



Cisco Finesse Supervisor Desktop Training

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University**

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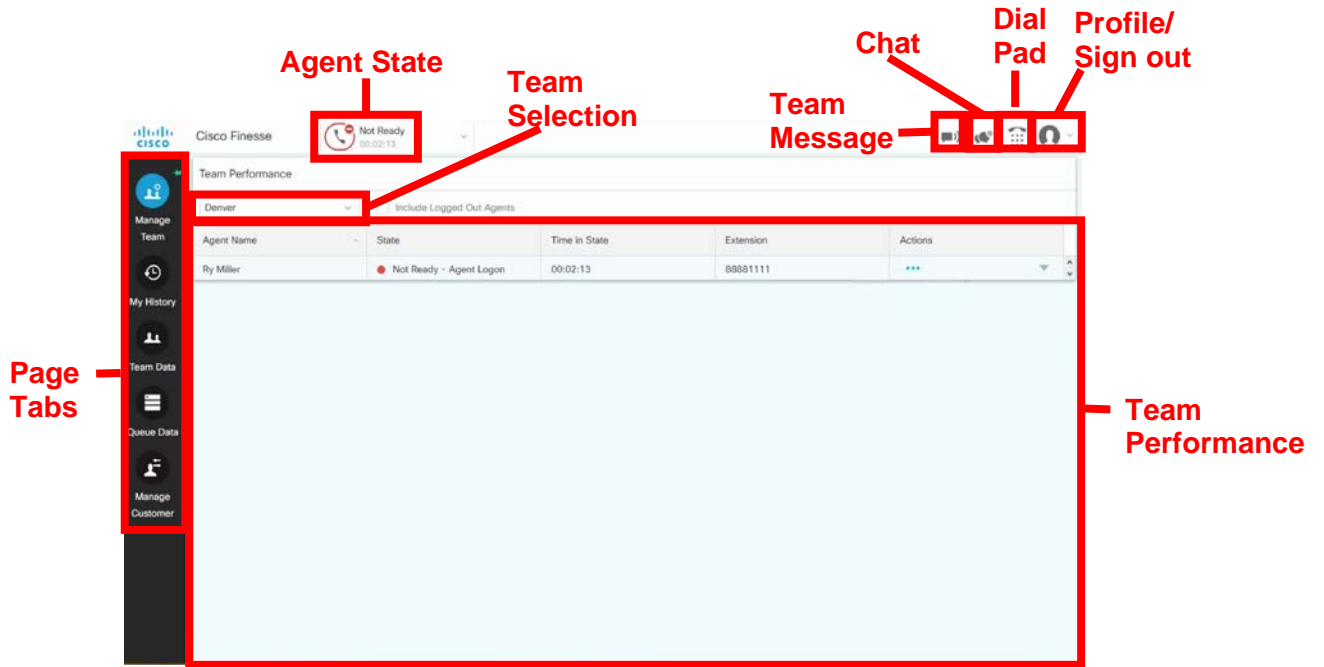
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1.0 CISCO FINESSE SUPERVISOR DESKTOP WINDOW OVERVIEW

The Finesse Supervisor Desktop allows the supervisor to:



- View Team, Agent and Queue Performances with real-time displays of agent, team and Queue information.
- Change State of Agent to Ready, Not Ready or Sign Out.
- Monitor a Call
- Monitor calls waiting in queues

2.0 LOGGING INTO CISCO FINESSE SUPERVISOR DESKTOP


Open a web browser and type the following address:

First address: <https://contactcenter.ccsu.edu/>



- The **User ID** and **password** are case sensitive
- Log in using your **network User ID** and **password**
- Use your **Agent extension number**
- Click **Sign In**

3.0 SELECTING A TEAM

From the **Manage Team**  tab, select dropdown list in the Team Performance area. This will allow each Supervisor to select which team they will be monitoring.

