

# UC for Business Desktop Supervisor



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Revision History

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Document No.	Release Date	Change Description
001NEC-01QRGR	04/13/11	Initial release.

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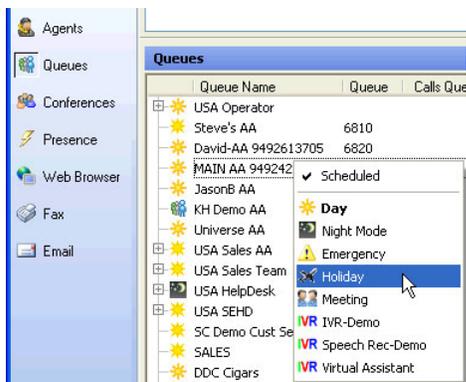
## Introduction

Certain Desktop functions are only active for Supervisor-level users. This document provides a quick reference on all the Supervisor-level functions in Desktop. For more details on using the full Desktop application, refer to the *Agent Desktop Quick Reference Guide* or press **F1** in Desktop for context-sensitive online help.

## Queue Modes

### Change the Queue Mode

1. Click the **Queues** group.



2. Right-click the queue in the list to change, and then select the required mode from the menu. An icon of the selected mode then displays by the queue's name in the list.



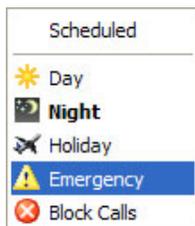
**Note:** To restore the mode to the normal setting, select **Scheduled**.

### Emergency Queue Modes

#### Activate the Emergency Mode

Activate emergency mode to override the current mode, scheduled or otherwise.

1. Click the **Queues** group.



2. Right-click the queue in the list to change, and then select the mode used for emergencies from the menu. The emergency mode's icon then displays by the queue's name in the list.

## Cancel the Emergency Mode

1. Click the **Queues** group.
2. Right-click the queue in the list to change, and then select **Scheduled**. The queue then automatically returns to the mode configured within its schedule.

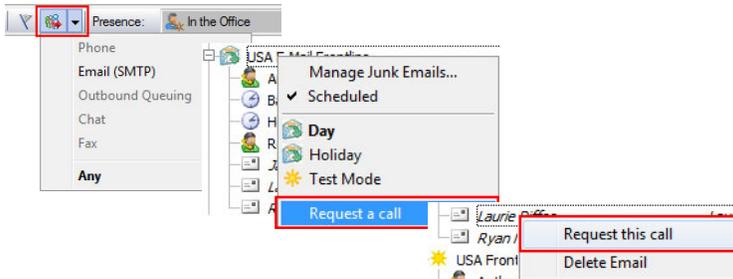
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## Request Queue Calls

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Supervisors can request calls from queues allowing them to pick-and-choose which calls to take and when to take them. Having automatic or demand delivery does not matter, both allow you request calls.

- Perform one of the following methods to request a queue call:
  - Click the **Request a Queue Call** icon in the toolbar to deliver the longest waiting/highest priority call from all queues that you are logged into.
  - Right-click the queue, and then select **Request a Call** to deliver the longest waiting call from that queue.
  - Right-click a specific call in the queue, and then select **Request this Call** to deliver that specific call.

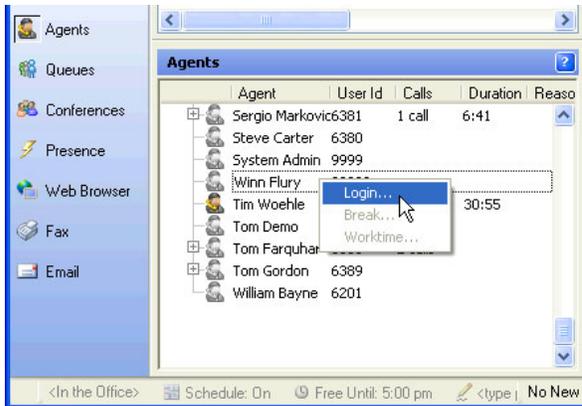


## Remote Supervisory Actions on Agents

### Remote Login and Logout

Supervisors can use the remote login/logout feature to log agents in and out of their Desktop (e.g., if an agent forgets to log out at the end of a shift). Ensuring all agents are logged out after business hours helps keep the Supervisor's reporting consistent.

