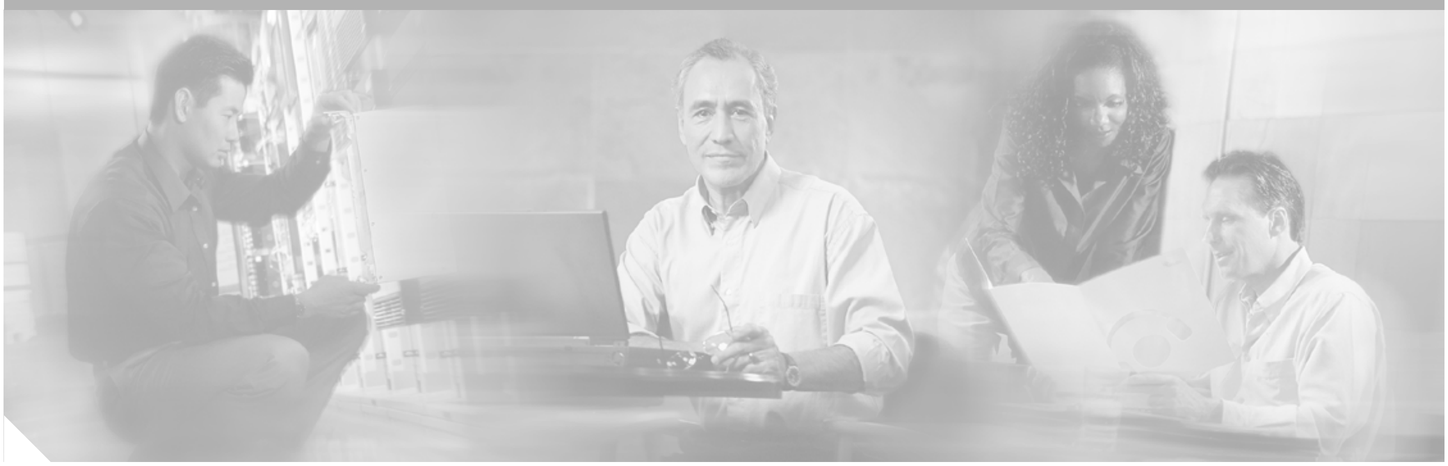
CISCO SYSTEMS



Cisco Supervisor Desktop User Guide

IP Contact Center Express Edition Release 6.1(3)
9-Dec-05

Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

Revision History

Revision Date	Description
9-Dec-05	First Customer Release (FCS)

Revision History

Contents

Cisco Supervisor Desktop User Guide

Contents

Cisco Supervisor Desktop User Guide

Introduction

Cisco Supervisor Desktop is the portion of Cisco 6.1(3) that resides on the supervisor's computer. It is used to help manage the supervisor's team of agents.

Features

With Supervisor Desktop, you are able to:

- View realtime agent call activity
- Record and archive agent phone calls
- Silently monitor agent phone calls
- "Barge in" on calls (join an agent's conversation)
- "Intercept" calls (disconnect an agent from a call and take it over)
- Change an agent's ACD state
- View agent and team statistics and performance reports
- Use instant messaging to communicate with any and all agents on your team
- Send team performance messages to all agents on your team to broadcast important news

Related Documentation

The following documents contain additional information about CAD 6.1(3)

- *Cisco CAD Installation Guide*
- *Cisco Desktop Administrator User Guide*
- *Cisco Agent Desktop User Guide*
- *Cisco IP Phone Agent User Guide*
- *Cisco CAD Service Information*

About This Document

Intended Audience

This document is written for contact center supervisors who use Cisco Supervisor Desktop on their computers.

Conventions Used

This document uses the following conventions:

Convention	Use
Bold	Highlights keys, buttons, and menu items you can select in the interface.
`Code`	Highlights file paths and code.
Italic	Highlights book titles, variables, and terms that are defined.
>	The angle bracket indicates a menu choice. For example, “choose **File > Open**” means “click the **File** menu, and then click **Open**.”

Supervisor Desktop Feature Levels

There are three feature levels of Cisco Supervisor Desktop: Standard, Enhanced, and Premium. The following chart outlines the features available at each feature level. All features not listed here are present in all three versions.

Feature	Standard	Enhanced	Premium
Silent monitoring		×	×
Barge-in		×	×
Intercept		×	×
Recording (up to 32 simultaneous recordings/playbacks)		×	
Recording (up to 80 simultaneous recordings/playbacks)			×
Team performance messages (TPMs)	×	×	×
Skill statistics	×	×	×
Reports	×	×	×

Starting Supervisor Desktop

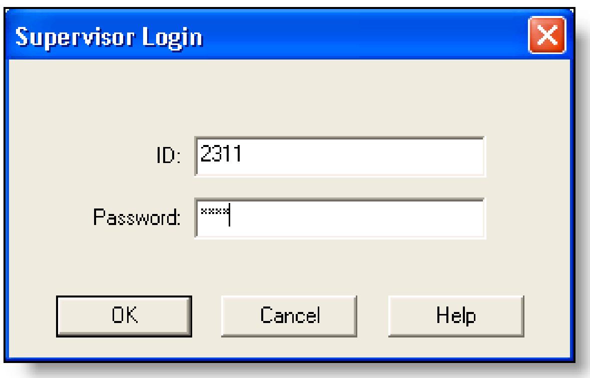
NOTE: In order to be able to use Supervisor Desktop's barge-in and intercept functionality, you must first start and log into Agent Desktop.

To start Supervisor Desktop:

1. Choose **Start > Programs > Cisco > Desktop > Supervisor**.

   The login dialog box appears (see Figure 1).

Figure 1. Supervisor Login dialog box.



2. Enter your Supervisor Desktop ID and password in the appropriate fields, and then click **OK** or press **Enter.**

   NOTE: You might see an error message, "A licensing error has occurred. Please see your administrator." This generally appears when all Supervisor Desktop software licenses are in use. For this reason, it is important that you close Supervisor Desktop completely when you are done using it, rather than simply logging off. As long as the application is running, one license is being used.

Changing Your Password

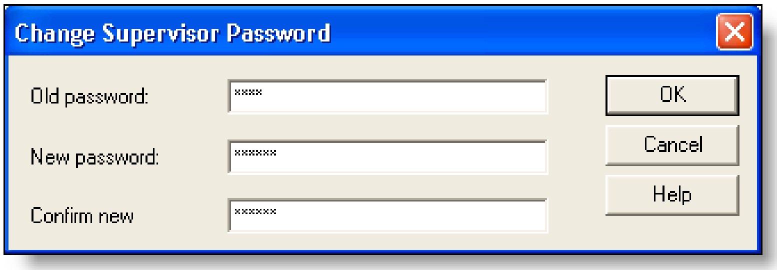
Your password should remain confidential. If it becomes known, follow these steps to change it.

