



netech

YOUR NETWORK, ANYWHERE

Cisco Contact  
Center Supervisor  
Training

# TRAINING OVERVIEW

## Cisco Contact Center Supervisor Training

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- Supervisor - Finesse
  - Supervisor Log-In & Log-Out
  - Team Performance Window
    - Force Agent State Change & Monitor Call
    - Barge In
  - Queue Statistics Window
- Agent Re-skilling
- Supervisor Admin Utility – SAU
- Dashboard
  - Real-Time Reports

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Cisco Finesse

# **SUPERVISOR**

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# SUPERVISOR LOG-IN

## Log-in Procedure

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- Open your Internet browser (Internet Explorer 9) and type the following website address <http://finesse.illinois.gov>



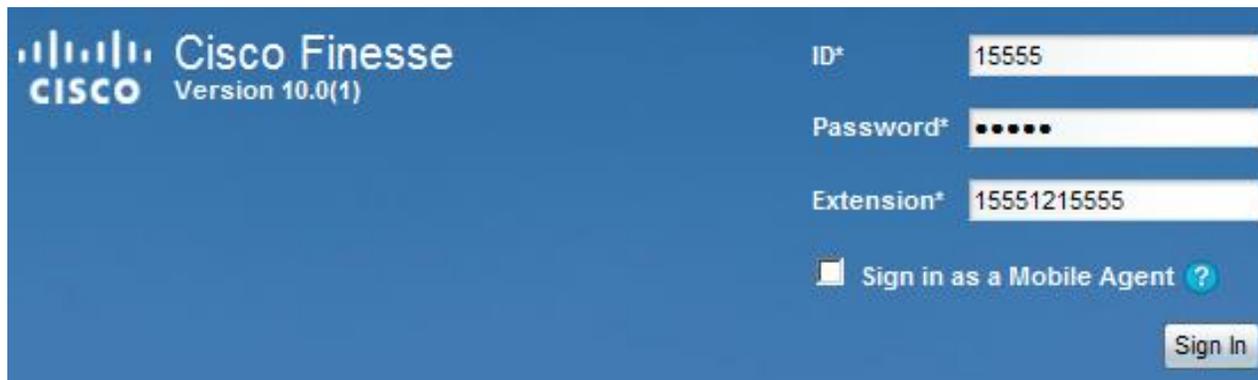
Enter Cisco Finesse  
Website address

# SUPERVISOR LOG-IN

## Log-in Procedure Cont'd

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- Credentials (last 5 digits of extension: 15551215555)  
**Agent ID:** Enter your 5-digit ID (15555)  
**Password:** The password is the same as the 5-digit ID  
**Extension:** Enter the 11-digit agent extension



The screenshot shows the Cisco Finesse login interface. The header includes the Cisco logo and the text "Cisco Finesse Version 10.0(1)". The login form contains three input fields: "ID\*" with the value "15555", "Password\*" with masked characters "\*\*\*\*\*", and "Extension\*" with the value "15551215555". Below the fields is a checkbox labeled "Sign in as a Mobile Agent" with a question mark icon. A "Sign In" button is located at the bottom right of the form.

# SUPERVISOR LOG-IN

## Supervisor Console

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The screenshot displays the Cisco Supervisor Console interface. At the top, the user is identified as 'Supervisor Test Agent2 (11091) - Extension 15551210999' with a 'Not Ready' status. Navigation links for 'Home' and 'Manage Call' are visible. Below this is a 'Make a New Call' button. The main section is titled 'Team Performance' and includes controls for 'Sign Out', 'Ready', and 'Start Monitoring', along with a 'CMS.IT' dropdown menu. A table lists the status of various agents, all of whom are currently 'Logged Out'.

| Agent Name      | State      | Time in State | Extension |
|-----------------|------------|---------------|-----------|
| Agnes Standefer | Logged Out | --            |           |
| Andy Croft      | Logged Out | --            |           |
| Armando Atempa  | Logged Out | --            |           |
| Billy Foster    | Logged Out | --            |           |
| Brad Morrow     | Logged Out | --            |           |
| Brenda Call     | Logged Out | --            |           |
| Brian Smith     | Logged Out | --            |           |
| Courtney Enoex  | Logged Out | --            |           |
| Curtis Flamm    | Logged Out | --            |           |
| Darrell Dorn    | Logged Out | --            |           |

