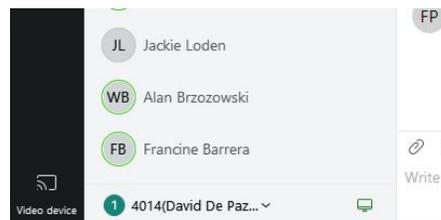


## Cisco Finesse Supervisor Desktop User Guide

### 0.0 STARTING JABBER AND LOGGING INTO VPN

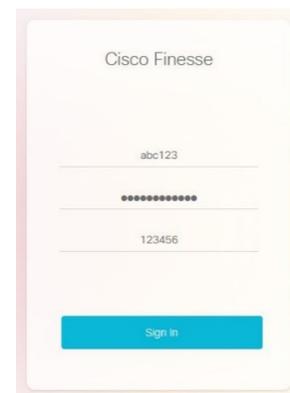
1. Start the Jabber application and ensure Phone Services is connected. You will see a green monitor icon at the bottom of the left pane where your extension is to indicate you are connected. (Note: Click on the following link for instructions on logging into and setting up Jabber for the first time: <https://www.utsa.edu/oit/ImagesAndPDF/pdf/Telecommuter-Jabber-Log-In-Instructions.pdf>.)
2. Connect to the UTSA VPN by going to <http://vpn.utsa.edu> or by connecting via the Client.



### 1.0 LOGGING INTO CISCO FINESSE AGENT DESKTOP

1. After you have successfully connected to the VPN, open a web browser and type in the following URL: <https://ccx01.v.utsa.edu:8445/>
2. Enter your myUTSA ID and Passphrase.
3. Enter your Agent ID (Extension Number)
4. Click [Sign In](#)

Note: When you log into the Finesse Agent Desktop, you will automatically be placed in a Not Ready state.



### 2.0 SELECTING A TEAM

1. Click the Manage Team tab on the left pane.
2. Click the Drop Down arrow in the Team Performance area.
3. Select the team you wish to monitor.

Team Performance				
Denver	<input type="checkbox"/>			
Denver	State	Time in State	Extension	Actions
Ry Miller	● Not Ready - Agent Logon	00:02:33	88881111	...



### 3.0 MANAGING TEAMS

From within the Team Performance area, you will be able to:

- Monitor team members' current status.
- Change team members' status to Ready, Not Ready, and Sign Out.
- Conduct silent monitoring of team members' queue calls.
- View agents' Recent Call History and Recent State History.

#### 3.1 VIEWING AGENT HISTORY

1. In the Team Performance window, click on the ellipsis option in the Actions field.
2. Select View History. You will see details of their Recent Call History and Recent State History.

#### < Agent History

##### Recent Call History - Will Barns

Start Time	Duration	Type	Number	Disposition	Queue	Wrap-Up Reason
May 1, 2019 7:42:36 am	00:01:47	Outbound	+12227223392	Answered		
May 1, 2019 7:41:39 am	00:00:28	Outbound	+12227221126	Answered		
May 1, 2019 7:28:43 am	00:00:10	Inbound	+14143696544	Unanswered	CSQ_Reception	
May 1, 2019 7:25:41 am	00:02:31	Inbound	+17474372482	Answered	CSQ_FUNDING	
May 1, 2019 6:57:22 am	00:15:44	Inbound	+19095692989	Answered	CSQ_FUNDING	

##### Recent State History - Will Barns

Start Time	State	Reason	Duration
May 1, 2019 7:42:36 am	● Not Ready	Offhook	00:01:47
May 1, 2019 7:42:08 am	● Ready		00:00:27
May 1, 2019 7:41:38 am	● Not Ready	Offhook	00:00:29
May 1, 2019 7:41:20 am	● Ready		00:00:18
May 1, 2019 7:28:53 am	● Not Ready	Call Not Answered	00:12:26

### 3.2 CHANGING AGENT STATE

1. In the Team Performance window, click on the ellipsis option in the Actions field.
2. Click on Ready, Not Ready, or Sign Out to change the agent's state.