Team Performance				
State	Time in State	Extension	Actions	
Denver				
Denver				
Ry Miller	● Not Ready - Agent Logon	00:02:33	88881111	...


4.0 MANAGING TEAMS

Within the **Team Performance** area, you will be able to:

- Monitor each team members' current status.
- Change each team members' status to Ready, Not Ready, Sign Out.
- Conduct Silent Monitoring of team members' queue calls.
- Select an individual agent and view that agent's Recent Call History and Recent State History.

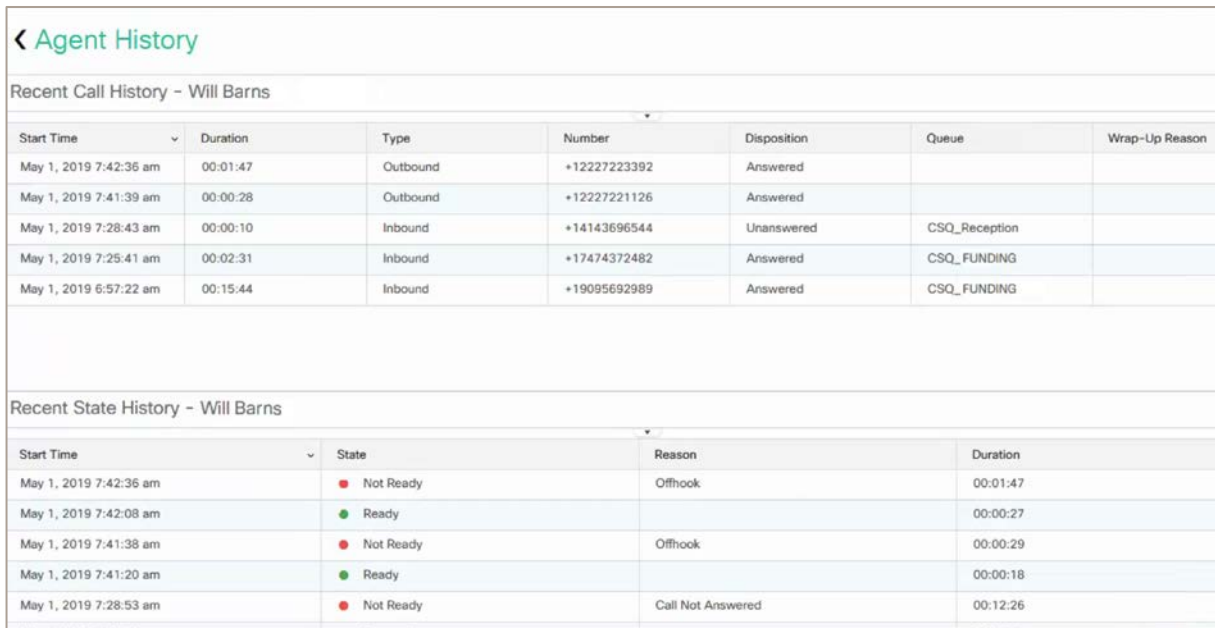
Note: This is real-time reporting, updated about every 30 seconds.

4.1 Viewing Agent History



The screenshot shows the 'Team Performance' window. At the top, there is a dropdown menu set to 'Denver' and a checkbox for 'Include Logged Out Agents'. Below this is a table with columns: Agent Name, State, Time in State, Extension, and Actions. The first row shows 'Bruce Willis' with a 'Talking' status (yellow dot), '00:00:34' time, and '3279' extension. The Actions column contains three dots. A dropdown menu is open from these dots, listing 'Monitor', 'Not Ready', 'Ready', 'Sign Out', and 'View History'. The 'View History' option is highlighted with a red box.

1. In the **Team Performance** window, click on the **Ellipsis** **⋮** option in the Actions field.
2. Select **View History**. You will see details of their Recent Call History and their Recent State History.



