

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.

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- 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.

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- 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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Enhanced Version

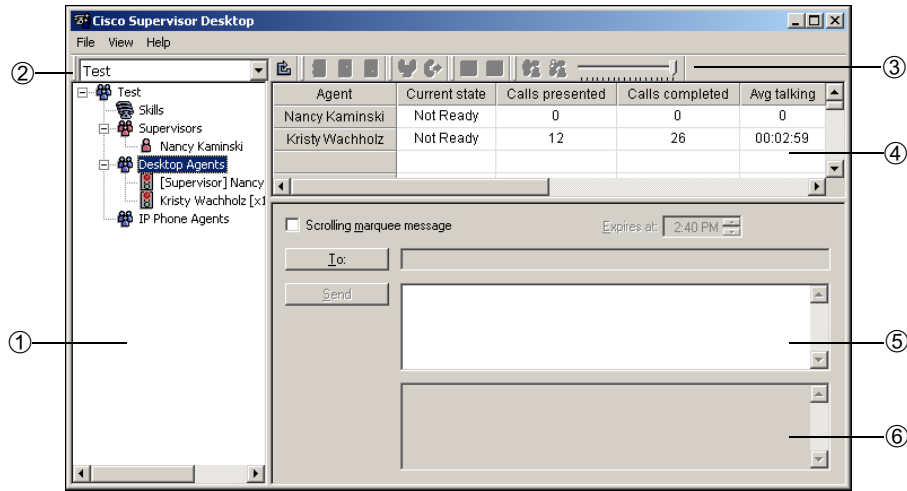


Cisco Supervisor Desktop Quick Reference Guide

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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. Data can be sorted in ascending/descending order by clicking on the column header.
- 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 Integrated Contact Distribution (ICD) 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"> • Change Password. Enables you to change your Supervisor Desktop password. • 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. |