Queue Statistics

# SUPERVISOR CONSOLE

## Team Performance

- Select team from drop down menu on right

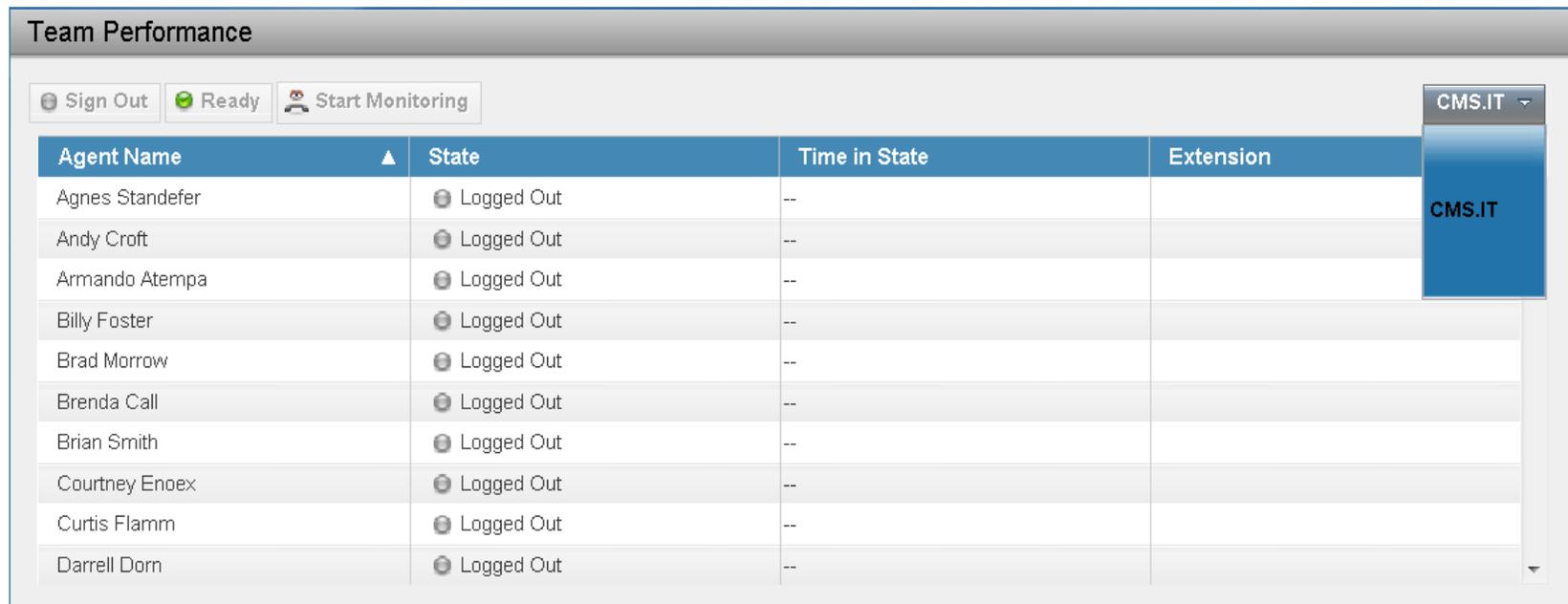
The screenshot displays the Cisco Supervisor Console interface for a supervisor. At the top, the user is identified as 'Supervisor Test Agent2 (11091) - Extension 15551210999' with a 'Not Ready' status. The page includes navigation links for 'Home' and 'Manage Call', and a 'Make a New Call' button. The main section is titled 'Team Performance' and contains a toolbar with 'Sign Out', 'Ready', and 'Start Monitoring' buttons. Below the toolbar is a table listing agents and their current states. A dropdown menu on the right side of the table is open, showing 'CMS.IT' as the selected team.

| Agent Name ▲    | State        | Time in State | Extension |
|-----------------|--------------|---------------|-----------|
| Agnes Standefer | 🔴 Logged Out | --            |           |
| Andy Croft      | 🔴 Logged Out | --            |           |
| Armando Atempa  | 🔴 Logged Out | --            |           |
| Billy Foster    | 🔴 Logged Out | --            |           |
| Brad Morrow     | 🔴 Logged Out | --            |           |
| Brenda Call     | 🔴 Logged Out | --            |           |
| Brian Smith     | 🔴 Logged Out | --            |           |
| Courtney Enoex  | 🔴 Logged Out | --            |           |
| Curtis Flamm    | 🔴 Logged Out | --            |           |
| Darrell Dorn    | 🔴 Logged Out | --            |           |

# SUPERVISOR CONSOLE

## Team Performance Cont'd

- Supervisor can see Agent Name, State, Time in State, and Extension.