Leo Schwann	● Not Ready - Agent Logon	00:29:44	2222	⋮
				<ul style="list-style-type: none"><li>Monitor</li><li>Not Ready</li><li>Ready</li><li>Sign Out</li><li>View History</li></ul>

### 3.3 VIEWING AGENT'S ACTIVE CALL

1. Click on the Drop Down arrow to the right of the ellipsis for an agent that is currently in a Talking state to view the active call information.

Bruce Willis	● Talking	00:00:33	3333	⋮	▲
Queue : CSQ_UCS		Queue : CSQ_UCS			
Active Participants : +17784770737		Customer Number : +17784770737			
Held Participants : -					
Duration : 00:00:33					
Call Status : Active					
Queue Name : CSQ_UCS					



## 4.0 TEAM DATA

### 4.1 TEAM SUMMARY REPORT

Real-time report shows individual agent's:

- Login Duration
- Calls Offered – All queue calls that are presented to the agent's phone
- Calls Handled – All queue calls that the agent answered.
- Average Ring Time – Average time calls rang before being answered by agent
- Talk Time – Average, Maximum, and Total time agents talked to callers
- Hold Time – Average, Maximum, and Total time agents placed calls on hold
- Ready – Average, Maximum, and Total time agents were in Ready state
- Not Ready – Average, Maximum, and Total time agents were in Not Ready state
- After Call Work – Average, Maximum, and Total time agents were in Wrap Up state

Team Summary Report																			
Team Summary Report - Since Midn																		<input type="checkbox"/> Thresholds only	
Agent...	A...	L...	Calls Offe...	Calls Hand...	Average Ring T...	Talk Time			Hold Time			Ready Time			Not Ready Time				
						Avg	Max	T...	Avg	Max	T...	Avg	Max	T...	Avg	Max	T...		
Ry Miller	cl000...	03:4...	9	8	00:00:06	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:0...	00:1...	00:3...	00:0...	01:1...	02:4...		



## 4.2 TEAM SUMMARY REPORT – SHORT AND LONG-TERM AVERAGE

Real-time report shows each individual agent’s statistics for:

- Login Duration
- Average Talk Time – Short-Term (last 5, 10, or 15 min) and Long-Term (last 30 min)
- Hold Time – Short-Term (last 5, 10, or 15 min) and Long-Term (last 30 min)

Team Summary Report 

Team Summary Report - Short and L  Thresholds only 

Agent Name	Agent ID	Login Duration (since ...)	Average Talk Time		Average Hold Time	
			Short Term	Long Term	Short Term	Long Term
Ry Miller	cl000rymill	03:41:27	00:00:00	00:02:25	00:00:00	00:01:46

## 5.0 QUEUE DATA

### 5.1 VOICE CSQ SUMMARY REPORT – SNAPSHOT

Real-time report gives the following data for each queue you are monitoring:

- Contact Service Queue Name
- Calls Waiting – Number of calls waiting in queue
- Longest Call in Queue – Elapsed wait time of the longest call in the queue
- Number of Agents Logged In
- Number of Agents Talking
- Number of Agents in Ready state
- Number of Agents in Not Ready state
- Number of Agents in After Call Work
- Number of Agents in Reserved status

Voice CSQ Summary Report 

Voice CSQ Summary Report - Snap:  Thresholds only 

CSQ Name	Waiting Calls	Longest Call in ...	Agents Logged...	Agents Talking	Agents Ready	Agents Not Ready	Agents in After...	Agents Reserved
CSQ_Lender	0	00:00:00	1	0	0	1	0	0
CSQ_Reception	0	00:00:00	1	0	0	1	0	0
CSQ_UCS	0	00:00:00	1	0	0	1	0	0



### 5.2 VOICE CSQ AGENT DETAIL REPORT – SINCE MIDNIGHT

Real-time report gives the following data for each queue you are monitoring:

