

Unified Contact Center Express

Supervisor Training

Finesse Supervisor & Agent Re-Skilling

Version 12.5

September 11, 2020

CDW LLC, 200 North Milwaukee Avenue, Vernon Hills, IL 60061 - 800.800.4239



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Finesse Supervisor Desktop

This document is to be used in addition to the Agent guide for the additional supervisor features.

Login to Finesse Supervisor Desktop

With Finesse, the Agent/Supervisor are combined and have the same login process. Enter <u>https://ccagent:8445/desktop</u> into your browser's address bar (or use the shortcut on your desktop) to navigate to the login screen. The Desktop Login screen shown below appears. Enter your username (ID), password, and ACD extension; click **OK**. The username is case sensitive.



Note: If you are using Extension Mobility, make sure you are logged into a phone first.

At first sign-in, Chrome and Firefox will prompt to allow notifications; enable this feature.

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The Supervisor interface is presented upon successful login. The "Manage Team" window displays by default.

cisco	Cisco Finesse	Not Ready ~ ~ 00:12:36			(iiiii)	¢	$\widehat{\blacksquare}$	0	~ `
• *	Team Performance								
Manage	Training ~	Include Logged Out Agents							
Team	Agent Name	State	Time in State	Extension	Actions				
Ð	Agent2 Training	Ready	00:01:18	+19992220002	•••				•
My History	Super1 Training	Not Ready - Agent Logon	00:12:32	+19992220011	•••			v	-
Team Data Gueue Data Queue Data Advanced Capabilities									



Manage Team

To manage your team(s), click **Manage Team**. The supervisor must pick the desired team to see its members.

Team Performance

The "Team Performance" gadget allows the supervisor to perform supervisor functions such as controlling agent login/logout and monitoring calls. It shows each agent's name, the current state of the agent, the time in that state, and the agent's extension.

cisco	Cisco Finesse	Not Ready 00:12:36	0			, ,)	¢	$\widehat{\ldots}$	0	~
	Team Performance									
Manage	Training	V Include Logged Out Agents	S							
Team	Agent Name	^ State	Time in State	Extension	Action	S				
Ð	nt2 Training	Ready	00:01:18	+19992220002						• 11
My History	3 Training	Not Ready - Agent L	00:12:32	+19992220011	•••				Ψ.	-
LL Team L	Manage Team		Feam Selection Drop-	down						
Queue Data										
Advanced Capabilities										

Team Performance - Actions

The supervisor can monitor each agent's active call as well as each agent's call history and state changes since midnight and make agents Ready, Not Ready, or log them out. In the "Team Performance" gadget on the **Manage Team** tab, click on the ellipses in the "Action" column for a listed agent. There you will see the context sensitive actions appear.

alialia cisco	Cisco Finesse	Not Ready 00:17:49			, ,)	¢	.	0	
• *	Team Performance								
Manage	Training ~	Include Logged Out Agents							
Team	Agent Name	State	Time in State	Extension	Actions				
Ð	Agent2 Training	Ready	00:06:30	+19992220002	nitor .	· · ·		*	1
My History	Super1 Training	Not Ready - Agent Logon	00:17:44	+19992220011 Not	Ready			· .	
LL Team Data			Ellips	is & Actions	ndy n Out w History				



Monitor an Agent Call

Calls can be monitored by selecting the Actions ellipses for an agent on an active call and clicking the **Monitor** link. This allows the supervisor to silently listen to the conversation. The supervisor must be **Not Ready** and can only monitor one agent at a time.

Team Performance					
Training ~	Include Logged Out Agents				
Agent Name	State	Time in State	Extension	Actions	
Agent2 Training	• Talking	00:00:25	+19992220002		•
Super1 Training	Not Ready - Agent Logon	00:05:27	000220011	Not Ready	Ψ.
		Start	Monitoring 5	Ready	
			· · · · ·	Sign Out	
				View History	

The call will play through the supervisor's phone and will display which agent the supervisor is monitoring.