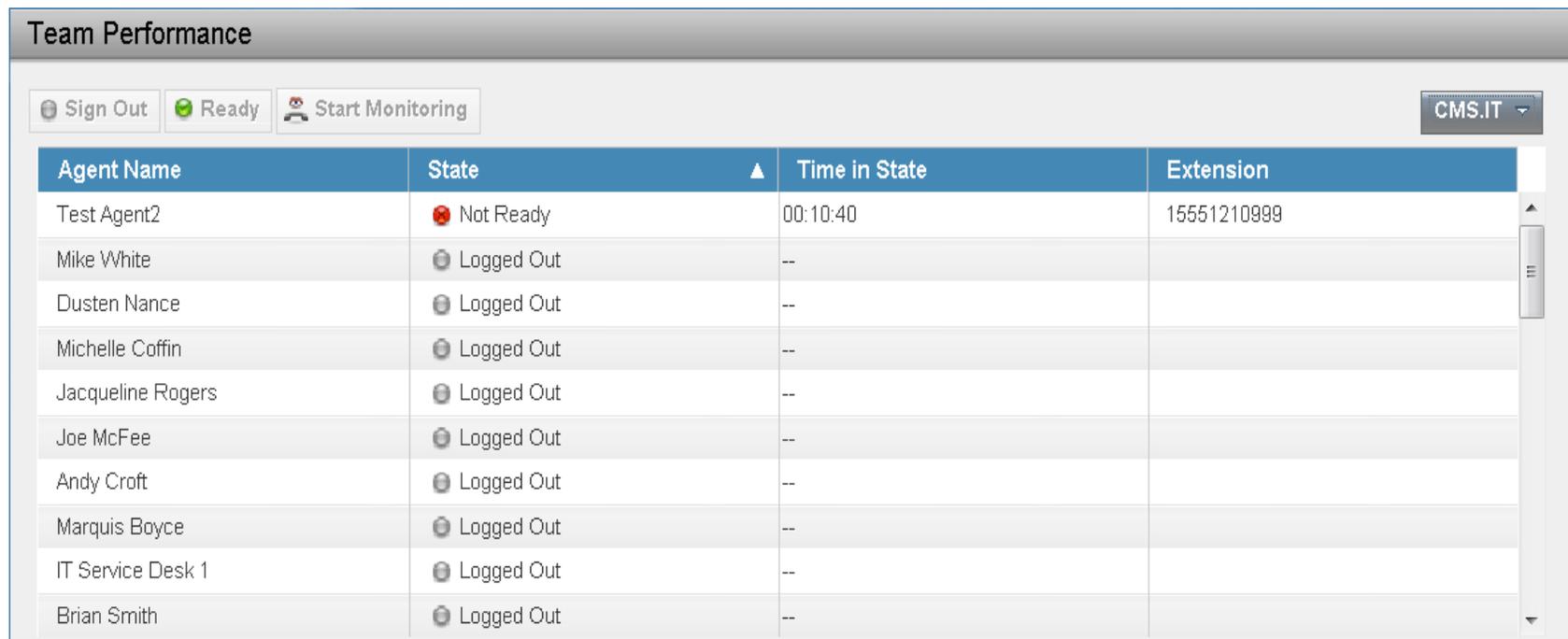


| Agent Name ▲    | State        | Time in State | Extension |
|-----------------|--------------|---------------|-----------|
| Agnes Standefer | 🔴 Logged Out | --            |           |
| Andy Croft      | 🔴 Logged Out | --            |           |
| Armando Atempa  | 🔴 Logged Out | --            |           |
| Billy Foster    | 🔴 Logged Out | --            |           |
| Brad Morrow     | 🔴 Logged Out | --            |           |
| Brenda Call     | 🔴 Logged Out | --            |           |
| Brian Smith     | 🔴 Logged Out | --            |           |
| Courtney Enoex  | 🔴 Logged Out | --            |           |
| Curtis Flamm    | 🔴 Logged Out | --            |           |
| Darrell Dorn    | 🔴 Logged Out | --            |           |

# SUPERVISOR CONSOLE

## Team Performance Cont'd

- Sort Agents by Agent Name, State, Time in State, or Extension



| Agent Name        | State      | Time in State | Extension   |
|-------------------|------------|---------------|-------------|
| Test Agent2       | Not Ready  | 00:10:40      | 15551210999 |
| Mike White        | Logged Out | --            |             |
| Dusten Nance      | Logged Out | --            |             |
| Michelle Coffin   | Logged Out | --            |             |
| Jacqueline Rogers | Logged Out | --            |             |
| Joe McFee         | Logged Out | --            |             |
| Andy Croft        | Logged Out | --            |             |
| Marquis Boyce     | Logged Out | --            |             |
| IT Service Desk 1 | Logged Out | --            |             |
| Brian Smith       | Logged Out | --            |             |

# SUPERVISOR CONSOLE

## Team Performance Cont'd

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- Supervisor can select an agent in “Not Ready” and force the agent to “Sign-Out” or go “Ready”

# SUPERVISOR CONSOLE

## Team Performance Cont'd

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- Supervisor can Monitor an Agent call by selecting an Agent in the “Talking” state and clicking “Start Monitoring”
  
- **NOTE:** Must be in Not Ready State to Monitor Call

# SUPERVISOR CONSOLE

## Team Performance Cont'd



**Supervisor Test Agent2 (11091) - Extension 15551210999** Not Ready Sign Out

[Home](#) [Manage Call](#)

**Make a New Call**

**Team Performance**

[Sign Out](#) [Ready](#) [Start Monitoring](#) CMS.IT

| Agent Name  | State     | Time in State | Extension   |
|-------------|-----------|---------------|-------------|
| Test Agent1 | Talking   | 00:00:38      | 15551211099 |
| Test Agent2 | Not Ready | 00:17:53      | 15551210999 |

# SUPERVISOR CONSOLE

## Team Performance Cont'd

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- The call is then forked from the agent phone to the supervisor phone. The supervisor will be able to hear the agent and customer, but is unable to talk on the call. The agent nor customer are notified the supervisor is listening into the call.
- The supervisor can stop monitoring the call by clicking the “End” button

A red rectangular button with a white telephone handset icon and the text "End" in white.

