Cisco Contact Center Supervisor Training
TRAINING OVERVIEW

Cisco Contact Center Supervisor Training

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

SUPERVISOR
SUPERVISOR LOG-IN

Log-in Procedure

- 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

- 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
SUPERVISOR CONSOLE

Team Performance

- Select team from drop down menu on right
SUPERVISOR CONSOLE

Team Performance Cont’d

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

Team Performance Cont’d

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

<table>
<thead>
<tr>
<th>Agent Name</th>
<th>State</th>
<th>Time in State</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test Agent2</td>
<td>Not Ready</td>
<td>00:10:40</td>
<td>15651210889</td>
</tr>
<tr>
<td>Mike White</td>
<td>Logged Out</td>
<td>--</td>
<td></td>
</tr>
<tr>
<td>Dusten Nance</td>
<td>Logged Out</td>
<td>--</td>
<td></td>
</tr>
<tr>
<td>Michelle Coffin</td>
<td>Logged Out</td>
<td>--</td>
<td></td>
</tr>
<tr>
<td>Jacqueline Rogers</td>
<td>Logged Out</td>
<td>--</td>
<td></td>
</tr>
<tr>
<td>Joe McFee</td>
<td>Logged Out</td>
<td>--</td>
<td></td>
</tr>
<tr>
<td>Andy Croft</td>
<td>Logged Out</td>
<td>--</td>
<td></td>
</tr>
<tr>
<td>Marquis Boyce</td>
<td>Logged Out</td>
<td>--</td>
<td></td>
</tr>
<tr>
<td>IT Service Desk 1</td>
<td>Logged Out</td>
<td>--</td>
<td></td>
</tr>
<tr>
<td>Brian Smith</td>
<td>Logged Out</td>
<td>--</td>
<td></td>
</tr>
</tbody>
</table>
• Supervisor can select an agent in “Not Ready” and force the agent to “Sign-Out” or go “Ready”
SUPERVISOR CONSOLE

Team Performance Cont’d

- 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

<table>
<thead>
<tr>
<th>Agent Name</th>
<th>State</th>
<th>Time in State</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test Agent1</td>
<td>Talking</td>
<td>00:00:33</td>
<td>15551210999</td>
</tr>
<tr>
<td>Test Agent2</td>
<td>Not Ready</td>
<td>00:17:53</td>
<td>15551210999</td>
</tr>
</tbody>
</table>
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.
Once the supervisor is monitoring a call, the supervisor can join the call by clicking “Barge In”
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.

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.
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.
SUPERVISOR CONSOLE

Queue Statistics

- 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

- 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
Contact Center Enterprise

AGENT RE-SKILLING
AGENT RE-SKILLING

Supervisor Login Procedure

• 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

- 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”
AGENT RE-SKILLING

Re-skill Agent Attributes Procedure

• 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

- 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
AGENT RE-SKILLING

Re-skill Agents’ Attributes Procedure Cont’d

• Click on the blue text of the agent you wish to modify
AGENT RE-SKILLING

Re-skill Agents’ Attributes Procedure Cont’d

• The agent’s setting will be displayed as below
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
AGENT RE-SKILLING

Re-skill Agents’ Attributes Procedure Cont’d

• Click on the “Add” button
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
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.
Emergency Ad-Hoc Closure

SUPERVISOR ADMIN UTILITY
SUPERVISOR ADMIN UTILITY

What is it?

- 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

START

CMS SAU Subflow

Ad Hoc Emergency Submenu
Ad Hoc Open and Close Submenu
To redirect IT Password, DHS, HFS, CMS and IT Others to CMC — Press 1
To redirect Admin calls to CMC — Press 2
To redirect Telecom Provisioning to CMC — Press 3
To redirect Telecom Repair to CMC — Press 4
To return to previous menu — Press *  
To set the system back to normal — Press 0

General Announcement — To active General Announcement Sub — Press 1
To disable General Ann — Press 0
Repeat — Press #
To return to previous menu — Press *

IT Password, DHS, HFS Ann.

Press 1
Press 0
Press 1
Press 0
Press 1
Press 0
Press 1
Press 0
Press 1
Press 0

Ad Hoc Announcements Submenu
Ad Hoc Announcements Submenu
For General Announcement Sub-Menu — Press 1
For IT Password, DHS, HFS Announcement Sub-Menu — Press 2
For CMU/IT Other, Announcement Sub-Menu — Press 3
For CMS and IT Others, Announcement Sub-Menu — Press 4
Repeat — Press #
To return to previous menu — Press *

IT CMS and IT Other — To active IT CMS and IT Other Ann — Press 1
To disable IT CMS and IT Other Ann — Press 0
Repeat — Press #
To return to previous menu — Press *

Admin, CMC, Telecom, IWIN — To active Admin, CMC, Telecom — Press 1
To active CMC/IWIN — Press 2
To disable announcements — Press 0
Repeat — Press #
To return to previous menu — Press *

Max Bad Input
Max No Input

Max No Input,
Max Bad Input

START

CMS SAU Subflow

Ad Hoc Emergency Submenu
Ad Hoc Open and Close Submenu
To redirect IT Password, DHS, HFS, CMS and IT Others to CMC — Press 1
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Max Bad Input
Max No Input

Max No Input,
Max Bad Input
QUESTIONS?