To change your password:

1. From the menu bar, choose **File > Change Password**.

   The Change Password dialog box appears (see Figure 2).

Figure 2. Change Supervisor Password dialog box.



2. Type your old password, a new password, and then the new password again.

   Your password can have a maximum of 32 alphanumeric characters.

3. Click **OK**.

   Your password is changed.

Access Through a Virtual Private Network

Supervisor Desktop is able to connect to the Cisco servers through a virtual private network (VPN). This enables you to work remotely and still have the benefit of Supervisor Desktop's full functionality.

The VPN connection must be established before starting Supervisor Desktop. If the VPN connection is lost during a session, you must restart Supervisor Desktop after the connection is reestablished.

It has been verified that Cisco VPN 3000 Concentrator and Cisco VPN Client work properly with Supervisor Desktop and are supported for access. VPN solutions from other vendors might work correctly, but since they have not been formally verified, they are not supported. If you want an alternative solution to be verified, please contact your Cisco distributor.

Automated Updates

CAD 6.1(3) allows your system administrator to update all instances of Supervisor Desktop automatically to a newer version of CAD 6.1(3).

Every time you start Supervisor Desktop, it checks to see if there is an updated version available, or if there was a system configuration change that requires a Windows registry change. If there is, it automatically runs the update process.

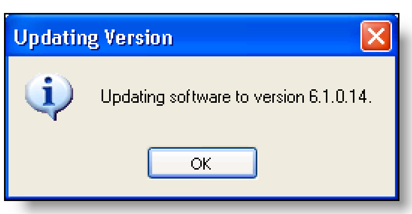
> **NOTE:** You must have administrator privileges on your PC in order for the update to proceed, because it involves changes to the Windows registry. If you do not have administrator privileges, the update will fail.

> **NOTE:** For automated updates to function correctly, Internet Explorer must be configured so that it checks for newer versions of stored pages. In Internet Explorer, choose **Tools > Internet Options** and select the **General** tab. In the Temporary Internet Files section, click **Settings** and ensure that any option other than Never is selected.

> **NOTE:** If your system is configured with two CRS servers, and one server is upgraded while your instance of Supervisor Desktop is connected to the older CRS, and your system administrator performs a failover to switch all agents to the upgraded server, your instance of Supervisor Desktop will not automatically upgrade when you log into the new server. You must shut down Supervisor Desktop and start it again for the automatic upgrade to take place.

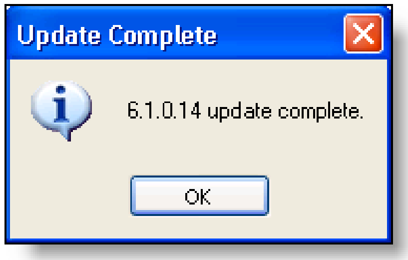
When an updated version of Supervisor Desktop is detected, you will see a dialog box notifying you that your copy of Supervisor Desktop will be updated (see Figure 3).

Figure 3. Update notification dialog box.



Click **OK** and then follow the instructions in the series of dialog boxes that follows. When the update is finished, you will see a final dialog box telling you that your update is complete (see Figure 4). When you click OK, Supervisor Desktop starts and you are able to log in as usual.

Figure 4. Update Complete dialog box.

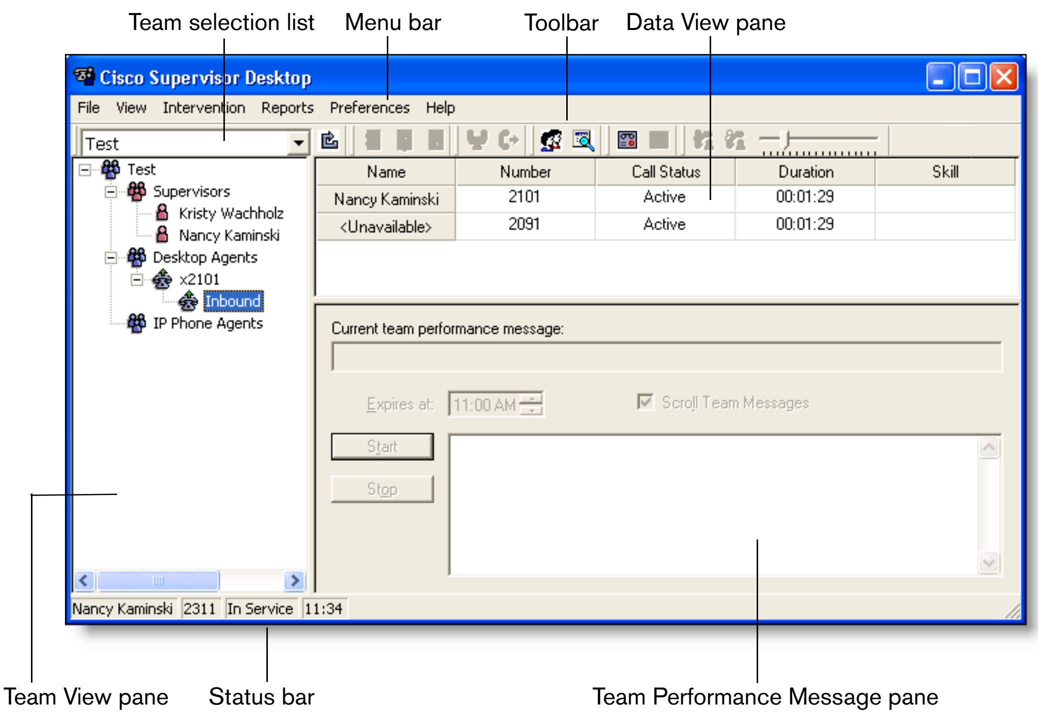


Supervisor Desktop Window

The Supervisor Desktop window (see Figure 5) is divided into three areas:

- The Team View pane, which displays the supervisor's team of agents
- The Data View pane, which displays agent and call information
- The Team Performance Message pane, which enables you to broadcast team performance messages

Figure 5. Supervisor Desktop window.