Click on "End"  
button

# SUPERVISOR CONSOLE

## Team Performance Cont'd

- Once the supervisor is monitoring a call, the supervisor can join the call by clicking “Barge In”

The screenshot displays the Supervisor Console interface. At the top, it shows the user's identity: "Supervisor Test Agent2 (11091) - Extension 15551211026" and their status as "Talking". Below this is a navigation bar with "Home" and "Manage Call" options. A call management bar for extension "15551210999" contains "Hold" and "Barge In" buttons. A red arrow points to the "Barge In" button, with a callout box stating "Click on 'Barge-In' button". Below the call management bar is the "Team Performance" section, which includes a "Monitoring Agent" status and a table of agent performance.

| Agent Name     | State      | Time in State |
|----------------|------------|---------------|
| Tracy Starwalt | Logged Out | --            |
| Tim Williams   | Logged Out | --            |
| Test Agent2    | Talking    | 00:01:51      |
| Test Agent1    | Talking    | 00:02:07      |

# SUPERVISOR CONSOLE

## Team Performance Cont'd

- If the supervisor wishes to speak to the customer alone, the agent can be dropped from the call by choosing the agent from the drop down box.



Click on the "Drop" button

- The agent will drop from the call and be put into "Wrap-Up" state if the agent is from either the IT or CMC teams.

# SUPERVISOR CONSOLE

## Queue Statistics

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- The queue statistics window provides an overview of the queue with number of calls in queue, duration of oldest call in queue, how many agents are in “Ready” or “Not Ready”, how many inbound and outbound calls, and how many agents are in a pending “Wrap-Up” state.

| Queue Statistics  |         |          |       |           |        |     |       |                 |                     |
|-------------------|---------|----------|-------|-----------|--------|-----|-------|-----------------|---------------------|
| Queue Name        | # Calls | Max Time | Ready | Not Ready | Active |     |       | Wrap Up         |                     |
|                   |         |          |       |           | In     | Out | Other | Ready (Pending) | Not Ready (Pending) |
| CMS.Admin.PQ      | 0       | 00:00:00 | 0     | 0         | 0      | 0   | 0     | 0               | 0                   |
| CMS.AfterHours.PQ | 0       | 00:00:00 | 0     | 0         | 0      | 0   | 0     | 0               | 0                   |
| CMS.CMC.PQ        | 0       | 00:00:00 | 0     | 0         | 0      | 0   | 0     | 0               | 0                   |
| CMS.CMSITOther.PQ | 0       | 00:00:00 | 0     | 0         | 0      | 0   | 0     | 0               | 0                   |

# SUPERVISOR CONSOLE

## Queue Statistics

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- Agents will show up in “Ready (Pending)” when in “Wrap-Up”
- Agents will show up in “Not Ready (Pending)” when “Not Ready” with reason was chosen during active call

# SUPERVISOR LOG-OUT

## Supervisor End of Shift Procedure

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- Click on the “Ready” button and select “Not Ready – End of Shift”
- Click on the “Sign Out” button and select the appropriate code to complete the process



**Note:** Logging out is only possible when the supervisor is in “Not Ready” status

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Contact Center Enterprise

# **AGENT RE-SKILLING**

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# AGENT RE-SKILLING

## Supervisor Login Procedure

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- Open your Internet browser (Internet Explorer 9) and type the following website address  
<https://il084sprawhds/cceadmin>



Enter CCE Agent  
Re-skill address

# AGENT RE-SKILLING

## Supervisor Log-in Procedure Cont'd

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- In the **Domain** field, choose the appropriate domain for your network username
- In the **Username** field, enter your network username
- In the **Password** field, enter your network password
- Click “Sign In”



The screenshot shows the Cisco Unified CCE Administration login page. On the left, the Cisco logo and the text "Unified CCE Administration" are displayed. On the right, there is a login form with the following fields and controls:

- Domain:** A dropdown menu with "ILLINOIS.GOV" selected.
- Username:** A text input field.
- Password:** A text input field.
- Sign In:** A button located below the password field.