The screenshot shows the 'Agent History' window. It has a back arrow and the title 'Agent History'. Below the title, it says 'Recent Call History - Will Barns'. There is a table with columns: Start Time, Duration, Type, Number, Disposition, Queue, and Wrap-Up Reason. The table contains five rows of call data. Below this table, it says 'Recent State History - Will Barns'. There is another table with columns: Start Time, State, Reason, and Duration. This table contains five rows of state change data.

Start Time	Duration	Type	Number	Disposition	Queue	Wrap-Up Reason
May 1, 2019 7:42:36 am	00:01:47	Outbound	+12227223392	Answered		
May 1, 2019 7:41:39 am	00:00:28	Outbound	+12227221126	Answered		
May 1, 2019 7:28:43 am	00:00:10	Inbound	+14143696544	Unanswered	CSQ_Reception	
May 1, 2019 7:25:41 am	00:02:31	Inbound	+17474372482	Answered	CSQ_FUNDING	
May 1, 2019 6:57:22 am	00:15:44	Inbound	+19095692989	Answered	CSQ_FUNDING	

Start Time	State	Reason	Duration
May 1, 2019 7:42:36 am	● Not Ready	Offhook	00:01:47
May 1, 2019 7:42:08 am	● Ready		00:00:27
May 1, 2019 7:41:38 am	● Not Ready	Offhook	00:00:29
May 1, 2019 7:41:20 am	● Ready		00:00:18
May 1, 2019 7:28:53 am	● Not Ready	Call Not Answered	00:12:26

4.2 Changing Agent State




1. In the **Team Performance** window, click on the **Ellipsis** **⋮** option in the Actions field.
2. Then, click on **Ready**, **Not Ready** or **Sign Out** to change the agent's state.

4.3 Silent Monitoring (if available from Finesse Supervisor)



1. In the **Team performance** window: while an agent is talking on a call, you can click on the arrow button on the right side of the agent information line. This will tell you the caller and queue information.
2. Click on the **Ellipsis** **⋮** option in the Actions field.
3. Select **Monitor**. The silent monitor call will appear in the call control area of the desktop. You will hear the call from your desk phone or your softphone.
4. You will see the following options:
 - **Hold**: Places the call on hold
 - **Retrieve**: Retrieves the call placed on hold
 - **Barge In**: Allows you to barge in on a call. You must start with silent monitoring before you see Barge In.
 - **Drop**: After you have barged in on a call, you will see the Drop option, which allows you to remove the agent from the call.

5.0 MY HISTORY

The **My History**  tab displays **Recent Call History** and **Recent State History** for each individual agent. You only see your own history, not your other team members' history.

5.1 Recent Call History – Top Report

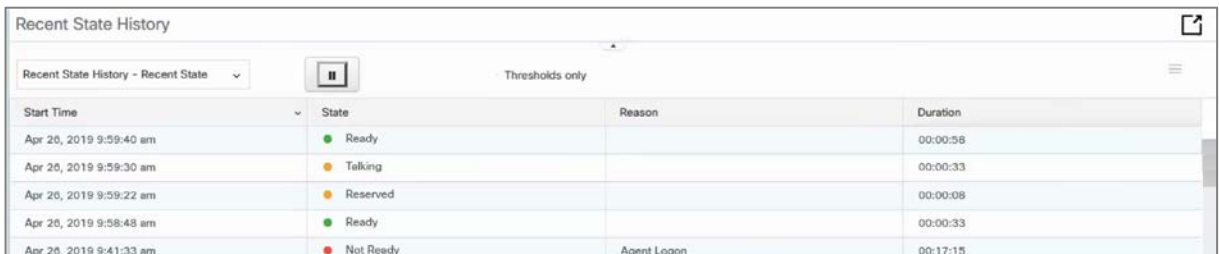


Type	Number	Disposition	Wrap-Up Reason	Queue	Start Time	Duration	Actions
Inbound	+1777330098	Answered		CSQ_Reception	Apr 26, 2019 9:59:22 ...	00:00:17	
Outbound	+1774770137	Unanswered			Apr 26, 2019 9:56:09 ...	00:00:13	

This real-time report shows each individual agent's:

- Inbound calls on Agent Contact Center Queue extension
- Outbound calls on Agent Contact Center Queue extension
- Make a call from the call history information
 - To place a call, click on handset next to the historical call information.