Accessibility

Supervisor Desktop has a number of features that aid accessibility by vision-impaired users. They are:

- Follows Windows settings for screen resolution and color/contrast settings
- Screen reader-compatible tool tips for all controls
- Screen reader-compatible shortcut keys for navigating the application and toolbar (see "Interface Shortcut Keys" on page 9 and "Toolbar" on page 9)
- Screen reader-compatible non-scrolling team performance messages (TPMs) (see "Sending a Team Performance Message" on page 22)

Interface Shortcut Keys

Shortcut keys are available to navigate the Supervisor Desktop interface:

Table 1. Accessibility shortcut keys

Shortcut	Description
Ctrl-H	Selects and drops down the Team Selection List.
Ctrl-T	Selects the Team View pane.
Ctrl-G	Selects the upper left cell in the Data View pane.
Alt-M	Positions the cursor in the message field in the Team Performance Message pane.
Alt-T	Clicks the Start button in the Team Performance Message pane.
Alt-O	Clicks the Stop button in the Team Performance Message pane.
Alt-R	Selects the Reports menu from the menu bar.
Alt-E	In the Team Reports window, selects and drops down the Reports selection list.
Alt-S	In the Team Reports window, selects the upper left cell in the report display pane.
Ctrl-D	In the Supervisor Record Viewer, selects the first day in the Day Select section.
Ctrl-F	In the Supervisor Record Viewer, selects the first recording for the selected day.

Toolbar

The Supervisor Desktop toolbar consists of the following buttons. Move your mouse pointer over a button to view a tooltip that shows its function.

Table 2. Supervisor Desktop toolbar buttons

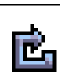
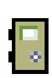
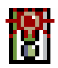
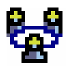
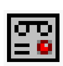
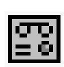
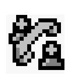
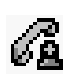
Button	Name	Shortcut	Description
	Refresh	Ctrl-F	Refreshes the information in the Data View pane.
	Logout	Ctrl-L	Logs the selected agent out of the ACD.
	Ready	Crtl-E	Puts the selected agent in the Ready agent state.

Table 2. Supervisor Desktop toolbar buttons — *Continued*

Button	Name	Shortcut	Description
	Not Ready	Ctrl-N	Puts the selected agent in the Not Ready agent state.
	Barge-In	Ctrl-B	Enables you to join an agent's phone conversation (forced conference). This button is enabled only when a call is selected.
	Intercept	Ctrl-I	Enables you to intercept a phone call while disconnecting the agent from the phone call (forced transfer). This button is enabled only when a call is selected.
	Chat	Ctrl-J	Opens the Chat window.
	Reports	Ctrl-Q	Opens the Reports window.
	Start Record	Ctrl-R	Starts recording the selected phone call. This button is enabled only when a call is selected.
	Stop Record	Ctrl-S	Stops recording the selected phone call. This button is enabled only when a call is selected.
	Start Voice Monitor	Ctrl-A	Starts monitoring the selected agent. This button is enabled only when an agent is selected.
	Stop Voice Monitor	Ctrl-P	Stops monitoring the selected agent. This button is enabled only when an agent is selected.
	Voice Monitor Volume	none	Controls the volume when monitoring a call.

Team Selection List

The Team Selection list displays every team you are associated with as a supervisor. You must select a team from the list to view any data in Supervisor Desktop.

Team View Pane

The Team View pane displays the supervisors, agents, and phone calls belonging to your team, which you select from the Team Selection List. Only agents who are currently logged in are visible.

> **NOTE:** If you or the agents you are monitoring disconnect from a VPN and then reconnect to it, Agent Desktop or Supervisor Desktop must be restarted in order for the agents to appear in the Team View pane.

Supervisor Desktop monitors two types of agent groups: desktop agents, who use Agent Desktop to manage their calls, and IP phone agents, who use the IP Phone Agent service on their IP phone for call management.

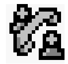
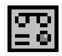
When you select an agent or phone call, information about your selection is displayed in the Data View pane. No information is available when you select the team, supervisors, desktop agents, or IP phone agents nodes (see Data View Pane on page 13).

The Team View pane displays icons next to agent names and phone calls to indicate their agent state and call status.

Table 3. Team View pane icons

Agent State Icons		Ready
		Not Ready
		Work
		Talking
		Reserved
		Logging Out (visible only when the agent is in the process of logging out)
Call Status Icons		Conference Call
		Talking
		On Hold

Table 3. Team View pane icons — *Continued*

Audio Icons		Monitoring
		Recording

Data View Pane

The Data View pane displays different information depending on what you select in the Team View pane:

- If you select a particular agent, that agent's statistics are displayed.
- If you select a call, call information is displayed.

  NOTE: If you select a supervisor, no information is displayed. You cannot monitor another supervisor.

  NOTE: If a CAD agent and an IPPA agent are on the same call with an unknown party, and CAD and IPPA have been localized to a non-English language, you may see extra parties on the call. This is because IPPA does not send the localized version of <Unavailable> for an unknown party on a call, and CAD does. IPPA will always send <Unavailable> in English.

Call information is real-time and always reflects the current status. Other information that can be displayed in the Data View pane (Agent Detail, Agent ACD State, and Agent Call Log) is automatically refreshed at regular intervals (see Table 5 on page 23 for more information on refresh rates).

You can sort the columns in the Data View pane in ascending/descending order by clicking on the column header. A triangle at the right of the column name denotes in which order the data is sorted.

Agent Statistics

When you select an agent's name from the Team View pane, the Agent Statistics report is displayed in the Data View pane by default. You can change the information displayed by selecting another report from the Reports menu. The available reports are:

- Agent Statistics (default)
- Agent ACD State Log
- Agent Call Log

For more information on the agent statistics displayed, see "Agent Reports" on page 29.

Call Information

When you select a call from the Team View pane, the Data View pane displays the following information for each call participant.

NOTE: Supervisor Desktop displays <N/A> if any of this information is not available to the system.

Table 4. Call information statistics

Statistic	Description
Name	The call participant's name.
Number	The call participant's phone number.
Call Status	The status of the call participant.
Duration	The length of time the participant has been in the call.
Skill	The skill group to which the call is routed.

Team Performance Message Pane

The team performance pane allows you to send team performance messages (TPMs) to all agents on your team. These messages are displayed prominently in the Agent Desktop interface and can be scrolling or stationary.

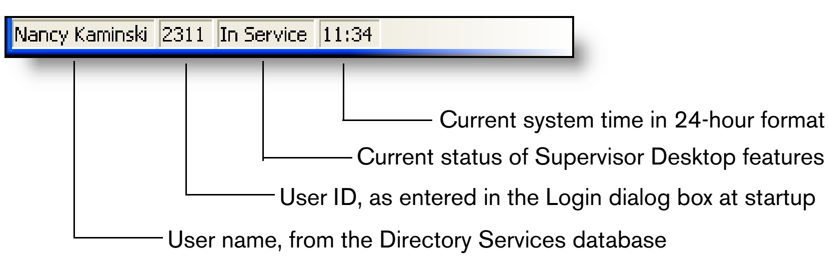
TPMs can be displayed for a specified length of time, or stopped on demand.