# AGENT RE-SKILLING

## Re-skill Agent Attributes Procedure

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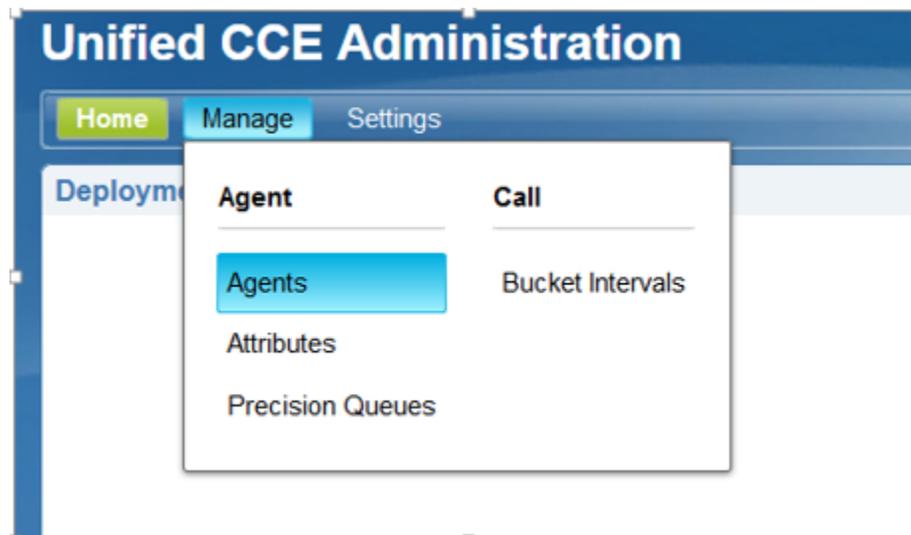
- Before changing Agents' Attributes, please read the following notes
- **Home**- This is the default page when you log in and provides a view pieces of system information. This page provides no access to any tools with which to administer the system
- **Manage**- This section provides the controls for configuring precision queues, attributes, and assigning those attributes to agents. **The only values that should be modified within this tab is within the Agents section. Modifying the precision queue settings has a high likelihood of causing outages to not only your agency, but possibly other agencies. Never make changes to the precision queue settings.**
- **Settings**- This page configures the deployment type for the system. **Never make changes to the settings on this page. Doing so will cause an outage to the entire state.**

# AGENT RE-SKILLING

## Re-skill Agent Procedure Cont'd

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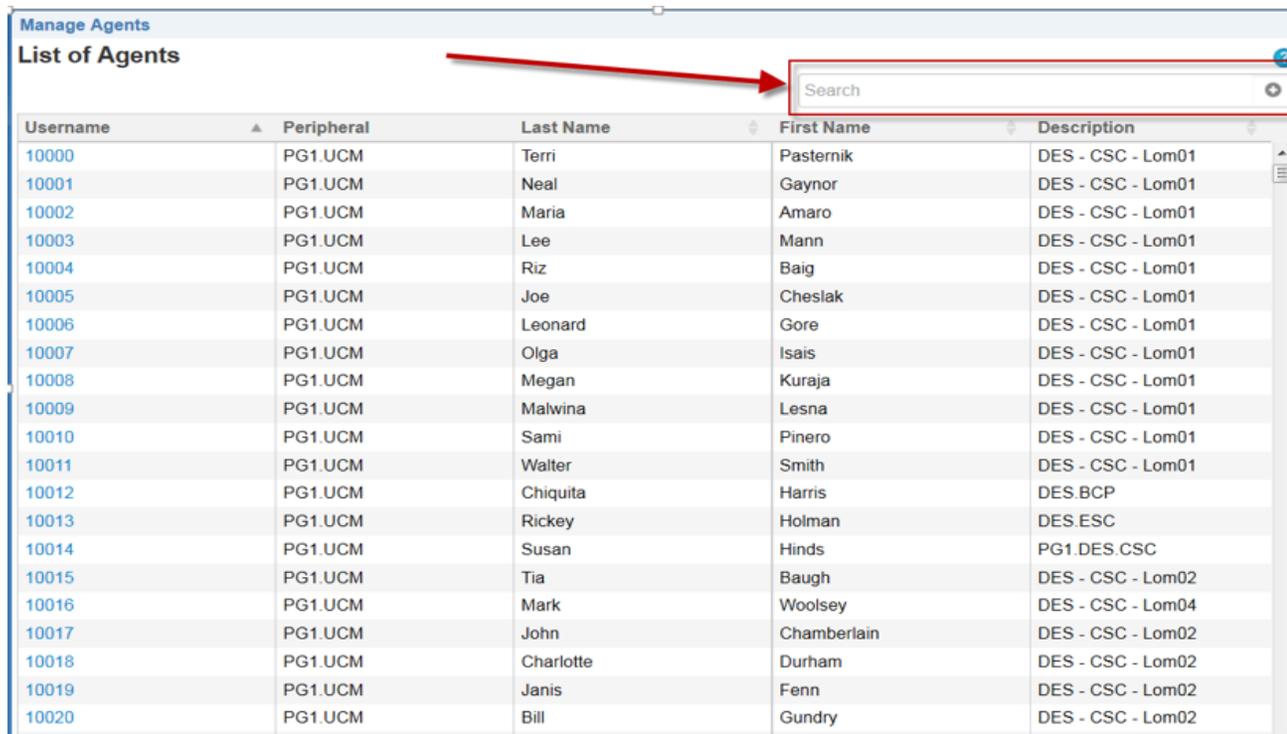
- Navigate to the Manage/Agents option



