Cisco Unified Contact Center Express Supervisor and User Options Plug-Ins

The following sections provide detailed information on the additional plug-in options provided by the Unified CCX.

About User Management

In earlier versions of Unified CCX, many user parameters like user ID, password, and pin were configured from the Unified CM Administrator. Some Unified CCX-related user parameters were configured through the Unified CCX Administration.

In Unified CCX, all Unified CCX user roles (capabilities) are consolidated into one User Configuration area.

Note Any changes made to the user privileges for the Unified CCX user roles after the backup operation is performed are not restored.

The Unified CM user details are stored in the Unified CM database.

About Unified CCX User Capabilities

The capability for each user refers to the Unified CCX access level assigned for each user. Unified CCX users can be assigned to one of the following four roles (or capabilities):

- Administrator
- Supervisor
- Historical Report User
- Agent

Each of these roles are described in this section.

Administrator Privileges

A Unified CCX Administrator is a user with complete access to the Unified CCX Administration and has the authority to configure the entire system. An Administrator can also be assigned a combination of other roles.

The Administrator can turn on/off the authority of a Supervisor to manage the teams and agents.

Supervisor Privileges

Supervisors can additionally modify and view skills, view the list of all teams for which this user is the supervisor, view the skills, CSQs, and resource groups configured in this system, view and manage resources, and configure the teams that they are to manage.

Unified CCX provides three types of supervisors:

- **Application Supervisor**: A basic supervisor role applicable to a Unified CCX Application server *without* a Unified CCX license. An application supervisor can only view reports.

- **ACD Supervisor**: A supervisor with an agent role. This role is applicable to a Unified CCX Application server with *any* Unified CCX license. An ACD supervisor can administer teams/agents and also view reports. Thus Unified CCX enables dynamic reskilling, the ability by which an ACD supervisor can add or remove skills from an agent without an administrator privilege.

Depending on the license allowed, Unified CCX Supervisors have the following privileges:

- View reports through Unified Intelligence Center web client.

- View agents and CSQ being monitored. This is only for a remote Supervisor.

- View the list of all teams for which this user is the Supervisor.

- Configure the teams managed by the Supervisor.

- View the skills, CSQs, and Resource Groups configured in this system.

Note The RmCm menu can be viewed by the Supervisor only when any of the following two options are selected as the parameter value for the Supervisor Access field located in **System** > **System Parameters** > **Application Parameters**:

- Access to all Teams

- Access to Supervisor's Teams only

- View and manage all the resources.

Historical Report User Privileges

A user with a historical report role can view various historical reports. The number and types of reports allowed to be viewed depends on the licenses available on a given Unified CCX system.

Agent Privileges

Note An agent capability is only available with a Unified CCX license.

Unified CM users in Unified CCX are assigned an agent role when an agent extension is associated to the user in the Unified CM User Configuration page. Consequently, this role can *only* be assigned or removed for the user using Unified CM Administrator End User Configuration web page. These users can not be assigned or removed in Unified CCX Administration.

Unified CCX Supervisor Web Interface

Use the Unified CCX Supervisor web page to:

- View and monitor permitted agents
- View and monitor permitted CSQs
- Access real-time reports, tools, and settings

Access Unified CCX Supervisor Web Page

To access the Unified CCX Supervisor web page, perform the following steps:

Procedure

Step 1 Ensure supervisor capability is assigned to the user designated as supervisor (see **Supervisor Privileges** and **User View Submenu**).

Note If the supervisor is assigned administrator capability as well, the Unified CCX Administration window is opened instead of the Supervisor web page.

Step 2 From a web browser on any computer on your network, enter the following case-sensitive URL:

```
https://<servername>/appadmin
```

In this example, replace `<servername>` with the hostname or IP address of the required Unified CCX server.

Tip If you have already accessed the Unified CCX Administration application or Supervisor web page in the browser, be sure to logout from the current session using **Logout** link displayed in the top right corner of any Cisco Unified CCX Administration web page or **System** > **Logout** and login with respective user credentials.

User IDs are case-sensitive when logging into the Unified CCX Administration web interface. To make them case-insensitive, you must install 12.5(1) SU1 ES02.

The Unified CCX Supervisor web page appears.

Related Topics

User Configuration

Unified CCX User Options Web Interface

Use the Unified CCX User Options web page to perform:

- Unified CCX downloads

- Alternate pronunciations for call by name

- Access the Unified CM User web page

Access Unified CCX User Options Web Page

To access the Unified CCX User Options web page, perform the following steps:

Procedure

Step 1 From the Unified CCXAdministration, enter **https**://<*Cisco Unified CCX IP address*>/**appusermain**

Step 2 If prompted to do so, enter your User ID and Password.

The Unified CCX User Options web page appears.

Note Only Unified CM users are allowed to log in.

Step 3 When finished, click **Logout**.

Add Alternative Pronunciations

Alternative Pronunciations for Call by Name is an independent feature located on the Unified CCX User Options Welcome web page. This feature lets you add one or more alternate pronunciations for your first or last name and is useful if callers might refer to you by more than one name. For example, if your first name is Bob, you might add the alternate pronunciations "Bob" and "Bobby". Similarly, if your last name is Xhu, you might add the alternate pronunciation "Xhu".

To access the Alternative Pronunciations for Call by Name web page, perform the following steps:

Procedure

Step 1 In the Cisco Unified CCX User Options Welcome web page, choose **User Options** > **Alternative Pronunciations for Call by Name**.

The Alternate Pronunciations web page appears.

Step 2 In the First Name field, you can enter an alternate pronunciation of your first name. For example, if your name is "Mary," you might enter "Maria."

Step 3 Click **Add>>**.

The name moves to a list of alternate first name pronunciations.

Step 4 Repeat Steps 2 and 3 as needed to add other alternate pronunciations.

To remove an alternate pronunciation for your first name, click the alternate pronunciation and then click **Remove**.

Step 5 In the Last Name field, you can enter an alternate pronunciation of your last name. For example, if your last name is "Smith," you might enter "Smitty."

Step 6 Click **Add>>**.

The name moves to a list of alternate last name pronunciations.

Step 7 Repeat Steps 5 and 6 as needed to add other alternate pronunciations.

To remove an alternate pronunciation of your last name, click the alternate pronunciation and then click **Remove**.

Step 8 Click **Save** to apply the changes.

Access Unified CM User Options Page

To access the Unified CM User Options web page, perform the following steps:

Procedure

Step 1 In the Unified CCX User Options Welcome web page, choose **User Options** > **Cisco Unified CM User Page**.

The Unified CM User Options Log On dialog box appears.

Step 2 Enter your Unified CM user ID and password, and then click **Log On**.

The Unified CM User Options web page appears.

Step 3 Click the option you want.

Step 4 When finished, click **Logout**.