For more information on using TPMs, see "Sending a Team Performance Message" on page 22.

Status Bar

The status bar displays current information about Supervisor Desktop.

Figure 6. Status Bar



In the event of a service failure, the Current Status section changes from "In Service" to "Partial Service" or "No Service." To learn what features are affected by the service outage, double-click the Current Status section of the status bar to view a popup window that displays which features are active or inactive.

For more information on the Current Status popup window and service autorecovery, see "Service Autorecovery" on page 37.

Supervisor Desktop Functions

Monitoring an Agent

The voice monitor button allows you to silently listen in on an agent's phone conversations.

Voice monitoring is available whenever an agent is logged in, whether or not the agent is on the phone. It is not available when:

- You are a participant in a phone call.
- You use the Barge-In or Intercept option.

The volume slide allows you to control the volume when monitoring an agent's phone conversation. The system remembers your last volume setting and uses it the next time you log in.

Notification

The system administrator can configure CAD so that agents are notified that a supervisor is monitoring their calls. If notification is on, the agent receives a popup message when monitoring starts and one when it stops. If notification is off, the agent will not know if he or she is being monitored.

To start monitoring an agent:

1. Choose an agent in the Team View pane.
2. Click the **Start Voice Monitor** button, or choose **Intervention > Start Voice Monitor**.

To stop monitoring an agent:

1. Click the **Stop Voice Monitor button**, or choose **Intervention > Stop Voice Monitor**.

Barging In on a Call

The Barge-In feature enables you to join an agent's phone conversation. When you click the Barge-In button, you are automatically added to the phone call. It is a forced conference.

The agent sees a message that you are attempting to join the call, then sees a message that you have successfully joined it.

When you use the Barge-In feature, voice monitoring is disabled.

You can't barge in if:

- The agent is on hold
- The agent is on two calls
- The agent is in a conference call
- You are already on another call

To barge in:

1. Select an agent call in the Team View pane.
2. Click the **Barge-In** button or choose **Intervention > Barge-In**.

   You are added to the call.

   At any time during the conference call, you can click **Intercept** to disconnect the agent whose call is selected from the conference call and continue talking with the remaining parties yourself.

Intercepting a Call

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

The agent sees a message that you are attempting to intercept the phone call, then sees a further message when the interception is successful.

When you use the Intercept feature, voice monitoring is disabled.

You can't intercept if:

- The agent is on hold
- The agent is on two calls
- You are already on another call

To intercept a phone call:

1. Select an agent call in the Team View pane.
2. Click **Intercept** or choose **Intervention > Intercept**.

   The call is transferred to you.

   If you are intercepting a conference call you are on, the agent call you selected in the Team View pane is dropped from the conference call, and all other participants in the conference call remain connected.

Recording a Call

You can use Supervisor Desktop to record, save, and play back calls handled by agents on your team. Multiple recordings can be in progress at the same time, although only one recording can be made per agent at any one time. You use the Supervisor Record Viewer to review recorded calls.

> **NOTE:** A recording license is used whenever you or an agent triggers the recording function, and is released when the recording is stopped. If all licenses are in use when you trigger a recording, the recording will not start.

You can use the Barge-In, Intercept, and Voice Monitor features while recording.

> **NOTE:** Recordings that are in progress when either the Recording & Statistics service or Recording & Playback service fails will be lost.

When recording a call, keep in mind the following:

- Although you select a specific call from the Team View pane when recording, you are actually recording all voice activity to and from that particular agent. It is not limited to the call you selected. For instance, if the agent puts the selected call on hold and switches to another call, the recording will record both calls.
- The recording will end when the selected call terminates, or when you manually stop recording, whichever comes first.
- If notification is off, agents have no way of knowing if you are recording their calls.
- Agents might have Agent Desktop task buttons that allow them to start and stop recording calls. However, an agent cannot stop a recording that you, as a supervisor, started. If an agent attempts to do so, the Agent Desktop icon indicates the recording is stopped. However, the recording is not stopped, and Supervisor Desktop continues to display an icon indicating that recording is proceeding.
- You can stop a recording initiated by an agent.
- If an agent attempts to start recording a call that you are already recording, the agent will see a recording icon on the call, although the agent is not in control of the recording.

Notification

The system administrator can configure CAD so that agents are notified that a supervisor is recording their calls. If notification is on, the agent receives a popup message when recording starts and one when it stops. If notification is off, the agent will not know if he or she is being recorded.

To record a call:

1. Choose the agent call you wish to record from the Team View pane.
2. Click the **Start Record** button, or choose **Intervention > Call/Agent Start Recording**.
3. When you are finished, click the **Stop Record** button, or choose **Intervention > Call/Agent Stop Recording**.

   The call is archived to the Recording service database, where it is automatically saved for 7 days. If you want to archive it for a longer period, you can do so for up to 30 days, after which it is deleted.

   You can also save recordings as.wav files for permanent archiving with the Play and Save feature.

   See "Supervisor Record Viewer" on page 33 for more information on playing and saving recordings).

Changing Agent States

You can use Supervisor Desktop to change the agent state of an agent on your team, including logging the agent out.

To change an agent's agent state:

1. From the Team View pane, select the agent whose state you want to change.
2. On the toolbar, click the appropriate agent state button.

   NOTE: If an agent state change fails, you will not see any failure message. You will know that an agent state change is successful if the icon next to the agent's name in the Team View pane changes to the agent state you selected.

Using Chat

Chat allows you to send instant messages to the desktop agents on your team and to other supervisors. You initiate a chat session by clicking the Chat button on the toolbar.

NOTE: You cannot send chat messages to IP Phone Agent (IPPA) agents.

Chat Features

- You can participate in multiple concurrent chat sessions.

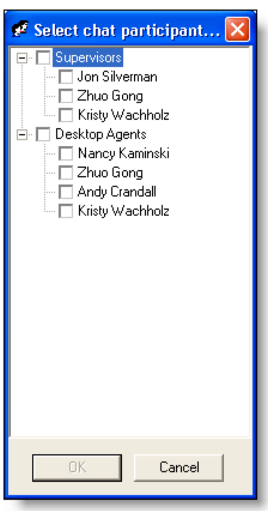
- You can send the same chat message to multiple recipients (their replies, if any, appear in separate chat windows, one for each person).
- The Chat Session window's title bar displays the name of the person with whom you are chatting.
- High priority chat messages pop on your desktop so they are immediately noticed, while normal priority chat messages are minimized and flash on your Windows task bar.
- Chat logs are available as long as the Chat Session window is open. Once you close the window, the log is lost.
- Chat logs are in chronological order, with the oldest messages at the top of the log pane.