To stop monitoring the agent, hang up the monitored call.

Barge In on a Call

The Barge In feature enables you to join an agent's phone conversation, creating a three-way conference call between the supervisor, the agent, and the caller. When you click the **Barge In** button, you are automatically added to the call. The agent sees a message that you are attempting to join the call, and then sees a message that you have successfully joined it.

You can't barge in to conference calls and you can't barge in if an agent is on hold or is on two calls. Barging is also unavailable if the agent is not logged into Finesse.

To barge in on a call, you must first be monitoring the call (see the above instructions). While you are monitoring a call, click the **Barge In** button. You are added to the call.

alialia cisco	Cisco Finesse	\bigcirc	Break 00:01:21	~	_			,)	f î O -
 *	Call Variable 1		00:00:08 🗸 -	+19992220002	Hold Wrap-Up (0) ~	Barge In	\frown		End
Manage Team	Team Performance						Barge In		
	Training	~	Include	e Logged Out Ag	jents				
•••	Agent Name	~	State		Time in State	Extension	Action	S	
My History	Agent2 Training		Talking		00:00:23	+19992220002			v
11	A 47.11				00.01.17	1000000011			_ U

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Intercept a Call

The Intercept feature enables you to intercept a phone call while disconnecting the agent from that call.

You can't intercept a call if the agent is on hold or is on two calls.

To intercept a call, you must first barge in to the call (see the above instructions). While you are barged in to the call, click the **Drop** button, select the agent (by extension), and it will drop the agent from the call, leaving the supervisor and the original caller on the line.



Make an Agent Not Ready

Click the **Not Ready** link and the agent will be switched to Not Ready with a system reason code of 33. Note that this change only affects the agent's voice state, not the email/chat state.



Make an Agent Ready

Click the **Ready** link and the agent will be made Ready to take calls. This means that the next call in queue will start to ring the agent's phone. Note that this change only affects the agent's voice state, not the email/chat state.



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Sign Out an Agent

Click the **Sign Out** link and the agent will be signed out of Finesse with a system reason code of 22.

Actions	
	w
Monitor	
Not Ready Sign (Dut)
Ready	
Sign Out	
View History	

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View Agent History

Selecting **View History** from the Actions list will replace the "Team Performance" gadget with "Recent Call History" and "Recent State History".

alialia cisco	Cisco Finesse	Not Ready v 00:57:56			(iiii)	((°	.	0.
	Team Performance							
Manage	Training ~	Include Logged Out Agents	S					
Team	Agent Name	State	Time in State	Extension	Actions			
Ð	Agent2 Training	Ready	00:46:36	+19992220002				•
My History	Super1 Training	Not Ready - Agent Lo		+19992220011	ot Ready			
11			View History	R	eady			
Team Data				s v	ign Out iew History			

The "Recent Call History" gadget will populate that agent's call history since midnight, including direction of call, timestamp, duration, dialed number, queue (if applicable,) and wrap-up data (if applicable).

The "Recent State History" gadget will populate all state changes for that agent since midnight, including when the change occurred, reason code for that state, and duration in that state.

These are identical to what the agents see for themselves in their reports.

