Cisco® Finesse Supervisor Desktop

Quick Reference Guide
STARTING FINESSE DESKTOP

To login to Finesse Desktop

1. Open Internet Explorer or Firefox.
2. In the Address Field enter: https://contactcenter.ccsu.edu
3. Press Enter.
   (You will be redirected to the Log On Screen)

4. You are now logged in.
   
   **Note:** You will log in as an agent, but will have supervisor information as well. To make sure you don’t receive agent calls, keep yourself in the Not Ready state.

   **Note:** Only open Cisco Finesse in a single Internet browser session. If you need to use a browser for the internet or other programs, open a new browser.

LOGGING OFF

1. Switch state to Not Ready, End Shift
2. Click Sign Out
3. Close the window

   **Note:** Do not exit out of the program in a ready state as the ACD will still recognize that you can take a call.
SELECTING A TEAM

The Manage Team tab allows you to select which team you will be monitoring.

TEAM PERFORMANCE

From the Team Performance window you can see your agents on your team, monitor a call, force them ready or not ready or sign them out.
TEAM DATA TAB

Team Summary (top report) under Team Data Tab:

This real time report shows which individual agent:

- Login Duration
- Average Talk Time
- Average Hold Time

TEAM DATA TAB

Team Summary Report (bottom report) under Team Data tab:

This real time report shows each individual agent:

- Login Duration
- Calls Offered - all queue calls that are presented to the agent’s phone.
- Calls Handled - all queue calls that the agent answered, If the number of Calls Offered and Calls Handled do not match, it indicates that the agent missed queue calls by not putting himself/herself in Not Ready.
- Average Ring Time - Average ring time of calls before the calls are answered.
- Talk Time - Average, Maximum and Total time agents spent talking with their callers.
- Hold Time - Average, Maximum and Total time agents placed callers on hold on their phone.
- Ready - Average, Maximum and Total time agents were in the Ready state.
- Not Read - Average, Maximum and Total time agents were in the Not Ready state.
- After Call Work - Average, maximum and Total time agents were in the Wrap up state. Some teams will be given a Wrap up or Work time to finish up the work from their previous call before being presented another call.
**QUEUE DATA TAB**

Voice CSQ Summary Report under Queue Data Tab:

This real time gives the following data from each queue you are monitoring:

- Contact Service Queue Name
- Agents Logged In
- Agents Talking
- Agents Ready
- Agents Not Ready
- Agents in After Call Work
- **Agents Reserved**-Agents selected by the CSQ to receive the next call from the queue.
- **Calls Waiting**-Number of calls waiting in queue.
- **Longest Call in Queue**-Elapsed wait time of the oldest call in the queue.

**QUEUE DATA TAB**

Voice CSQ Agent Detail Report under Queue Data Tab:

This real time gives the following data for each queue you are monitoring:

- Contact Service Queue Name
- Agent Name
- **Current State**-State of the agent whether Logged-In, Logged Out, Ready, Not Ready, Reserved, Talking, or Work.
- **Duration**-Time that the agent spent in the current state.

**MANAGE CALL TAB**

Make a new call bar is available.
SUPERVISOR ONLY FEATURES

MONITORING AGENT CALLS

You must be in the Not Ready state to monitor an agent. You can only monitor one agent at a time. To monitor another agent, you must end the silent monitoring call, and then select a new agent who is in Talking state.

To Perform Silent Monitoring:

1. In Team Performance Window, highlight agent who you wish to monitor.
2. Press the Start Monitoring button.
   
   Note: The call will be played through your computer speakers.
   
   Note: If you press the Hold button while monitoring this will not put your agents call on hold.
3. To end the silent monitor call, click End.

BARGE

To Barge Into Agent Call:

1. In Team Performance Window, highlight the agent you wish to use the barge feature.
2. Press the Barge In button.

INTERCEPT A CALL

After you barge in to a call between an agent and a caller, you can intercept the call by dropping the agent from the call. You can also use this feature to drop a participant from any conference call in which you are a participant.

1. Click the Drop drop-down list.
2. Click the Agent who you want to drop from the list of participants.
3. Click End if you wish to leave the call.