5.2 Recent State History – Bottom Report



Start Time	State	Reason	Duration
Apr 26, 2019 9:59:40 am	Ready		00:00:56
Apr 26, 2019 9:59:30 am	Talking		00:00:33
Apr 26, 2019 9:59:22 am	Reserved		00:00:08
Apr 26, 2019 9:58:48 am	Ready		00:00:33
Apr 26, 2019 9:41:33 am	Not Ready	Agent Logon	00:17:15

This real-time report shows supervisor's personal statistics for:

- **State** – Supervisor's state such as Logged-In, Logout, Ready/Not Ready, Reserved, Talking, or Work.
- **Reason Code** – Shows each Not Ready reason code selected throughout the day
- **Duration** – Supervisor was in each state.

6.0 TEAM DATA



The **Team Data** tab displays two Team Summary Reports. In the center of your screen you will see a pulldown arrow. Clicking on this arrow you will have access to the two different reports. These reports will allow you to compare agents to each other and to the team as a whole.

6.1 Team Summary Report – Since Midnight (Use the pulldown tab to select this report.)

Report Options

Open Report Options

Agent...	A...	L...	Calls Offe...	Calls Hand...	Average Ring T...	Talk Time			Hold Time			Ready Time			Not Ready Time		
						Avg	Max	T...	Avg	Max	T...	Avg	Max	T...	Avg	Max	T...
Ry Miller	cl000...	03:4...	9	8	00:00:08	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:1...	00:3...	00:0...	01:1...	02:4...

This real-time report shows each individual agent's:

Login Duration

- Calls offered– all queue calls that are presented to the agent's phone.
- Calls Handled – all queue calls that the agent answered. If the number of Calls Offered and Calls Handled do not match, it may indicate that the agent missed queue calls by not putting himself/herself in Not Ready.
- Average Ring Time – Average ring time of calls before the calls are answered.
- Talk Time – Average, Maximum and Total time agents spent talking with their callers.
- Hold Time – Average, Maximum and Total time agents placed callers on hold on their phone.
- Ready - Average, Maximum and Total time agents were in the Ready state.
- Not Ready - Average, Maximum and Total time agents were in the Not Ready state.
- After Call Work - Average, Maximum and Total time agents were in the Wrap up state. Some teams will be given a Wrap up or Work time to finish up the work from their previous call before being presented another call.

6.2 Team Summary Report – Short and Long Term Average. (Use the pulldown tab to select this report.)

Report Options

Agent Name	Agent ID	Login Duration (since ...)	Average Talk Time		Average Hold Time	
			Short Term	Long Term	Short Term	Long Term
Ry Miller	cl000rymill	03:41:27	00:00:00	00:02:25	00:00:00	00:01:46

This real-time report shows each individual agent’s statistics for:

- Login Duration
- Average Talk Time – Short Term (time agent spent talking in the last 5, 10 or 15 minutes.) Long Term (time agent spent talking in the last 30 minutes.)
- Hold Time – Short Term (time agents put callers on hold in the last 5, 10 or 15 minutes.) Long Term (time agents put callers on hold in the last 30 minutes.)

7.0 QUEUE DATA



The **Queue Data** tab displays four different views of the queue statistics, by using a pulldown tab. These reports will allow supervisors to get an overview of the statistics of all the teams they manage.