- Contact Service Queue Name
- Waiting Calls
- Abandoned Calls
- Handled Calls – Number of calls answered by all agents within a queue
- Total Calls – Total number of calls that are presented to the queue
- Longest Call in Queue – Tracks the call that was held in the queue the longest before being answered
- Longest Handle Time – Longest talk time of any agent within the queue

Voice CSQ Summary Report

Voice CSQ Summary Report - Since  Thresholds only

CSQ Name	Waiting Calls	Abandoned Calls	Handled Calls	Total Calls	Longest Call in Queue	Longest Handle Time
CSQ_Lender	0	0	0	0	00:00:00	00:00:00
CSQ_Reception	0	0	2	2	00:00:08	00:00:22
CSQ_UCS	0	0	6	6	00:00:27	00:02:25

### 5.3 VOICE CSQ AGENT DETAIL REPORT – SHORT AND LONG-TERM AVERAGE

Real-time report gives the following data for each queue you are monitoring

- Contact Service Queue Name
- Waiting Calls
- Abandoned Calls
- Handled Calls – Number of calls answered by all agents within a queue
- Total Calls – Total of calls that are presented to the queue
- Longest Call in Queue – Tracks the call that was held in the queue the longest before being answered
- Longest Handle Time – Longest talk time of any agent within the queue

Voice CSQ Summary Report

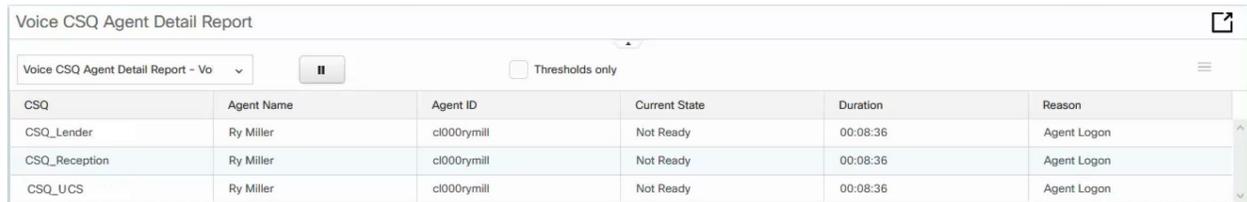
Voice CSQ Summary Report - Short  Thresholds only

CSQ Name	Calls Abandoned		Calls Dequeued		Average Contact Handling Time		Average Waiting Duration		Service Level	
	Short Term	Long Term	Short Term	Long Term	Short Term	Long Term	Short Term	Long Term	Short Term	Long Term
CSQ_Lender	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00
CSQ_Reception	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.00	50.00
CSQ_UCS	0	0	0	0	00:00:00	00:04:11	00:00:00	00:00:09	0.00	0.00

## 5.4 VOICE CSQ AGENT DETAIL REPORT – VOICE CSQ AGENT DETAIL

Real-time report gives the following data for each queue you are monitoring

- Contact Service Queue Name
- Agent Name
- Agent ID
- Current State – Agent’s state (Logged In, Logout, Ready/Not Ready, Reserved, Talking, or Work
- Duration – Time agent has been in current state
- Reason Code – Shows each Not Ready reason code selected throughout the day



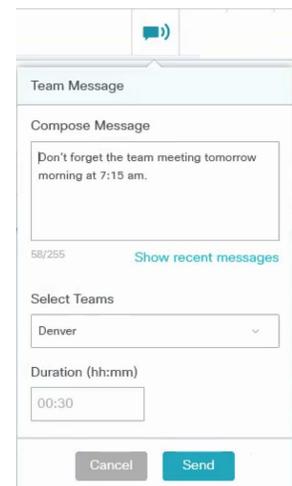
The screenshot shows a web interface titled "Voice CSQ Agent Detail Report". It includes a dropdown menu for "Voice CSQ Agent Detail Report - Vo", a pause button, and a checkbox for "Thresholds only". Below this is a table with the following data:

CSQ	Agent Name	Agent ID	Current State	Duration	Reason
CSQ_Lender	Ry Miller	ci000rymill	Not Ready	00:08:36	Agent Logon
CSQ_Reception	Ry Miller	ci000rymill	Not Ready	00:08:36	Agent Logon
CSQ_UCS	Ry Miller	ci000rymill	Not Ready	00:08:36	Agent Logon

## 6.0 TEAM MESSAGE

Supervisors can send a broadcast message to one or more teams. The message scrolls as a banner across the Finesse Agent Desktop.