To initiate a chat session:

1. On the toolbar, click the **Chat** button.

   The Chat Selection window is displayed (see Figure 7).

Figure 7. Chat Selection window



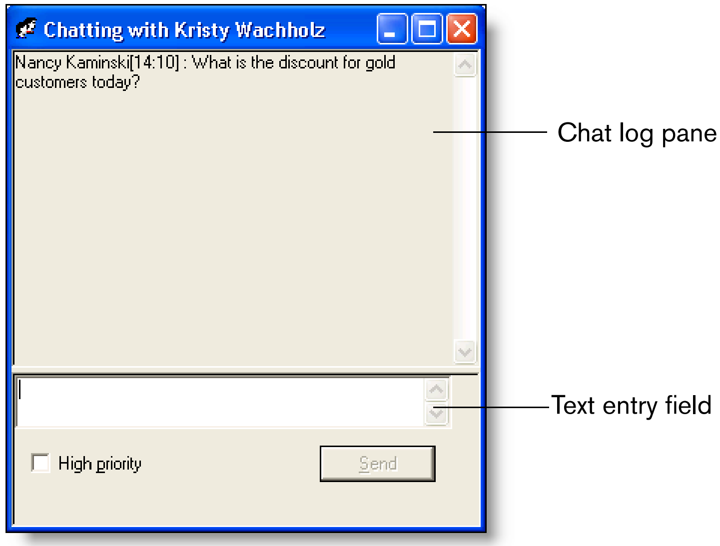
   The window lists the people with whom you can chat (logged-in members of your team and other supervisors).

2. Check the check box next to the name of the person(s) with whom you wish to chat.

   A Chat Session window is displayed and a chat session is initiated with the selected people (see Figure 8).

   If you check the Desktop Agents or Supervisors check box, the check boxes next to all agents or supervisors listed underneath are automatically checked. You can then send a message to multiple recipients.

Figure 8. Chat Session window



3. Type your message in the text entry field.
4. If you want your message to be noticed immediately by popping on the recipient's desktop, check the High priority check box.
5. Click **Send** or press **Enter**.

   Your message is sent to your chat partner and logged in the chat log pane.

   Replies from recipients of a group message appear in individual chat session windows. They cannot reply to the group, they can reply only to you.

To terminate a chat session:

- Click **Close** in the upper right-hand corner of the Chat Session window.

Predefined High-Priority Chat Messages

Agents might have a task button on their Agent Desktop toolbar that is configured to send a predefined high-priority chat message to their supervisor(s). This predefined message (for instance, "Please barge in on my call") is set up by the system administrator. It behaves just like a high-priority chat message—it pops up on your desktop on top of all other windows for your immediate attention.

Sending a Team Performance Message

You can send a team performance message (TPM) to all agents on a team.

By default, the TPM scrolls across Agent Desktop's TPM pane. If you want to send a stationary TPM, you must uncheck the Scroll Team Messages check box.

A stationary TPM is more compatible with the screen readers often used by vision-impaired agents. If some of the recipients of your TPM are vision-impaired, you might want to send a stationary TPM.

To send a TPM to all agents on a team:

1. From the team selection list, choose the team to which you want to send the message.
2. In the **Expires at** field, choose a specific time for the message to expire.

   By default, the message runs for 30 minutes.
3. Type your message in the text box. The TPM can be up to 200 characters long.
4. Click **Start** or press **Enter**.

   The TPM is sent to the team for the length of time you chose. The text of the message you sent is logged in the current team performance message field.

To cancel a TPM:

- Click **Stop**.

Reports

Supervisor Desktop allows you to view reports on both teams and on individual agents.

NOTE: If Supervisor Desktop makes a successful request for report data and there is no data available, the report will display <N/A> (not available) in that field. If Supervisor Desktop makes a request for report data and that request fails for some reason (a service is down, for example), the report field(s) will be blank.

Report Refresh Rates

Reports are either automatically refreshed at regular intervals or manually refreshed by the user (by clicking the Refresh button), as shown in Table 5.

The Refresh button is disabled on reports that are automatically refreshed.

Table 5. Report Refresh Rates

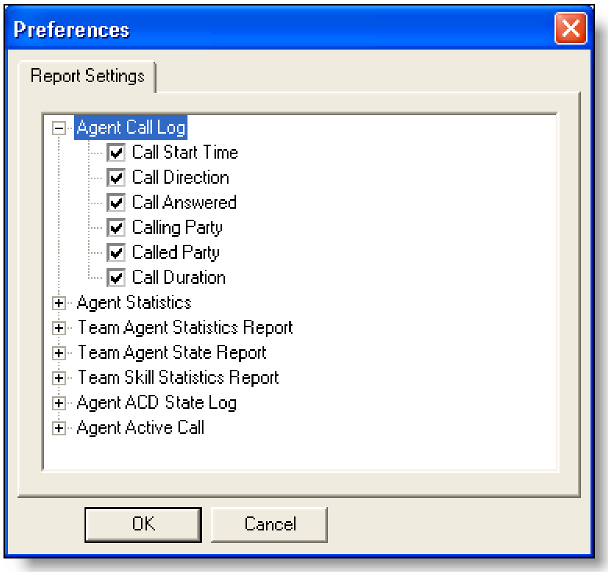
Report	Refresh Rate
Team Agent Statistics Report	manual
Team Agent State Report	1 second
Team Skill Statistics Report	10 seconds
Agent Call Log Report	manual
Agent ACD State Log Report	manual
Agent Statistics Report	30 seconds

Setting Report Preferences

You can configure what data is displayed in team and agent reports using the Preferences dialog box (see Figure 9).

The Preferences dialog box lists each report available in Supervisor Desktop as well as the Agent Active Call (the information displayed when an agent is on a call). Using this dialog box you can choose what information to display on each report and on an active call.

Figure 9. Preferences dialog box



To configure report information:

1. From the menu bar, choose **Preferences**.

   The Preferences dialog box appears.

2. Click the plus (+) next to the report you want to configure.

   The view expands to display a list of the report's available fields.

3. Check the fields you want to be displayed in the report, and then click **OK**.

Team Reports

Team reports are accessed through the **Reports** button on the toolbar, or by choosing **Reports > Team Reports** on the menu bar. Either method displays the Team Reports window.

The reports display information that can be sorted in ascending/descending order by clicking on any column header.

The available reports are:

- Team Agent Statistics Report
- Team Agent State Report
- Team Skill Statistics Report

Team Agent Statistics Report

This report (see Figure 10) displays agent statistics for agents who are currently logged in as of midnight of the current day, sorted by agent user name. The information is current as of the moment the report is displayed, and can be refreshed as needed.

