Cisco Contact Center Finesse – Supervisor Desk Guide

In addition to the options provided to Agents, the Supervisor Home screen also displays the Team Performance Gadget.
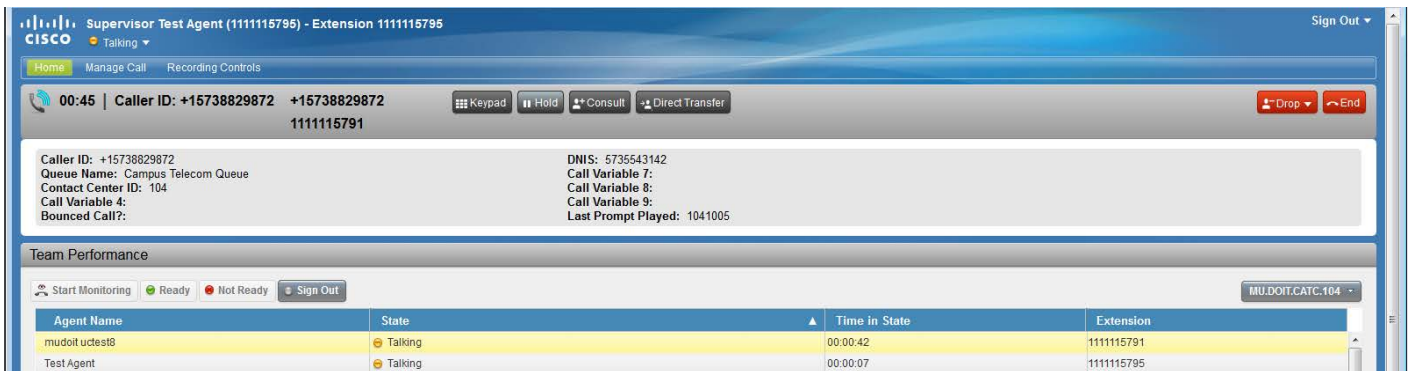

TEAM PERFORMANCE

If more than one team is assigned, supervisors can select the team to monitor. Information can be viewed about currently signed in agents, their state, the time spent in that state, and the agent's extension. Click the column headings to sort the information by Name, State, Time, or Extension.

Supervisors have the option to change an agent's state to Ready, Not Ready or Sign Out.

Note: If a supervisor signs out an agent who is currently reserved for a call, on a call or has a call on hold, Finesse will sign the agent out only when the call ends.

MONITOR A CALL

Supervisors must be in the Not Ready state to monitor calls and only one agent may be monitored at a time.

Under the Team Performance drop-down list, choose the team of the agent to be monitored. When the agent is in the Talking state, click **Start Monitoring**.

The silent monitor call appears in the call control area and **Monitoring Agent** displays under Team Performance. Supervisors will have the active call options of **Hold**, **Barge In**, **Drop** and **End**.

Hold: Place the entire call on hold.
Barge In: Join the call between the agent and the caller. This call then becomes a conference call. The supervisor can then drop the agent from the call.
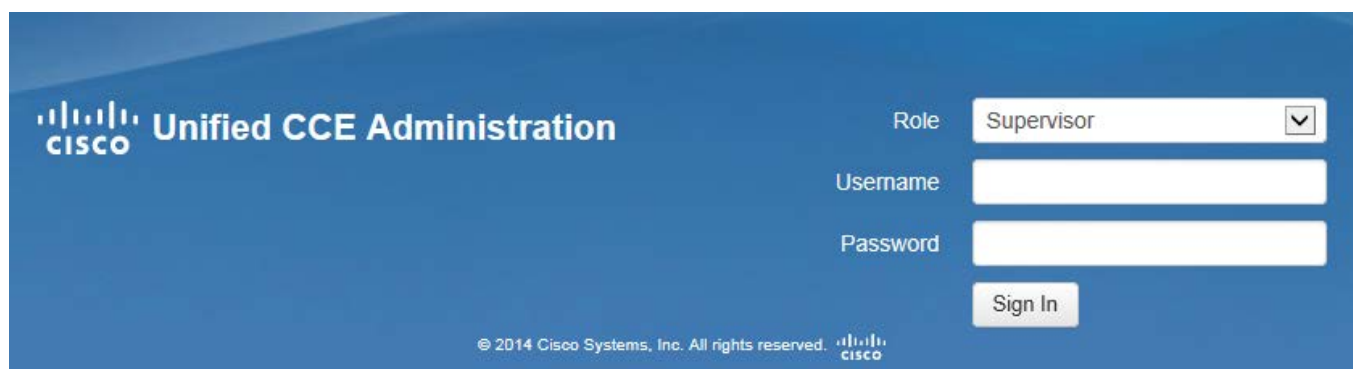**Drop**: Intercept the call by dropping the agent from the call.
End: Stop monitoring the call.

MANAGE CONTACT CENTER AGENTS

Supervisors can sign into Unified CCE Administration at *ucadmin.missouri.edu* to manage some agent account information.

1. Select the **Supervisor** Role.
2. Enter the Finesse supervisor account **Username** and **Password**.
3. Click **Sign In**.

CHANGE AGENT PASSWORD

1. In the List of Agents, double-click the agent to be managed.
2. Check the box next to **Change Password**. This will clear the existing password.
3. Enter the new password and re-enter it the password fields.
4. Click **Save**.

MANAGE AGENT ATTRIBUTES

Agent attributes determine the level of priority of an agent to receive calls presented to a contact center. Attribute values are between 1-10, with 10 being the highest priority. To change an agent attribute for a contact center:

1. In the List of Agents, double-click the agent to be managed.
2. Click the **Attributes** tab.
3. Make sure the correct contact center name is selected.
4. In the drop-down **Value** list, select a number 1-10.
5. Click **Save**.