7.1 Voice CSQ Summary Report – Snapshot (Use the pulldown tab to select this report.)

CSQ Name	Waiting Calls	Longest Call in ...	Agents Logged...	Agents Talking	Agents Ready	Agents Not Ready	Agents in After...	Agents Reserved
CSQ_Lender	0	00:00:00	1	0	0	1	0	0
CSQ_Reception	0	00:00:00	1	0	0	1	0	0
CSQ_UCS	0	00:00:00	1	0	0	1	0	0

This real-time report gives the following data for each queue you are monitoring:

- Contact Service Queue Name
- Calls Waiting – Number of calls waiting in a queue.
- Longest Call in Queue – Elapsed wait time of the longest call in the queue.
- Agents Logged In
- Agents Talking
- Agents Ready
- Agents Not Ready
- Agents in After Call Work

- Agents Reserved – Agents selected by the CSQ to receive the next call from the queue.

7.2 Voice CSQ Agent Detail Report – Since Midnight (Use the pulldown tab to select this report.)

CSQ Name	Waiting Calls	Abandoned Calls	Handled Calls	Total Calls	Longest Call in Queue	Longest Handle Time
CSQ_Lender	0	0	0	0	00:00:00	00:00:00
CSQ_Reception	0	0	2	2	00:00:08	00:00:22
CSQ_UCS	0	0	6	6	00:00:27	00:02:25

- This real-time report gives the following data for each queue you are monitoring:
 - Contact Service Queue Name
 - Waiting Calls
 - Abandoned Calls
 - Handled Calls – Number of calls answered by all agents within a queue.
 - Total Calls – Total of calls that are presented to the queue.
 - Longest Call in Queue – Tracks the call that was held in the queue the longest before being answered.
 - Longest Handle Time – Longest talk time of any agent within the queue.

7.3 Voice CSQ Agent Detail Report – Short and Long Term Average (Use the pulldown tab to select this report.)

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
CSQ_Lender	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00
CSQ_Reception	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.00	50.00
CSQ_UCS	0	0	0	0	00:00:00	00:04:11	00:00:00	00:00:09	0.00	0.00


- This real-time report gives the following data for each queue you are monitoring:
 - Contact Service Queue Name
 - Calls Abandoned – Short Term (Number of calls abandoned within the last 5, 10 or 15 minutes.)
 - Calls Abandoned – Long Term (Number of calls abandoned within the last 30 minutes.)

- Calls Dequeued – Short Term (Calls are considered dequeued when they are handled by an agent in a different queue or sent to a device such as a voicemail box. A short term dequeued call was dequeued within the last 5, 10, or 15 minutes.)
- Calls Dequeued – Long Term (A long term dequeued call was dequeued within the last 30 minutes.)
- Average Contact Handled Calls – Short Term (Average handling time of calls sent to the queue in the last 5, 10 or 15 minutes.)
- Average Contact Handled Calls – Long Term (Average handling time of calls sent to the queue in the last 30 minutes.)
- Average Waiting Duration – Short Term (Average wait time of calls sent to the queue in the last 5, 10 or 15 minutes.)
- Average Waiting Duration – Long Term (Average wait time of calls sent to the queue in the last 30 minutes.)
- Service Level – Short Term (If service levels are programmed for a queue, this will track the service level that was measured within the last 5, 10 or 15 minutes.)
- **Service Level – Long Term** (Tracks the service level that is met within the last 30 minutes.)