	00:58	B:03				()	4	
Agent His	story							
Recent Call Histo	ory - Agent2 Traini	ng						
Start Time	 Duration 	Туре	Number	Disposition	Queue	V	Wrap-Up	Rea
Sep 20, 2019 3:21:54	pm 00:00:04	Inbound	+19992220011	Answered				
Sep 20, 2019 3:21:23	pm 00:00:17	Inbound	+19992220011	Unanswered				
Jecont State His	ton - Agent? Troi	ning						
Recent State Hist	tory - Agent2 Trai	ning						
Recent State Hist Start Time	tory - Agent2 Traiı	ning v State	Reason		Duration			
Recent State Hist Start Time Sep 20, 2019 3:21:40	tory - Agent2 Train	 State € Ready 	Reason		Duration 00:00:13			
Recent State Hist Start Time Sep 20, 2019 3:21:40 Sep 20, 2019 3:21:23	tory - Agent2 Train pm pm	 State Ready Not Ready 	Reason Non ACD	виву	Duration 00:00:13 00:00:17			
Recent State Hist Start Time Sep 20, 2019 3:21:20 Sep 20, 2019 3:21:23 Sep 20, 2019 3:03:24	tory - Agent2 Trais pm pm pm	 State Ready Not Ready Ready Ready 	Reason Non ACD	Busy	Duration 00:00:13 00:00:17 00:17:58			
Recent State Hist Start Time Sep 20, 2019 3:21:40 Sep 20, 2019 3:21:23 Sep 20, 2019 3:03:24 Sep 20, 2019 3:03:02	tory - Agent2 Train pm pm pm pm		Reason Non ACD	Busy	Duration 00:00:13 00:00:17 00:17:58 00:00:21			
Start Time Sep 20, 2019 3:21:40 Sep 20, 2019 3:21:23 Sep 20, 2019 3:21:23 Sep 20, 2019 3:03:22 Sep 20, 2019 3:03:22 Sep 20, 2019 3:03:02	tory - Agent2 Train pm pm pm pm pm		Reason Non ACD Agent Lo	9 Busy	Duration 00:00:13 00:00:17 00:17:58 00:00:21 00:00:00			
Start Time Sep 20, 2019 3:21:40 Sep 20, 2019 3:21:43 Sep 20, 2019 3:31:23 Sep 20, 2019 3:03:24 Sep 20, 2019 3:03:22 Sep 20, 2019 3:03:02 Sep 20, 2019 3:03:02 Sep 20, 2019 3:03:02 Sep 20, 2019 1:07:14	tory - Agent2 Train pm pm pm pm pm 4 am	State • Ready • Not Ready • Ready • Not Ready • Not Ready • Logoin • Logout	Reason Non ACD Agent Lo End of St	I Busy gon	Duration 00:00:13 00:00:17 00:17:58 00:00:21 00:00:21 00:355:48			
Start Time Sep 20, 2019 3:21:40 Sep 20, 2019 3:21:43 Sep 20, 2019 3:03:24 Sep 20, 2019 3:03:02 Sep 20, 2019 3:03:02	tory - Agent2 Train pm pm pm pm pm 4 am 2 am		Reason Non ACD Agent Lo End of St End of St	gon gon	Duration 00:00:13 00:00:17 00:17:58 00:00:21 00:00:21 00:355:48 00:28:22			

To return to the "Team Performance" gadget click the arrowhead to the left of the "Agent History" title in green in the upper left corner.

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Agent Call Details

While an agent is on an active call, you can see the details for that call, and up to five call variables, by clickng the arrow icon in the Actions cell of the Team Performance grid.

Team Performance				
Training ~	Include Logged Out Agents			
Agent Name	State	Time in State	Extension	Actions
Agent2 Training	Talking	00:00:15	+1999222000	
Super1 Training	Not Ready - Break	00:42:35	+199922200 Details	
Team Performance	Include Logged Out Agents			
Agent Name	State	Time in State	Extension	Actions
Agent2 Training	Talking	00:00:25	+19992220002	🔺
Queue : Training Voice Active Participants : +19991110 Held Participants : - Duration : 00:00:25 Call Status : Active Queue Name : Training Voice	Left 1 : som 003, 3124931279 Left2 : 4 Right 2 : 4	thing to say here		
Super1 Training	Not Ready - Break	00:42:45	+19992220011	··· v

The first value you see on the left side is the Call Header variable. In this case it is "Queue: Training Voice" but will be whatever is defined for that layout. The rest of values on the left are defined by Cisco and cannot be changed.

On the right you will see up to five of the Call Variables that were selected to be presented to the agent in the popover. In this case Left 1, Left2, and Right 2 were chosen.

Click the arrow head again to collapse the viewer.



My History

Use the **My History** tab to view your own "Recent Call History" report (for calls since midnight), which also allows you to dial directly to any calls in today's call history from the handset icon in the "Actions" column.