# AGENT RE-SKILLING

## Re-skill Agents' Attributes Procedure Cont'd

- Enter the Agent ID you wish to modify in the search field



The screenshot shows a web application window titled "Manage Agents" with a sub-header "List of Agents". A search bar is located at the top right of the table area, with a red arrow pointing to it. Below the search bar is a table with the following columns: Username, Peripheral, Last Name, First Name, and Description. The table contains 21 rows of agent data.

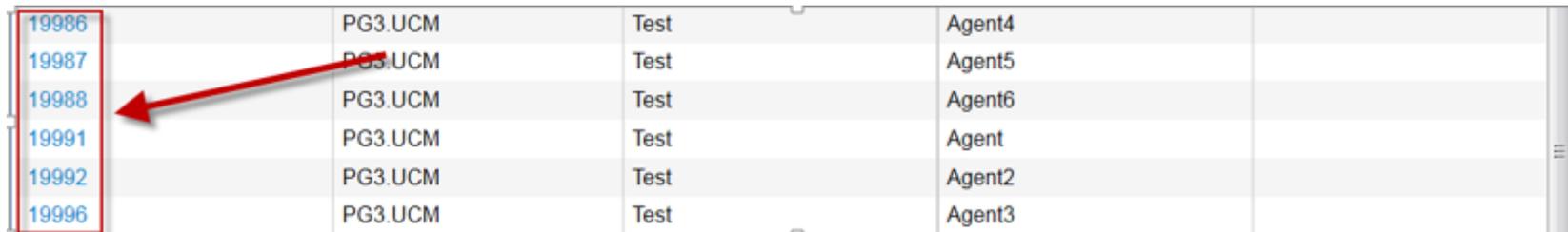
| Username | Peripheral | Last Name | First Name  | Description       |
|----------|------------|-----------|-------------|-------------------|
| 10000    | PG1.UCM    | Terri     | Pasternik   | DES - CSC - Lom01 |
| 10001    | PG1.UCM    | Neal      | Gaynor      | DES - CSC - Lom01 |
| 10002    | PG1.UCM    | Maria     | Amaro       | DES - CSC - Lom01 |
| 10003    | PG1.UCM    | Lee       | Mann        | DES - CSC - Lom01 |
| 10004    | PG1.UCM    | Riz       | Baig        | DES - CSC - Lom01 |
| 10005    | PG1.UCM    | Joe       | Cheslak     | DES - CSC - Lom01 |
| 10006    | PG1.UCM    | Leonard   | Gore        | DES - CSC - Lom01 |
| 10007    | PG1.UCM    | Olga      | Isais       | DES - CSC - Lom01 |
| 10008    | PG1.UCM    | Megan     | Kuraja      | DES - CSC - Lom01 |
| 10009    | PG1.UCM    | Malwina   | Lesna       | DES - CSC - Lom01 |
| 10010    | PG1.UCM    | Sami      | Pinero      | DES - CSC - Lom01 |
| 10011    | PG1.UCM    | Walter    | Smith       | DES - CSC - Lom01 |
| 10012    | PG1.UCM    | Chiquita  | Harris      | DES.BCP           |
| 10013    | PG1.UCM    | Rickey    | Holman      | DES.ESC           |
| 10014    | PG1.UCM    | Susan     | Hinds       | PG1.DES.CSC       |
| 10015    | PG1.UCM    | Tia       | Baugh       | DES - CSC - Lom02 |
| 10016    | PG1.UCM    | Mark      | Woolsey     | DES - CSC - Lom04 |
| 10017    | PG1.UCM    | John      | Chamberlain | DES - CSC - Lom02 |
| 10018    | PG1.UCM    | Charlotte | Durham      | DES - CSC - Lom02 |
| 10019    | PG1.UCM    | Janis     | Fenn        | DES - CSC - Lom02 |
| 10020    | PG1.UCM    | Bill      | Gundry      | DES - CSC - Lom02 |

# AGENT RE-SKILLING

## Re-skill Agents' Attributes Procedure Cont'd

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- Click on the blue text of the agent you wish to modify



|       |         |      |        |  |
|-------|---------|------|--------|--|
| 19986 | PG3.UCM | Test | Agent4 |  |
| 19987 | PG3.UCM | Test | Agent5 |  |
| 19988 | PG3.UCM | Test | Agent6 |  |
| 19991 | PG3.UCM | Test | Agent  |  |
| 19992 | PG3.UCM | Test | Agent2 |  |
| 19996 | PG3.UCM | Test | Agent3 |  |