Figure 10. Team Agent Statistics Report

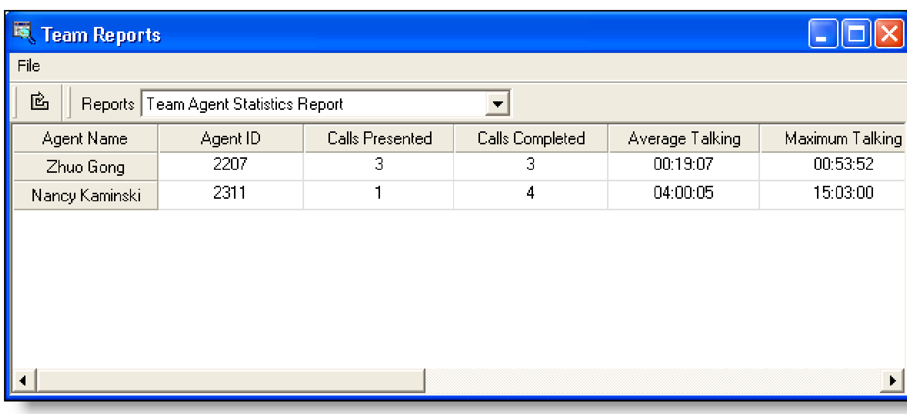


Table 6. Team Agent Statistics Report fields

Field	Description
Agent Name	The agent's name.
Agent ID	The agent's ID.

Table 6. Team Agent Statistics Report fields — *Continued*

Field	Description
Calls Presented	Number of inbound calls (ACD or non-ACD) that are delivered to the agent's extension (causes the agent's phone to ring). This can be verified by counting the number of entries whose call direction displays "Inbound" in the Agent Call Log for the current day.
Calls Completed	Number of inbound or outbound calls (ACD or non-ACD) that are answered at the agent's extension. This can be verified by counting the number of entries whose call answered column displays "Yes" in the Agent Call Log for the current day.
Average Talking	The total time spent on calls (talk time + hold time) divided by the number of calls.
Maximum Talking	Longest time spent on a call (talk time + hold time).
Average Ready	The total time spent in the Ready state divided by the number of times spent in the Ready state,
Maximum Ready	Longest time spent in the Ready state.
Average Not Ready	The total time spent in the Not Ready state divided by the number of times spent in the Not Ready state.
Maximum Not Ready	Longest time spent in the Not Ready state.
Average Work	The total time spent in the Work state divided by the number of times spent in the Work state.
Maximum Work	Longest time spent in the Work state.

Team Agent State Report

This report (see Figure 11) displays the real-time ACD state of each agent on the supervisor's team who is currently logged in for the current day starting at midnight, sorted by agent user name.

Figure 11. Team Agent State Report

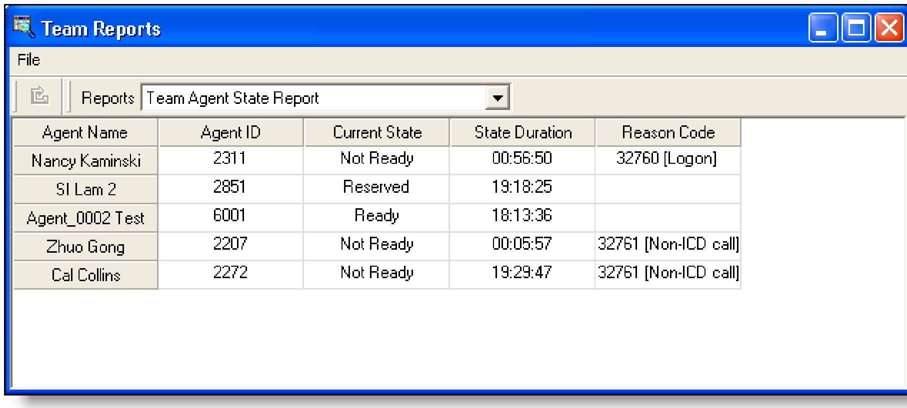


Table 7. Team Agent State Report fields

Field	Description
Agent Name	The agent's name.
Agent ID	The agent's ID.
Current State	The agent's current ACD agent state.
State Duration	Length of time spent in the current ACD agent state (increments in real time every second).
Reason Code	A number followed by a string description in parentheses identifying why the agent has transitioned to the Not Ready or Logout state. Blank if there is no reason code.

Team Skill Statistics Report

This report (see Figure 12) displays information on the contact service queues in the contact center for the current day starting at midnight, sorted by contact service queue. The information is automatically refreshed every 10 seconds.

> **NOTE:** This report displays information on all agents assigned to a specific skill group, not just agents in the team selected in the Team Selection field.

Figure 12. Team Skill Statistics Report

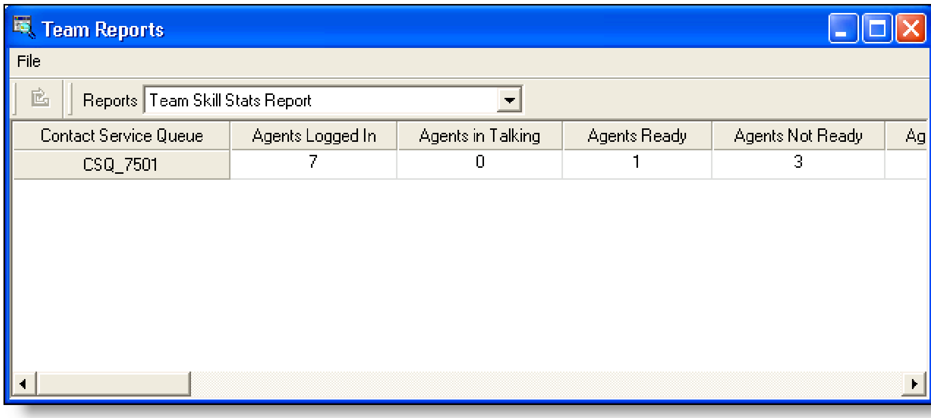


Table 8. Team Skill Statistics Report fields

Field	Description
Contact Service Queue	Name of the contact service queue.
Agents Logged In	Number of agents currently logged into the system.
Agents in Talking	Number of agents currently in the Talking state.
Agents Ready	Number of agents currently in the Ready state.
Agents Not Ready	Number of agents currently in the Not Ready state.
Agents in Work	Number of agents currently in the Work state.
Agents Reserved	Number of agents currently in the Reserved state.
Oldest in Queue	Elapsed wait time of the oldest call in the queue.
Total Calls	Total number of calls that have arrived, including calls waiting, calls connected to agents, and calls that have disconnected.
Handled Today	Number of calls handled by the contact service queue for the current reporting period. A call is considered to be handled when an agent picks up the call.
Calls Abandoned	Number of calls that were routed to the contact service queue but were not answered by an agent because the caller hung up or was disconnected.