The "Recent State History" report shows your state changes since midnight (Ready, Not Ready, Reserved, Talking, etc.).

Recent Call Hi	story							
Туре	Number	Disposition	Wrap-Up Reason	Queue	Start Time v	Duration	Actions	5
Outbound	+19992220002	Answered			Sep 20, 2019 3:21:50	00:00:08		
Outbound	+19992220002	Unanswered			Sep 20, 2019 3:21:22	00:00:17	-	
						~/	/	
· · ·	iy instory /				\			
\sim								
Recent State I	History							
Recent State I	History							_
Recent State I Start Time	History	~ State		Reason		Duration		
Recent State I Start Time Sep 20, 2019 3:07	History :04 pm.	 State Logout 		Reason End of Shift		Duration 00:03:40		
Recent State I Start Time Sep 20, 2019 3:07 Sep 20, 2019 3:05	History :04 pm :39 pm	State Logout Not Ready		Reason End of Shift Agent Logon		Duration 00:03:40 00:01:25		
Recent State I Start Time Sep 20, 2019 3:07 Sep 20, 2019 3:05 Sep 20, 2019 3:05	History 204 pm 339 pm 339 pm	State State Logout Not Ready Login		Reason End of Shift Agent Logon		Duration 00:03:40 00:01:25 00:00:00		
Recent State Start Time Sep 20, 2019 3:07 Sep 20, 2019 3:05 Sep 20, 2019 3:05 Sep 20, 2019 3:05	History :04 pm :39 pm :39 pm :23 pm	State State Cogout Not Ready Login Logout		Reason End of Shift Agent Logon End of Shift		Duration 00:03:40 00:01:25 00:00:00 00:00:15		
Recent State I Start Time Sep 20, 2019 3:07 Sep 20, 2019 3:05 Sep 20, 2019 3:05 Sep 20, 2019 3:05 Sep 20, 2019 3:01	History :04 pm :39 pm :39 pm :23 pm :23 pm :57 pm	State Logout Login Logout Login Logout Not Ready Not Ready		Reason End of Shift Agent Logon End of Shift Agent Logon		Duration 00:03:40 00:01:25 00:00:00 00:00:15 00:03:25		
Recent State I Start Time Sep 20, 2019 3:07 Sep 20, 2019 3:05 Sep 20, 2019 3:05 Sep 20, 2019 3:05 Sep 20, 2019 3:01 Sep 20, 2019 3:01	History :04 pm :03 pm :03 pm :05 pm :05 pm :07 pm	State Logout Logout		Reason End of Shift Agent Logon End of Shift Agent Logon		Duration 00:03:40 00:01:25 00:00:00 00:00:15 00:03:25 00:00:00		
Recent State I Start Time Sep 20, 2019 3:07 Sep 20, 2019 3:07 Sep 20, 2019 3:07 Sep 20, 2019 3:07 Sep 20, 2019 3:01 Sep 20, 2019 3:01	History 104 pm 139 pm 139 pm 123 pm 157 pm 157 pm 157 pm 137 pm	State Logout Not Ready Login Login Login Login Login Login Login		Reason End of Shift Agent Logon End of Shift Agent Logon End of Shift Agent Logon End of Shift		Duration 00:03:40 00:01:25 00:00:00 00:00:15 00:03:25 00:00:20		

This is identical functionality to what is in the agent's My History screen.

Team Data

For all agent statistics, click **Team Data** to display data about the team. All agents on any of the supervisor's teams will be displayed in the gadgets. Use the "Show Toolbar" button to access different gadget views.

alialia cisco	Cisco Finesse	Not Ready 00:38:12	~		
*	Team Summary Rep	port			
Тĭ	Agent Name	Agent ID	Login Duration (sinc	Averag Show Tools	bar
Manage				Short Term	Long Term
Team	Agent2 Training	agent2Training	01:14:16	00:00:00	00:00:00
A	Super1 Training	super1Training	01:34:05	00:00:00	00:00:00
My History	Tear	m Data		Sho	w Toolbar

Select different gadget views by selecting the drop-down arrow under the Team Summary Report header and selecting from the following views:

Team Summary Report		
Team Summary Report - Short and I	^	Ш
Team Summary Report - Short and L	ong Term	Average
Team Summary Report - Since Midnig	jht	

The top view ("Team Summary Report - Short and Long Term") displays the names of the agents, logged in duration, and the short and long term statistics for talk time and hold time.