# AGENT RE-SKILLING

## Re-skill Agents' Attributes Procedure Cont'd

- The agent's setting will be displayed as below

The screenshot shows a web interface for managing agents. The title is "Manage Agents" and the specific action is "Edit Test Agent (19991)". There are four tabs: "General", "Attributes", "Skill Groups", and "Supervisor". The "Attributes" tab is selected. The form contains the following fields and controls:

- Username:** Text input field containing "19991".
- First Name:** Text input field containing "Test".
- Last Name:** Text input field containing "Agent".
- Agent ID:** Text input field containing "19991". Below it is a note: "Value will be created if left blank".
- Description:** Text area input field.
- Desk Settings:** Text input field with a search icon and a clear icon.
- Team:** Text input field containing "Admin2" with a search icon and a clear icon.
- Login Enabled:** A checked checkbox.
- Change Password:** An unchecked checkbox.
- Enter Password:** Password input field with masked characters (dots).
- Re-enter Password:** Password input field with masked characters (dots).

At the bottom of the form are two buttons: "Save" and "Cancel".

# AGENT RE-SKILLING

## Re-skill Agents' Attributes Procedure Cont'd

- Click on the attributes tab in order to add the needed skills to the agent

Manage Agents

### Edit Test Agent (19991)

General **Attributes** Skill Groups Supervisor

Username

First Name

Last Name

Agent ID   
Value will be created if left blank

Description

Desk Settings

Team

Login Enabled

Change Password

Enter Password

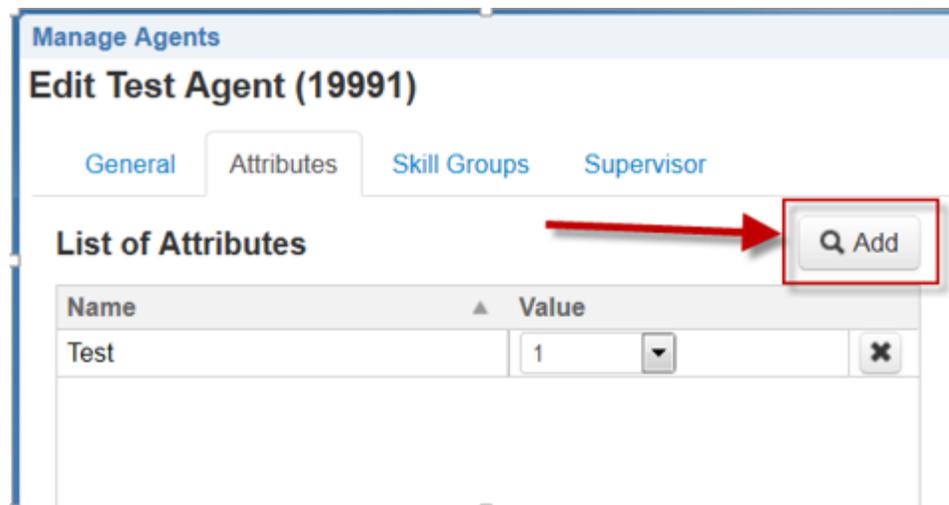
Re-enter Password

# AGENT RE-SKILLING

## Re-skill Agents' Attributes Procedure Cont'd

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- Click on the “Add” button



The screenshot shows a web application window titled "Manage Agents" with a sub-header "Edit Test Agent (19991)". There are four tabs: "General", "Attributes", "Skill Groups", and "Supervisor". The "Attributes" tab is active. Below the tabs is a "List of Attributes" section. It contains a table with two columns: "Name" and "Value". The table has one row with "Test" in the "Name" column and "1" in the "Value" column. To the right of the table is a button labeled "Add" with a magnifying glass icon. A red arrow points to this button, and it is enclosed in a red rectangular box.

| Name | Value |
|------|-------|
| Test | 1     |

# AGENT RE-SKILLING

## Re-skill Agents' Attributes Procedure Cont'd

- Click on the blue test of the needed attribute to add and click on the “Save” button to complete the change

The screenshot shows the 'Manage Agents' interface for editing agent attributes. The main window is titled 'Edit Test Agent (19991)' and has tabs for 'General', 'Attributes', 'Skill Groups', and 'Supervisor'. The 'Attributes' tab is selected, showing a 'List of Attributes' table with one row: 'Test' with a value of '1'. A red arrow points to the 'Test' row. An 'Add Attributes' dialog box is open, showing a search for 'test' and a list of attributes: 'ABE Test Env' (1), 'HFS Test' (5), 'Test' (1), and 'Test2' (1). The 'Test' row is highlighted in blue. A red arrow points to the 'Test' row in the dialog. At the bottom of the main window, the 'Save' button is highlighted with a red box and a red arrow.

| Name | Value |
|------|-------|
| Test | 1     |

| Name         | Value |
|--------------|-------|
| ABE Test Env | 1     |
| HFS Test     | 5     |
| Test         | 1     |
| Test2        | 1     |

1 items

Save Cancel

# AGENT RE-SKILLING

## Re-skill Agent Warning

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- **WARNING:** Be careful to only assign Agents their respective Attributes. If an agent is assigned a different attribute other than his/her team, that person could end up getting a call from another call center.

