SUNCOM FINESSE CONTACT CENTER SUPERVISOR GUIDE

The Finesse Supervisor Desktop provides the following out–of–the–box functionality:

- **Basic call control**: Answer, hold, retrieve, end and make calls
- **Advanced call control**: Make consultation calls, transfer and/or conference the calls afterwards
- **Not Ready & Sign Out Reason codes**: Indicates the Agents current status and track the changes *****
- **Wrap–up reasons**: Wrap–up reason for each call *****
- **Phonebooks**: List of contacts from which you can select one to call *****
- **Agent state:** Indicates the length of time an Agent is in **Ready or Not Ready** state
- **Call timers**: The call timer indicates total call time, hold time, and wrap–up time

   * These options are defined and configured by your site's administrator

Additional features for Supervisors to allow them to manage their teams:

- View Team(s) Performance
- Silent Monitor Agents
- See Precision Queue stats
- Make callbacks from the Finesse application

- Change Agents states from Ready, Not Ready, or Sign Out an Agent
- Barge in on Agents calls, if needed, drop the agent from the call and take control
- View Call History for all agents within the Supervisor's team

Sign in to Finesse:

- **Username:** Need to sign in with their ID@cc.nwncloud.com
- **Password:** Supervisor password
- **Extension:** Use 2nd line and starts with 10...

Supervisor Desktop:

- The **Supervisor Desktop** will have several windows that will have different information to help manage and monitor their team.
- **Team Performance** pane, located in the **Home Tab**, has a drop down box for the supervisor to choose which team to monitor stats.

- In the **Team Performance** gadget, click the select a team drop-down list and choose the team that you want to view.
- Once a team is selected, a list of agents will be displayed as well as their current state, time in state, and extensions.
- Clicking the column headers allows sorting by **Agent Name**, **State**, **Time in State**, or **Extension.**
- Left-click on the agent's name to see that agent's **Recent Call History** and **Recent State History.**
- **NOTE:** The **Time in State** field refreshes every **ten (10) seconds**. When Finesse receives the next agent state change event for an agent, the timer resets to 0.
- **My History Tab** contains the same two reports located on the **Home Tab** but will display the actual Supervisor's data.
- **Queue Data Tab** houses the daily queue statistics for the team for the day. There is more detailed information on the next page.

Queue Data Tab: Queue Statistics & Precision Queue Reports

- Shows the current statistics for all teams the supervisor manages or monitors.
- There are two views available under the **Precision Queue: Agent Utilization and Default View.**
- The **Precision Queue** default view displays all queues assigned to the Supervisor.
- At any time the **Supervisor** can change the view to review the utilization for all the agents listed under their team.
- The **Supervisor** can move the column dividers to see the entire column header name.
- **NOTE:** Each report has different statistics. For an explanation of the columns, see the **Help** for the report. To access help for a report, refer to the section "**Finesse Help**" on this page.

Finesse Help:

- If you have a question regarding the reports, remember to use the online help by opening up the toolbar shown below.
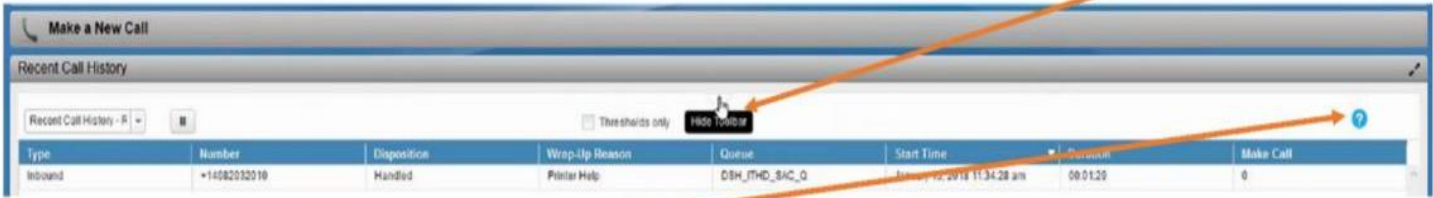

Once opened, left-click on the **Help Icon** to the right.

This will open up a **Cisco Help Page.** _____

Forcing Agent's State:

- To force an Agent into Ready State: Select the Agent and then click Ready.
- To force an Agent into Not Ready State: Select the Agent and then click Not Ready.
- To sign the Agent out: Select the Agent and then click Sign Out
- The Ready, Not Ready, and Sign Out buttons are active only if the action is allowed
- **Example:** If you select an Agent who is in Ready State, only the Not Ready and Sign Out buttons will be active. If you select an agent who is in Not Ready State, the Ready and Sign Out buttons will be active.
- If you Sign Out an Agent who is reserved for a call, in Reserved or Reserved (Outbound) state, on an active call (in Talking state), or has a call on hold (in Hold State), the Agent is immediately logged out of the desktop but the call is retained.
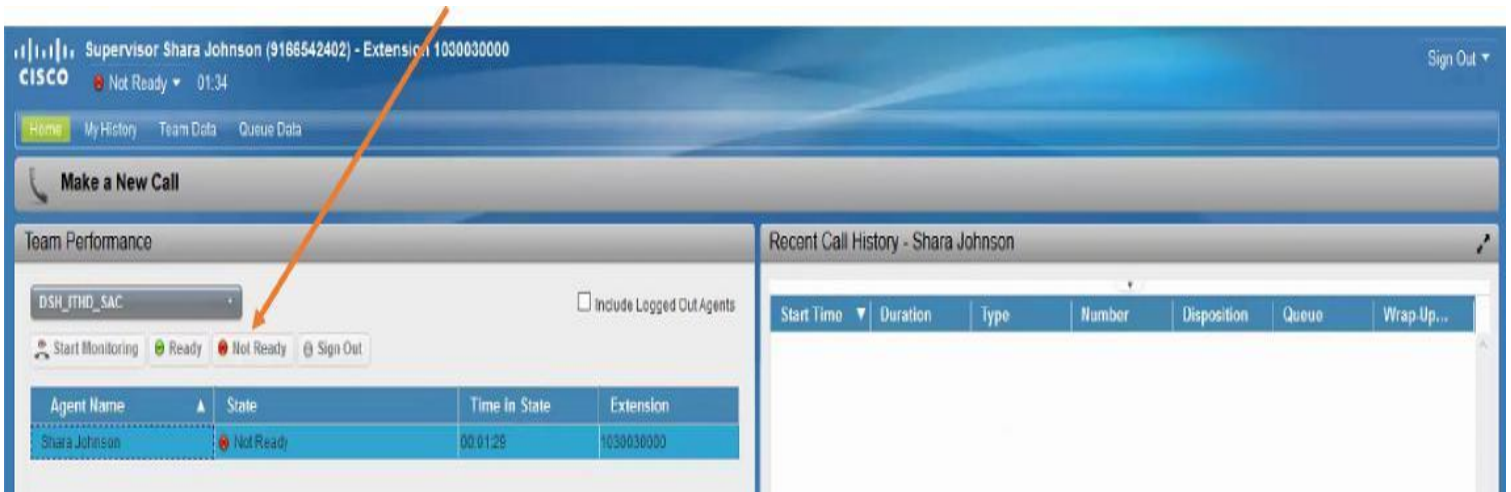
Monitoring an Agent's Call:

• Finesse allows Supervisors the ability to silently monitor the agents within their teams
• To initiate the **Silent Monitoring**:
• **NOTE:** Supervisor must be in **Not Ready State** and the Agent must be in **Talking State**
•   Select the Agent to monitor, and the **Start Monitoring** button will becomes active

• Click **Start Monitoring -** the **Start Monitoring** button changes to **Monitoring Agent**
• Finesse will call your desk phone, hit answer on your desk phone, and now you are monitoring the Agent
• Click **End** on the top right corner to end **Silent Monitoring**
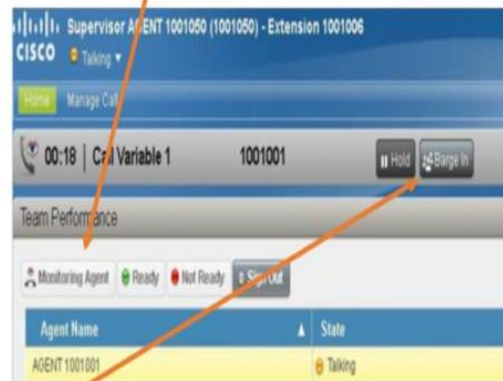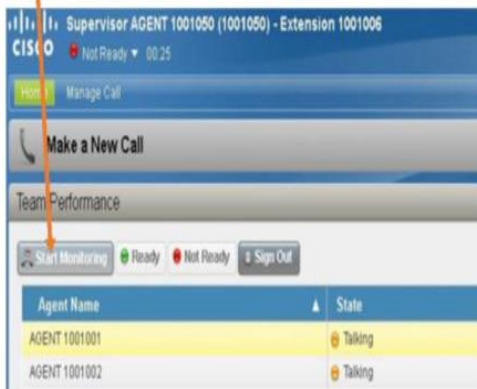
Barging in on an Agent's Call:

• While the Supervisor is monitoring the Agent the **Barge In** button appears in the call control area
• The Supervisor presses the **Barge In** button and has now entered the Agent's conversation
• The Agent and the Caller can hear the Supervisor and visa versa
• **Note:** Once a Supervisor is a participant on a call, they have the ability to drop any participant from set call
• **Note:** If needed, the Supervisor can drop the Agent from the call and take it over after using the **Barge In** option by simply choosing the Agent's extension from the **Drop** menu
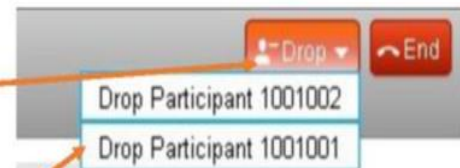
Finesse Support:

- It is important to remember that NWN is available for support.
- If the Agent experiences problems with their desktop, a member of NWN's Support Team may ask the agent to send an error report.
- This report will populate the application logs with whatever error the Agent received.
- The **Send Error Report** button is located at the bottom left corner of the screen.

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- Once the Agent has sent the report and the send is successful, a message will appear stating, ***"Logs sent successfully"***.