7.4 Voice CSQ Agent Detail Report – Voice CSQ Agent Detail (Use the pulldown tab to select this report.)

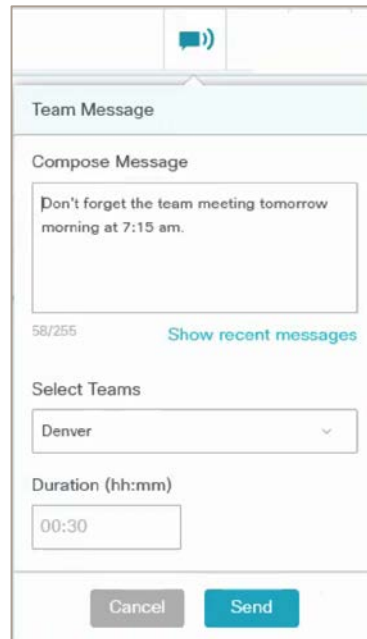
CSQ	Agent Name	Agent ID	Current State	Duration	Reason
CSQ_Lender	Ry Miller	c1000rymill	Not Ready	00:08:36	Agent Logon
CSQ_Reception	Ry Miller	c1000rymill	Not Ready	00:08:36	Agent Logon
CSQ_UCS	Ry Miller	c1000rymill	Not Ready	00:08:36	Agent Logon

- This real-time report gives the following data for each queue you are monitoring:
 - Contact Service Queue Name
 - Agent Name
 - Agent ID
 - Current State – Agent’s state such as Logged-In, Logout, Ready/Not Ready, Reserved, Talking or Work.
 - Duration – Time agent has been in the current state.
 - Reason Code – Shows each Not Ready reason code selected throughout the day


Note: At the top right of each report page, you will see an **Expand**  button, which allows you to expand each report to full page.

8.0 TEAM MESSAGE

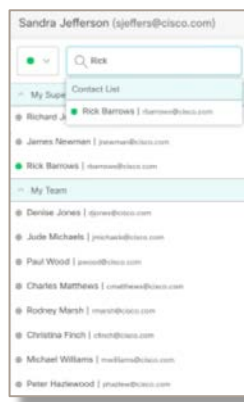
Supervisors can send a broadcast message to one or more teams. The message scrolls as a banner across the Finesse Agent desktop.




The screenshot shows a 'Team Message' dialog box. At the top, there is a 'Team Message' title bar and a 'Compose Message' section. The message text reads: 'Don't forget the team meeting tomorrow morning at 7:15 am.' Below the text is a character count '58/255' and a link 'Show recent messages'. The 'Select Teams' section has a dropdown menu with 'Denver' selected. The 'Duration (hh:mm)' section has a text input field with '00:30'. At the bottom, there are 'Cancel' and 'Send' buttons.

1. To access the Team Message feature, click on the **Team Message**  icon.
2. Compose a message. (If you wish to use a previous message, click on **Show recent messages**. You will see your previous message.)
3. Select the team or teams to which you would like to send your message.
4. Choose the amount of time you wish the message to display.
5. Click **Send**.

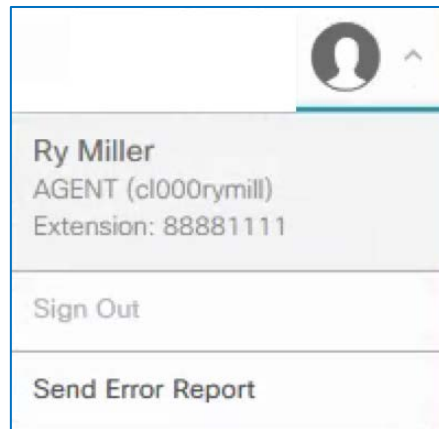
9.0 INTERNAL CHAT




1. To sign in into the Chat feature, click on the **Desktop Chat**  icon.
2. Enter your **username and password** and click **Sign In**.
3. Select the person with whom you wish to chat and a chat window will pop up.
4. Type your message in the message area.
5. Chat features include:
 - Right clicking gives you basic clipboard operations,
 - An indicator makes you aware when the other participant is typing a message.
 - A display of up to three active chat sessions.

Note: Display of your Desktop Chat state. By default, your state will indicate Available. Click on the drop-down arrow to update your state

10.0 SIGN OUT



To sign out of the Finesse Agent Desktop:

1. You **must** put yourself in a **Not Ready** state. If you sign out from a **Ready** state, you will see the Sign out option is greyed out.
2. Put yourself in **Not Ready** and pull-down arrow near your profile avatar .
3. Click **Sign out**.