1. Click the Team Message icon.
2. Compose a message. You may also see previous messages by clicking on Show Recent Messages.
3. Select the team or teams to which you would like to send your message.
4. Choose the duration for which you would like the message displayed.
5. Click Send.

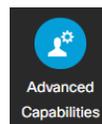


The screenshot shows the "Team Message" composition window. It includes a "Compose Message" text area with the text "Don't forget the team meeting tomorrow morning at 7:15 am.", a character count "58/255", and a "Show recent messages" link. Below the text area is a "Select Teams" dropdown menu currently set to "Denver". At the bottom, there is a "Duration (hh:mm)" input field set to "00:30" and "Cancel" and "Send" buttons.

## 7.0 Advanced Capabilities – Calendar Management

Supervisors have the ability to change the hours of operation, set custom business days, and preschedule Holidays.

1. Click on the Advanced Capabilities icon.
2. Click on Calendar Management on the top Toolbar.
3. Select Manage Calendar under Action.



To modify Business Hours:

1. Click on Business Hours.
2. You can select from the following options:
  - a. 24 Hours x 7 Days
  - b. Fixed Hours
    - i. Select the Days you are open and enter the time in Range 1 in the format HH:MM AM to HH:MM PM
  - c. Flexible Hours
    - i. Allows you to enter hours of operation for each day Monday – Sunday

<input type="radio"/> 24 Hours x 7 Days		<input type="radio"/> Fixed Hours		<input checked="" type="radio"/> Flexible Hours	
Day	Time Range 1				
<input checked="" type="checkbox"/> Monday	From	<input type="text" value="07:00 AM"/>	To	<input type="text" value="07:00 PM"/>	
<input checked="" type="checkbox"/> Tuesday	From	<input type="text" value="07:00 AM"/>	To	<input type="text" value="07:00 PM"/>	
<input checked="" type="checkbox"/> Wednesday	From	<input type="text" value="07:00 AM"/>	To	<input type="text" value="07:00 PM"/>	
<input checked="" type="checkbox"/> Thursday	From	<input type="text" value="07:00 AM"/>	To	<input type="text" value="07:00 PM"/>	
<input checked="" type="checkbox"/> Friday	From	<input type="text" value="07:00 AM"/>	To	<input type="text" value="07:00 PM"/>	
<input type="checkbox"/> Saturday					
<input type="checkbox"/> Sunday					



To modify Custom Business Days:

1. Click on Custom Business Days.
2. Enter a Name of the Day.
3. Enter the Date.
4. Enter the Time Range
5. Click Save.

Business Hours **Custom Business Days** Holidays

Name of the Day	Date	Time Range 1
<input type="text" value="Training"/>	<input type="text" value="04/15/2020"/>	From <input type="text" value="08:00 AM"/> To <input type="text" value="10:00 AM"/>

 Maximum of 40 Custom Business Days can be configured.

To modify scheduled Holidays:

1. Click on Holidays.
2. Enter Name of the Day.
3. Enter the Date.
4. Click Save.

Business Hours Custom Business Days **Holidays**

Name of the Day	Date
<input type="text" value="Christmas Eve"/>	<input type="text" value="12/24/2020"/>

 Maximum of 40 Holidays can be configured.

## 8.0 LOGGING OFF CISCO FINESSE AGENT DESKTOP

1. Place yourself in Not Ready state by selecting Reason Code [End of Shift](#).
2. Click on Drop Down arrow near your profile avatar.
3. Click [Sign Out](#).