Team Summary Repo	ort							
Team Summary Report - Short and I 🗸 📕 Thresholds only								
Agent Name	Agent ID	Login Duration (sinc	Average Talk Time		Average Hold Time			
			Short Term	Long Term	Short Term	Long Term		
Agent2 Training	agent2Training	01:17:28	00:00:00	00:00:00	00:00:00	00:00:00	*	
Super1 Training	super1Training	01:37:17	00:00:00	00:00:00	00:00:00	00:00:00	-	

The bottom view ("Team Summary Report - Since Midnight") displays the agent names, number of calls presented and completed, the average, max, and total for multiple metrics, etc.

Team	Summai	ry Repo	ort																	Ľ	1
Team Su	ummary Re	port - Sinc	e Midn	~	н				Threshold	s only											
A A L C C A					A	Talk Time Hold Time				Ready Time Not Ready			Not Rea	Ready Time After Call Work Time			ne				
						A	Max	T	A	Max	T	A	Max	T	A	Max	T	A	Max	Т	
Age	agen	01:1	0	0	00:0	00:0	00:0	00:0	00:0	00:0	00:0	00:0	00:1	00:5	00:0	00:2	00:2	00:0	00:0	00:0	*
Sup	supe	01:3	0	0	00:0	00:0	00:0	00:0	00:0	00:0	00:0	00:0	00:0	00:0	00:1	00:4	01:3	00:0	00:0	00:0	





Below the Team Summary report are the Chat Agent Statistics Report and the Email Agent Statistics Report. These show all agents on all the Supervisor's teams that are skilled for chat and email, current agent states, as well as stats since midnight.

gent Name	Agent ID	Current State	Duration	Current Acti	Contacts Pr.	Contacts H	Contacts A	Contacts R	Contacts D
uper1 Training	super1Training	Not Ready	00:00:13	0	0	0	0	0	0
a il A a ant O	- Visting Descent								
nail Agent Si	atistics Report								
nail Agent St	atistics Report				•				
nail Agent St	atistics Report	State	Duration	Active	Emails Emai	ls Presen Er	mails Handled	Emails Discar	Emails Reque
nail Agent Si gentName uper1 Training	Agentid	State Not Ready	Duration 00:00:14	Active	Emails Email	ls Presen Ei	mails Handled	Emails Discar	Emails Reque

Queue Data

For all queue statistics, click **Queue Data** to display the data about the queues. All agents on any of the supervisor's teams will be displayed in the gadgets. Use the "Show Toolbar" button to access different gadget views.

Voice CSQ Summary Report - Snapt Voice CSQ Summary Report - Snapt Voice Voice CSQ Summary Rep	uluilu cisco	Cisco Finesse		t Ready						, ,)	¢	.	0 -
Manage Toam Vsice CSQ Summary Report - Snap: II Thresholds only III Thresholds only CSQ Name Walting Calls Longest Call I Agents Logge Agents Talking Agents Not R Agents in Afte Agents Reser W History Manage 0 00:00:00 2 0 1 0 0	*	Voice CSQ Su	mmary Report										
Maringe Toam CSQ Name Waiting Calls Longest Call I Agents Logge Agents Talking Agents Ready Agents Not R Agents in Afte Agents Reser Image: Sign of the state of the s	ц.	Voice CSQ Summa	ry Report - Snap: 🗸	н		Thresholds only							=
Training Voice 0 00:00:00 2 0 1 1 0 0 Wy History Literam Data Image: Control of the second seco	Manage Team	CSQ Name	Waiting Calls	Longest Call i	Agents Logge	Agents Talking	Agents Ready	Agents Not R	Agents in At	fte	Age	nts Reser	
Wy History Intervention Teram Data		Training Voice	0	00:00:00	2	0	3	1	0		0		^
	My History												