Table 8. Team Skill Statistics Report fields — *Continued*

Field	Description
Calls Dequeued	Number of calls that were dequeued. A call is considered to be dequeued from a particular contact service queue if the call is handled by an agent in another contact service queue. This situation can occur when a call is queued for more than one contact service queue.
Start Time	Starting date and time of the current reporting period.
End Time	Ending date and time of the current reporting period.
Average Talking	Average talk time for all calls handled by agents. Talk time is the elapsed time between the time that an agent connects to a call and when the call is disconnected or transferred, not including hold time.
Average Waiting	Average wait time for calls routed to the contact service queue. Wait time is the elapsed time between the time a call entered the queue and the time the call was answered by an agent or was disconnected.
Longest Talking	Longest talk time of any one call that agents have handled. Talk time is the elapsed time between the time that an agent connects to a call and when the call is disconnected or transferred, not including hold time.
Longest Waiting	Longest wait time for any one call routed to the contact service queue. Wait time is the time that elapsed between the time a call entered the queue and the time the call was answered by an agent or was disconnected.
Calls Priority 1… Calls Priority 10	Total number of Priority N calls that were routed to each contact service queue.

Agent Reports

Agent reports are viewed in the Data View pane. You access them by selecting the agent's name on the tree control and then choosing a report to view from the Reports menu. The default report displayed when you select the agent's name is the Agent Statistics report.

The reports display information that can be sorted in ascending/descending order by clicking on any column header.

Available reports are:

- Agent Call Log
- Agent ACD State Log
- Agent Statistics Report

Agent Call Log

The Agent Call Log displays information about the agent's call activity for the current day, starting at midnight.

Table 9. Agent Call Log fields

Field	Description
Call Start Time	Time the call started. Start time is based on the time the Recording & Statistics service received the state data from the CAD agent, so that the start time reflects the time from the server hosting the Recording & Statistics service, not the time shown on the CAD PC.
Call Direction	Inbound or outbound call.
Call Answered	(Yes/No) Was the call answered?
Calling Party	The number of the phone that made the call.
Called Party	The number of the phone that received the call.
Call Duration	The length of the call. For inbound calls, call duration = ring time + talk time + hold time. For outbound calls, call duration = dialtone + ringback + talk time + hold time.

Agent ACD State Log

This log displays information about the agent states the agent was in during the current day, starting at midnight.

> **NOTE:** If the IPCC Express engine fails over, then the IPPA service on that server will also fail over. When this happens, the IPPA service does not have the time required to write a logout record to the Recording & Statistics database. This results in a missing logout record for the agent in the Agent ACD State log. In this case, you may see a login record that is not preceded by a logout record.

Table 10. Agent ACD State Log fields

Field	Description
Agent State	ACD agent state. The last ACD state written to the log is actually the previous ACD state that the agent was in. In order to calculate State Duration, the current state cannot be written to the log until the agent transitions to the next ACD agent state.
Start Time	The time the ACD agent state was initiated. Start time is based on the time the Recording & Statistics service received the ACD agent state data from the CAD agent, so that the start time reflects the time from the server hosting the Recording & Statistics service, not the time shown on the CAD PC.
State Duration	Length of time the agent was in the ACD agent state.
Reason Code	A number followed by a string description in parentheses identifying why the agent has transitioned to the Not Ready or Logout state. Blank if there is no reason code.

Agent Statistics Report

This report is the default view displayed the first time you select an agent from the tree control. It reports details of the agent's call activity during the current day, starting at midnight.

Table 11. Agent Statistics Report fields

Field	Description
Calls Presented	Number of inbound calls (ACD and non-ACD) that are delivered to the agent's extension (causes the agent's phone to ring). This can be verified by counting the number of entries whose call direction displays "Inbound" in the Agent Call Log for the current day.
Calls Completed	Number of inbound or outbound calls (ACD or non-ACD) that are answered at the agent's extension. This can be verified by counting the number of entries whose Call Answered column displays "Yes" in the Agent Call Log for the current day.
Average Talking	The total time on call (all talk time + all hold time) divided by the number of calls.
Maximum Talking	Length of the longest call (talk time + hold time).

Table 11. Agent Statistics Report fields — *Continued*

Field	Description
Average Ready	The total time spent in the Ready state divided by the number of times spent in the Ready state.
Maximum Ready	Longest time spent in the Ready state.
Average Not Ready	The total time spent in the Not Ready state divided by the number of times spent in the Not Ready state.
Maximum Not Ready	Longest time spent in the Not Ready state.
Average Work	The total time spent in the Work state divided by the number of times spent in the Work state.
Maximum Work	Longest time spent in the Work state.

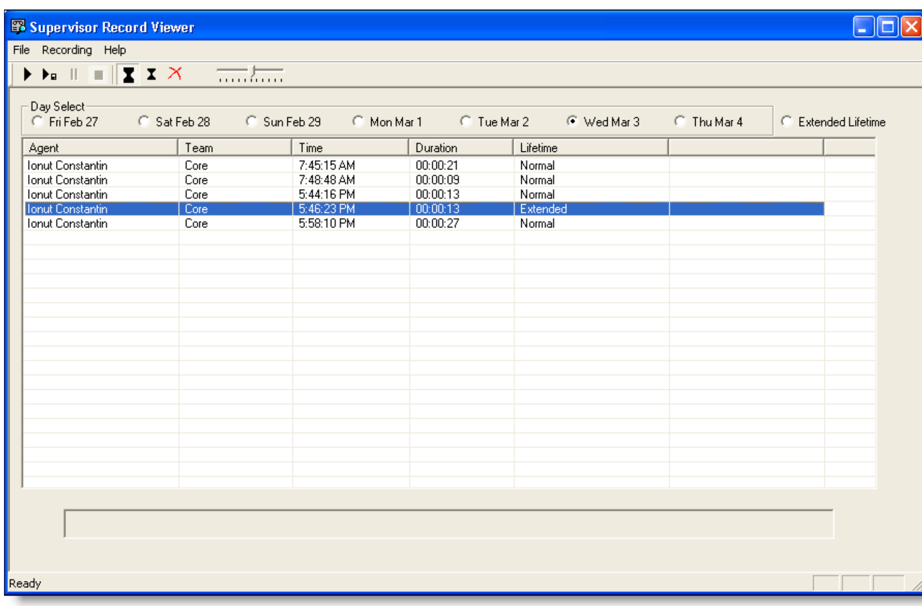
Supervisor Record Viewer

The Supervisor Record Viewer (see Figure 13) is accessed by choosing **View > Recorded Files** from the Supervisor Desktop menu bar. It displays all recordings made by your team over the last 7 days as well as those you tag for 30-day extended archiving.

