presen...	Emails Handled	Emails Discar...	Emails Reque...
Super1 Training	super1Training	Not Ready	00:00:14	0	0	0	0	0

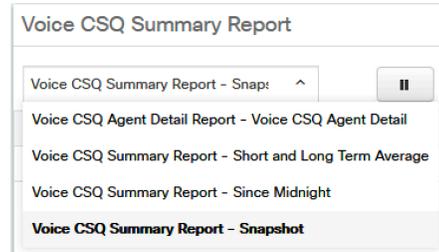


## Queue Data

For all queue statistics, click **Queue Data** to display the data about the queues. All agents on any of the supervisor’s teams will be displayed in the gadgets. Use the “Show Toolbar” button to access different gadget views.



Select different gadget views by selecting the drop-down arrow under the “Voice CSQ Summary Report” header and selecting from the four views:



The first view (“Voice CSQ Agent Detail Report”) displays the name of the agent per queue, the agent’s current state, how long they have been in that state, and the reason code of that state.

CSQ	Agent Name	Agent ID	Current State	Duration	Reason
Training Voice	Agent2 Training	agent2Training	Ready	00:36:27	
Training Voice	Super1 Training	super1Training	Not Ready	00:47:41	Agent Logon

The second view (“Voice CSQ Summary Report - Short and Long Term Average”) displays the CSQ names, Calls Abandoned, Calls Dequeued, Average Handle Times, Average Waiting Times, and Service Level.

CSQ Name	Calls Abandoned		Calls Dequeued		Average Contact Handling Time		Average Waiting Duration		Service Level	
	Short Term	Long Term	Short Term	Long Term	Short Term	Long Term	Short Term	Long Term	Short Term	Long Term
Training Voice	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	50.00	66.67

The third view (“Voice CSQ Summary Report - Since Midnight”) displays the CSQ names, Waiting Calls, Abandoned Calls, Handled Calls, Total Calls, Longest Call in Queue, and the Longest Handle Time.

CSQ Name	Waiting Calls	Abandoned Calls	Handled Calls	Total Calls	Longest Call in Queue	Longest Handle Time
Training Voice	0	0	0	0	00:00:00	00:00:00



The fourth view (“Voice CSQ Summary Report - Snapshot”) displays the CSQ names, Waiting Calls, Longest Call in Queue, Agents Logged In, Agents Talking, Agents Ready, Agents Not Ready, Agents in After Call, and Agents Reserved.

CSQ Name	Waiting Calls	Longest Call i...	Agents Logge...	Agents Talking	Agents Ready	Agents Not R...	Agents in Afte...	Agents Reser...
Training Voice	0	00:00:00	2	0	1	1	0	0



## Moving and Resizing Gadgets

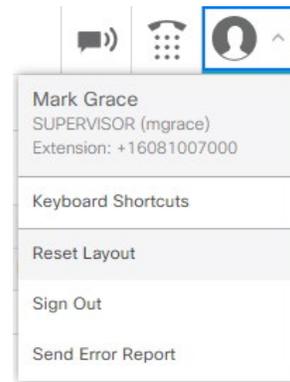
All the gadgets (real-time reports) on the **My History**, **Team Data**, and **Queue Data** pages support drag and drop, so you can rearrange or resize the gadgets to your personal preferences.

Move a gadget by placing your mouse on the gadget header/title bar, then dragging and dropping the gadget where you like.

Resize a gadget by placing your mouse on the gadget border and dragging to a new size.

- The maximum length of the gadget is restricted to the screen length.
- The minimum length of the gadget is restricted to 1/12<sup>th</sup> of the screen length.

You can reset their sizes and locations back to the system defaults by selecting **Reset Layout** from the user options drop-down on the top-right corner of the screen







# CCX Supervision

## Agent Re-Skilling

Supervisors may re-skill their agents at any time by logging into <https://mc-uccx-01.utoledo.edu/appadmin> using their Active Directory (network) credentials.



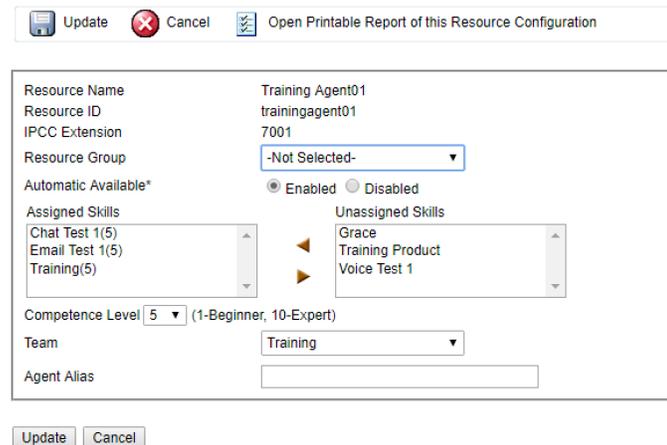
Select **Subsystems | RmCm | Resources**.

### Resources



Click the name of the appropriate agent.

### Resource Configuration



Change an existing skill level by selecting it in the “Assigned Skills” box and then selecting a new “Competence Level”.

Click the **Update** button when finished.



# CSQ Configuration

## Change Wrapup Time or Service Level

Supervisors may change the post-call wrap-up (Work) time or Service Level by logging into <https://mc-uccx-01.utoledo.edu/appadmin> using their Active Directory (network) credentials.



Select **Subsystems | RmCm | Contact Service Queues**.

Click the name of the appropriate CSQ (queue).

### Contact Service Queues

Add New

---

Status

3 records found

---

Contact Service queues						
	Name <span>▲</span>	Contact Queuing Criteria	Resource Pool Selection Model	Resource Pool	CSQ Type	Delete
	<a href="#">Voice Test 1</a>	FIFO	Resource Skill	Voice Test 1(5)	Voice	

Enable “Automatic Work” and change the “Wrapup Time (in seconds)” or change the “Service Level”/“Service Level Percentage” as appropriate and click **Next**.

### Contact Service Queue Configuration

Next Delete Cancel Open Printable Report of this CSQ configuration

---

Status

Status : Ready

---

Contact Service Queue Name\*

Contact Service Queue Type

Contact Queuing Criteria

Automatic Work\*  Enabled  Disabled

Wrapup Time\*  Enabled  Second(s)  Disabled

Resource Pool Selection Model\*

Service Level\*

Service Level Percentage\*

Prompt

Click the **Update** button on the second CSQ Configuration page to save your change(s).



### Minimum Competence

On the second CSQ Configuration page, you can adjust the Minimum Competence. Any agents skilled lower than the CSQ's minimum competence will not receive calls for that queue. By lowering the minimum competence on the queue, you can enable all of those agents to start getting calls without having to reskill each agent. Likewise, you can increase the minimum competence to automatically stop sending calls from the queue to a group of lower-skilled agents.

In this example, agents will a competency level below a 5 will not receive calls from the "Voice Test 1" queue:

Skills	Minimum Competence	Delete
Voice Test 1	5	

Click the **Update** button to save the change.