Select different gadget views by selecting the dropdown arrow under the "Voice CSQ Summary Report" header and selecting from the four views:

Voice CSQ Summary Report - Snap: ^	П
Voice CSQ Agent Detail Report - Voice CSQ Age	nt Detail
Voice CSQ Summary Report - Short and Long Te	rm Average
Voice CSQ Summary Report - Since Midnight	
Voice CSQ Summary Report - Snapshot	

Voice CSQ Summary Report

The first view ("Voice CSQ Agent Detail Report") displays the name of the agent per queue, the agent's current state, how long they have been in that state, and the reason code of that state.

Voice CSQ Agent Detail Report	t - Vo 🗸	II	Thresh	olds only		=	
CSQ	Agent Name		Agent ID	Current State	Duration	Reason	
Training Voice	Agent2 Trainin	ng.	agent2Training	Ready	00:36:27		^
Training Voice	Super1 Trainin	ng	super1Training	Not Ready	00:47:41	Agent Logon	-

The second view ("Voice CSQ Summary Report - Short and Long Term Average") displays the CSQ names, Calls Abandoned, Calls Dequeued, Average Handle Times, Average Waiting Times, and Service Level.

Voice CSQ Summary Report - Short v II								=			
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	
Training Voice	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	50.00	66.67	^ ~

The third view ("Voice CSQ Summary Report - Since Midnight") displays the CSQ names, Waiting Calls, Abandoned Calls, Handled Calls, Total Calls, Longest Call in Queue, and the Longest Handle Time.

Voice CSQ Summary Report - Since 🗸 🔢 Thresholds only							
CSQ Name	Waiting Calls	Abandoned Calls	Handled Calls	Total Calls	Longest Call in Queue	Longest Handle Time	
Training Voice	0	0	0	0	00:00:00	00:00:00	* *

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The fourth view ("Voice CSQ Summary Report - Snapshot") displays the CSQ names, Waiting Calls, Longest Call in Queue, Agents Logged In, Agents Talking, Agents Ready, Agents Not Ready, Agents in After Call, and Agents Reserved.

Voice CSQ Summary	Report - Snap: 🗸	I	The	resholds only				=	
CSQ Name	Waiting Calls	Longest Call i	Agents Logge	Agents Talking	Agents Ready	Agents Not R	Agents in Afte	Agents Reser	
Training Voice	0	00:00:00	2	0	1	1	0	0	^ +

Moving and Resizing Gadgets

All the gadgets (real-time reports) on the My History, Team Data, and Queue Data pages support drag and drop, so you can rearrange or resize the gadgets to your personal preferences.

Move a gadget by placing your mouse on the gadget header/title bar, then dragging and dropping the gadget where you like.

Resize a gadget by placing your mouse on the gadget border and dragging to a new size.

- The maximum length of the gadget is restricted to the screen length. •
- The minimum length of the gadget is restricted to $1/12^{\text{th}}$ of the screen length. •

	, ,)	.	0	^
Ma	rk Grace PERVISOR	e (mgrace	e)	
Exte	ension: +1	1608100	7000	
Key	board Sh	ortcuts		
Res	et Layout	t		

Sign Out

Send Error Report

You can reset their sizes and locations back to the system defaults by selecting Reset Layout from the user options drop-down on the top-right corner of the screen

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CCX Supervision

Agent Re-Skilling

Supervisors may re-skill their agents at any time by logging into <u>https://mc-uccx-01.utoledo.edu/appadmin</u> using their Active Directory (network) credentials.

Cisco Unified CCX Administration Cisco Unified CCX Supervision ababa cisco For Cisco Unified Communications Solutions System Subsystems Tools Help RmCm → Skills Resources Resource Groups **Cisco Unified** Contact Service Queues System version: 11.6.2.10 Teams Resources 5 Open Resources Summary Report

Select Subsystems | RmCm | Resources.

