

4 Common Tasks

Sending a Scrolling Marquee Message

Use the scrolling marquee message feature to send announcements to all agents on the team you are currently monitoring. The agents' Call/Chat windows automatically maximize to display the message.

- Step 1** Check the **Scrolling marquee message** check box.
- Step 2** In the **Expires at** field, enter a time for the message to expire.
The default length of time a message runs is 30 minutes.
- Step 3** Enter your message in the text entry pane, and then click **Send**.

Sending a Message to One or More Agents

Use the Chat feature to send a message to individual agents or all agents on the team you are currently monitoring.

- Step 1** Click **To**.
The **Select Agents** window appears.
- Step 2** To choose an agent to receive your message, choose the agent's name in the left pane, and then click **To**.
The agent's name moves from the left pane to the right pane.
To send a message to all agents on the team you are monitoring, choose **ALL Agents**. To remove an agent from the recipient list, choose the agent's name in the right pane, and then press the **Delete** key.
- Step 3** When all recipients of your message are listed in the right pane, click **OK**.
- Step 4** Enter your message in the text entry pane, and then click **Send**.

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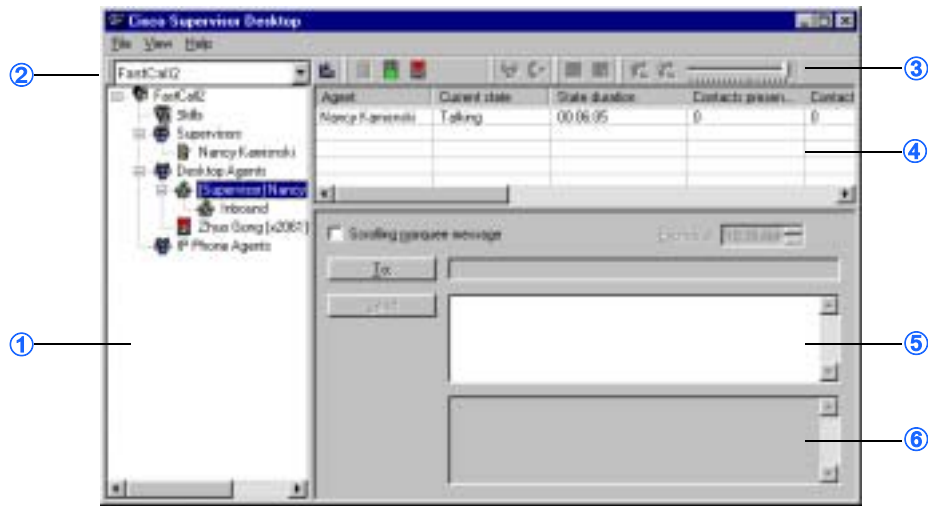


Cisco Supervisor Desktop Quick Reference Guide

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1 Supervisor Desktop Window



- 1 Team View pane—Displays the skills, supervisors, and logged-in agents for the selected team.
- 2 Team Selection list—Use this drop-down list to choose the team to view. Supervisor Desktop performs all tasks (monitoring, recording, sending messages, etc.) on the team you choose from this list.
- 3 Voice Monitor volume slider—Use this slider to adjust the speaker volume.
- 4 Data View pane—Displays skill group statistics, agent statistics, or call information, depending on the option you select in the Team View Pane.
- 5 Text entry pane—Type chat messages or scrolling marquee messages in this text field.
- 6 Chat Log pane—Displays a log of this session's chat messages.

2 Toolbar

Button	Name	Shortcut	Description
	Refresh	Ctrl-F	Updates the information in the Data View pane.
	Logout	Ctrl-L	Logs the selected agent out of the IP Call Center (IPCC) server.
	Ready	Ctrl-E	Puts the selected agent into the Ready state (available to receive routed calls).
	Not Ready	Ctrl-N	Puts the selected agent into the Not Ready state (not available to receive routed calls).

Button	Name	Shortcut	Description
	Barge-In	Ctrl-B	Adds you to an agent's phone call.
	Intercept	Ctrl-I	Intercepts an agent's phone call and disconnects the agent from it.
	Start Recording	Ctrl-R	Starts recording the selected phone call.
	Stop Recording	Ctrl-S	Stops recording the selected phone call.
	Start Voice Monitoring	Ctrl-A	Starts voice monitoring of the selected agent.
	Stop Voice Monitoring	Ctrl-P	Stops voice monitoring of the selected agent.

3 Menus

Menu	Options Available
File	<ul style="list-style-type: none"> • Exit. Closes Supervisor Desktop.
View	<ul style="list-style-type: none"> • UserID. Shows/hides the agent's user ID in the Team View pane. • Ext. Shows/hides the agent's extension in the Team View pane. • Both UserID and Ext. Shows/hides both the agent's user ID and extension in the Team View pane. • Recorded Files. Accesses the log of recorded conversations.
Intervention	<ul style="list-style-type: none"> • Start Voice Monitoring. Starts monitoring an agent. • Stop Voice Monitoring. Stops monitoring an agent.
Help	<ul style="list-style-type: none"> • Contents. Accesses the online help. • About Supervisor. Displays the version and copyright information.