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Emergency Ad-Hoc Closure

# **SUPERVISOR ADMIN UTILITY**

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# SUPERVISOR ADMIN UTILITY

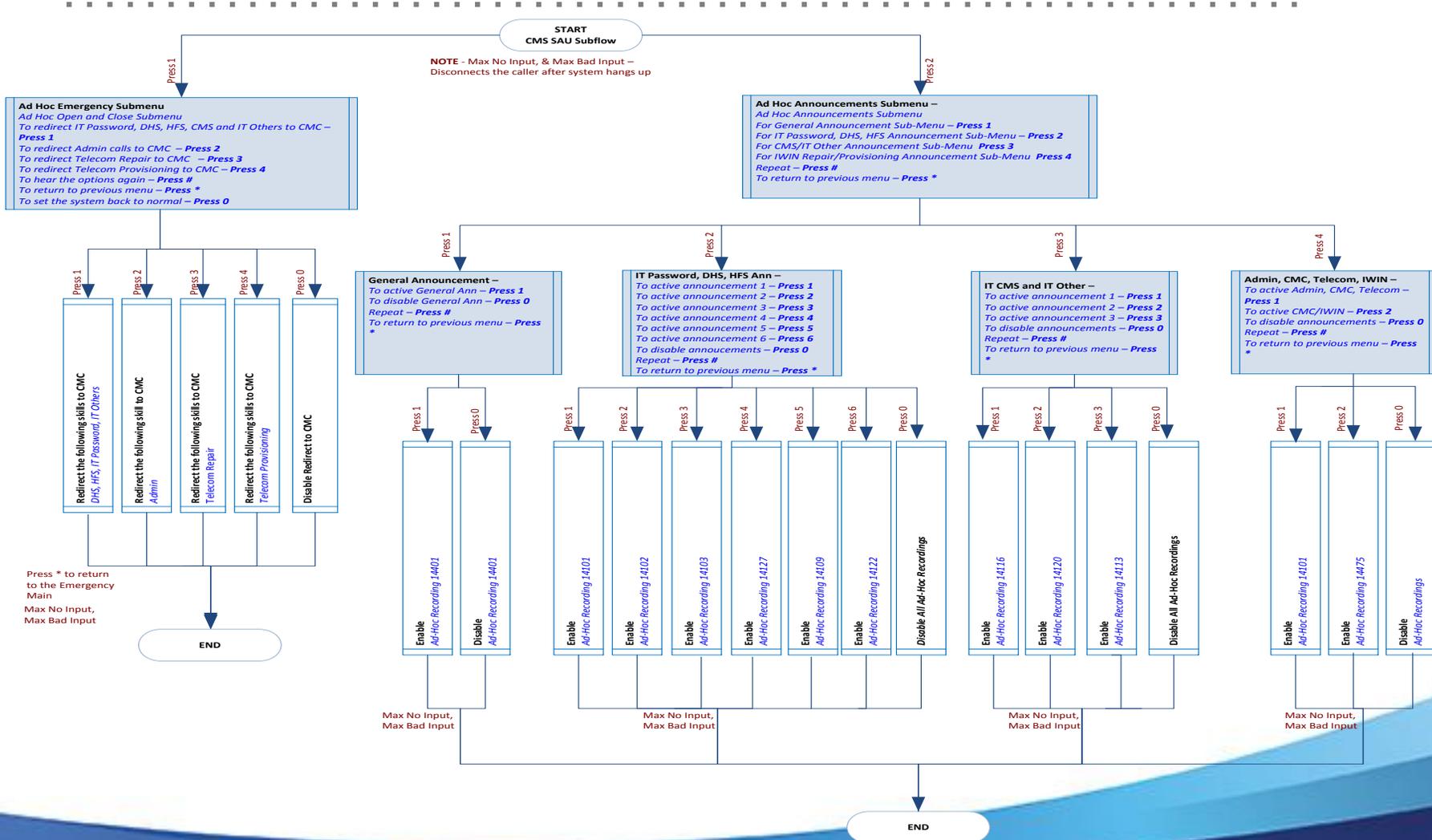
What is it?

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- Ad-Hoc Changes to Contact Center Status
  - Emergency Closure – Redirect to CMC
  - Ah-Hoc Announcements
  - Reset back to Default Schedule
- Call 217-557-8438
- Requires PIN to authenticate

# SUPERVISOR ADMIN UTILITY

## Call Flow



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**QUESTIONS?**

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