Click the name of the appropriate agent.

Change an existing skill level by selecting it in the "Assigned Skills" box and then selecting a new

Click the Update button when

"Competence Level".

finished.

(i) 4 reco	rds found			
Resource	s List			
	Resource Name Δ	Resource Group Δ	IPCC Extension Δ	<u>Team</u> ∆
£	Training Agent01		<u>7001</u>	Training
£	Training Supervisor01*		<u>7010</u>	Training
£	Training Agent03		7003	Training
Q	Training Agent02		7002	<u>Training</u>

Resource Configuration

Status

lesource Name	Trair	ning Agent01		
lesource ID	train	trainingagent01		
PCC Extension	7001			
lesource Group	-Not Selected-			
utomatic Available*	۲	Enabled Disabled		
Chat Test 1(5)		Grace		
Email Test 1(5) Training(5)		Training Product Voice Test 1		
	*		~	
ompetence Level 5 🔻 (1-Beginner, 10-	Expert)		
	Teel			

Update Cancel

CDW PEOPLE WHO GET IT

CCX Supervision

Service Queues.

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CSQ Configuration

Change Wrapup Time or Service Level

Supervisors may change the post-call wrap-up (Work) time or Service Level by logging into <u>https://mc-uccx-01.utoledo.edu/appadmin</u> using their Active Directory (network) credentials.

Select Subsystems | RmCm | Contact

Cisco Unified CCX Administration					trainingsuper01 Password Login Reset		
cis	co	Cisco For Cisco	Uı Unif	ied Communications	uper Solution	r visior 18	
System Subsystems Tools Help							
		RmCm ▶		Skills		l	
				Resources			
Cisco Unified			Resource Groups				
0.00				Contact Service Que	eues		
System	System version: 11.6.2.10			Teams			

Voice Test 1(5)

Voice

1

Click the name of the appropriate CSQ (queue).

Conta	act Service Qu	leues				
ł	Add New					
- Statu	s					
i	3 records found					
Contact Service queues						
	Name_∆	Contact Queuing Criteria	Resource Pool Selection Model	Resource Pool	CSQ Type	Delete

Enable "Automatic Work" and change the "Wrapup Time (in seconds)" o	or change the "Service
Level"/"Service Level Percentage" as appropriate and click Next.	

Resource Skill

Contact Service Queue Configuration

FIFO

Voice Test 1

e.

Next 👕 Delete 🐼 Cancel	Open Printable Report of this CSQ configuration		
Status			
Contact Service Queue Name*	Voice Test 1		
Contact Service Queue Type	Voice		
Contact Queuing Criteria	FIFO		
Automatic Work*	Enabled Oisabled		
Wrapup Time*	Enabled 20 Second(s) Disabled		
Resource Pool Selection Model*	Resource Skills V		
Service Level*	5		
Service Level Percentage*	70		
Prompt	- No Selection -		

Click the **Update** button on the second CSQ Configuration page to save your change(s).



CCX Supervision

Minimum Competence

On the second CSQ Configuration page, you can adjust the Minimum Competence. Any agents skilled lower than the CSQ's minimum competence will not receive calls for that queue. By lowering the minimum competence on the queue, you can enable all of those agents to start getting calls without having to reskill each agent. Likewise, you can increase the minimum competence to automatically stop sending calls from the queue to a group of lower-skilled agents.

Contact Service Queue Configuration

	Update 🙆 Cancel	C Show Resources	炎 Ope	n Printable Report of this CSQ o	
In this example, agents will a	Contact Service Queue Name Resource Selection Criteria	e Voice Test 1 Most Skilled			
not receive calls from the "Voice Test 1" queue:	Select Required Skills	Chat Test 1 Email Test 1 Grace Training		Add	
	Skills Minimum Competer	nce Delete			

Click the **Update** button to save the change.