> **NOTE:** A recording license is used whenever you open the Supervisor Record Viewer, and is released when you close it. If no licenses are available, Supervisor Record Viewer will start but no recordings will be listed and the error message “Licensing error” will be displayed. You must wait until a license is released and available for you to use. For this reason, it is important to close Supervisor Record Viewer after you are finished using it.

When you first open Supervisor Record Viewer, the current day is selected and the recordings for that day are displayed. However, if there are no recordings for the current day, the application opens with no day selected, and you must select a day to view.

Figure 13. Supervisor Record Viewer



The recordings are archived as raw voice data packets; they can only be reviewed using the Supervisor Record Viewer. However, if you wish to permanently save selected recordings as *.wav files, you can use the Play and Save button and save the recording to a selected folder.

Unless recordings are tagged for extended archiving ("extended lifetime"), they are automatically deleted after 7 days.

If a recording is tagged for the 30-day extended lifetime, it will not be deleted until that 30-day period expires. If you delete it manually before the 30-day period expires, it is deleted in the next folder cleanup—cleanups run daily at midnight.

The Supervisor Record Viewer displays the following information:

Table 12. Supervisor Record Viewer fields

Field	Description
Agent	The agent whose call is recorded.
Team	The team to which the agent belongs.
Time	The time the recording was made.
Duration	The length of the recording in hh:mm:ss format.
Lifetime	The length of time the recording is archived: Normal is 7 days, Extended is 30 days.
Date Recorded	(Appears only when "Extended Lifetime" is selected in Day Select) The date the recording was made.

Toolbar

The Supervisor Record Viewer toolbar enables you to play and save recordings.

Table 13. Supervisor Record Viewer Toolbar Buttons

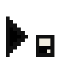
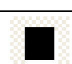
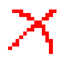
Button	Name	Description
	Play	Starts playing a selected recording.
	Play and Save	Starts playing a selected recording and simultaneously saves it as a *.wav file.
	Pause	Pauses a selected recording.
	Stop	Stops playing a selected recording.
	Set Extended Lifetime	Tags a selected recording so that it is archived for 30 days instead of the normal 7 days.

Table 13. Supervisor Record Viewer Toolbar Buttons — *Continued*

Button	Name	Description
	Set Normal Lifetime	Tags a selected recording so that it is archived for the normal 7 days instead of the extended 30 days.
	Delete	Deletes the selected recording.

Working with Recordings

To listen to a recording:

1. From the **Day Select** section of Supervisor Record Viewer, click the radio button for the date of the recording you want to review.

   You can also click the **Extended Lifetime** radio button to view a list of all recordings that have been tagged for extended 30-day archiving.

2. Select the recording you want to review.
3. Click the **Play** button, or choose **Recording > Play** from the menu bar.

   Use the **Pause** or **Stop** buttons to control the recording playback, and the volume slider to control the playback volume.

   There is a progress bar at the bottom of the window that shows where you are within the recording. You can click the progress bar and drag it backwards or forwards to rewind or fast-forward the recording. You must click Play again after you reposition the progress bar to restart the playback.

To tag a recording for extended archiving:

1. Select the recording you want to archive for 30 days.
2. Click the **Set Extended Lifetime** button, or choose **File > Set Extended Lifetime** from the menu bar.

   The recording is tagged to be archived for 30 days from the date of recording.

To save a recording for permanent archiving:

1. Select the recording you want to save.
2. Click the **Play and Save** button, or choose **Recording > Play and Save** from the menu bar.

   The Save As dialog box appears.

3. Select a folder to save the recording to, enter a file name for the recording, and then click **Save**.

The recording plays and simultaneously is saved as a *.wav file to the location you selected.

Service Autorecovery

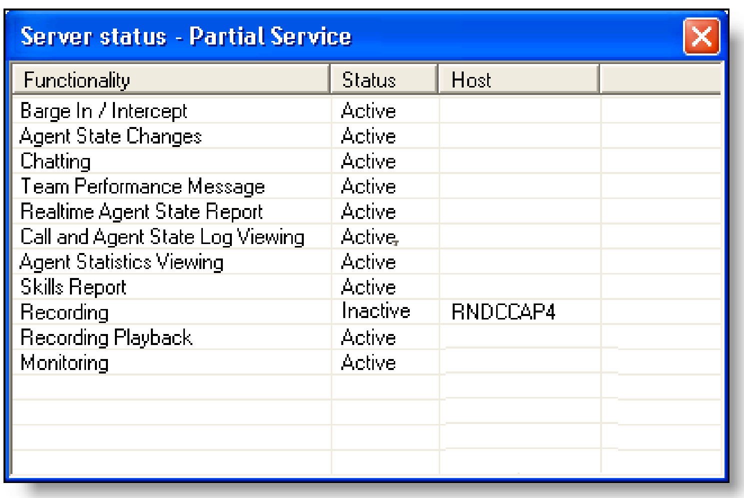
The service autorecovery feature allows Supervisor Desktop to automatically recover its connection to the Cisco services in the event of a service restart or a network outage.

When Supervisor Desktop detects that it is unable to communicate with a service (generally within three minutes of the service failure), the status bar displays “Partial Service” or “No Service” to indicate that some or all of the services have failed.

When Supervisor Desktop detects that the service is again available (usually within one minute of service recovery), the status bar displays “In Service” to indicate that the services have recovered.

To learn more about what is affected by the service failure, double-click the status message on the status bar. Supervisor Desktop displays a popup box that lists features and indicates if that feature is available or not due to the service outage. The server that hosts the failed service is listed in the Host column. This field can display either the host’s IP address, host name, or both.

Figure 14. Server Status popup window



Phone Network Failure

In the event that an agent’s phone loses its connection to the network, the agent is automatically moved to the Not Ready agent state, and will see a popup window displaying a message that the phone is out of service.

The supervisor will see the change of agent state in the Agent ACD State Log report, along with the “Device out of service” reason code (code 32759).

The agent must drop any call he or she is on in order for the phone to reconnect to the network. If the agent continues on a call, CAD will not be able to show the call's actual length because it shows as "terminated" in the system.

When the phone comes back into service, the agent will see the popup window display a message that the phone is in service. The agent can then change the agent state back to Ready and resume taking calls.