1. Click the **Agents** group.



2. Right-click the agent, and then select **Login** to log the agent in or out (if there is a checkmark next to **Login** in the menu, then the agent is logged out).
3. From the **Telephone Line** list, select the line for the agent.
4. From the **Class** list, select the appropriate class for the agent.
5. Click **OK**.



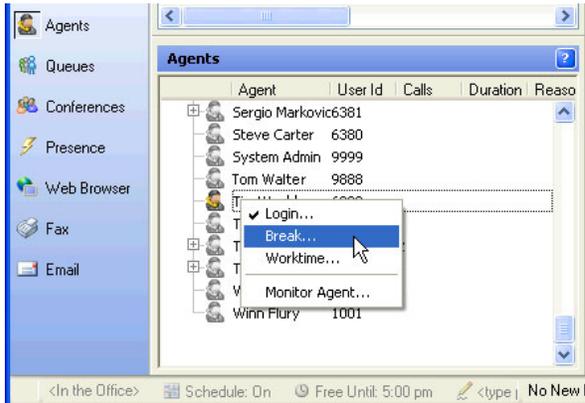
**Note:** This process does not have to be done solely from the Agents group—it can be done from any group that displays agents.

## Remote Breaks (On and Off)

Supervisors frequently use the remote Break on/off feature to take agents on and off breaks, for example, when an agent:

- Needs to go to lunch and stop taking calls, a Supervisor can put the agent on a break.
- Returns and forgets to remove the break, a Supervisor can remotely take the agent off a break to receive calls.

1. Click the **Agents** group.



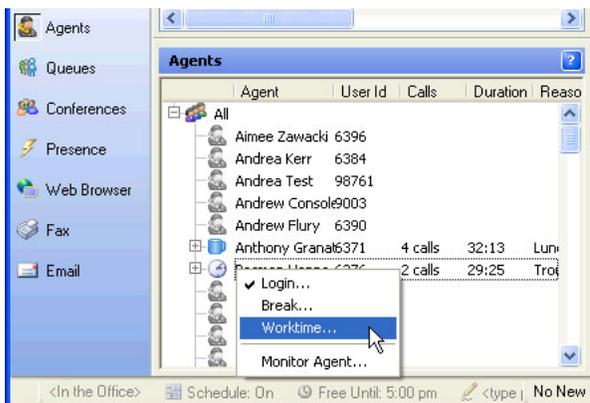
2. Right-click the agent, and then select **Break** to put the agent on/take the agent off a break (if there is a checkmark next to **Break** in the menu, then the agent is on a break).
3. From the **Reason** list, select the break reason.
4. In the **Duration** field, use the arrows to select/type the number of minutes for the break.
5. Click **OK**.

## Remote Worktime (On and Off)

Agents use the Worktime feature when performing a non-queue call work related task, such as updating the CRM, writing an email, talking to a product specialist, or attending a meeting or training. Supervisors can remotely turn the Worktime feature on or off for an agent.

If there are a large number of calls waiting in queue and key agents are on worktime, the Supervisor can take the agent off of worktime so that calls deliver to the agent.

1. Click the **Agents** group.



2. Right-click the agent, and then select **Worktime** to start/end the agent's worktime (if there is a checkmark next to **Worktime** in the menu, then the agent is on worktime).

## Review Agent and Queue Statistics

View real-time agent and queue statistics from any of the following groups within Desktop:

- Agents
  - Queues
  - Contact Center (use to view both agent and queue statistics)
1. Click (or hover the mouse over) the preferred agent or queue.

The screenshot shows the Desktop Supervisor interface with a tree view of groups. The 'USA E-Mail Frontline' group is expanded, showing a list of agents with their names, IDs, titles, and current status. A tooltip for '3 Email call(s)' is displayed, showing call duration and queue information. Another tooltip for 'Day mode (Scheduled)' is also visible.

Group	Agent Name	Agent ID	Title	Count	Agent ID	Time	Status
USA E-Mail Frontline	Anthony Granata	6371	Solutions Engineer	1 (0)	6371	44:30	Lunch
	Basman Hanna	6376	Solutions Engineer	1 (0)	6376	52:22	Collaborating
	Hoang Vu	6379	Solutions Engineer	3 (0)	6379	20:31	
	Reggie Braziel	6375	Solutions Engineer	5 (0)	6375	00:01	
	Bryan Miller	6394	Sr Solution Engineer		6593	1:37:25	
USA Support AA	Jon Chapman	6391	Sr Solution Engineer		6391	1:06:24	
	Khristy Young	6372	Sr Solution Engineer	1 (0)	6372	1:24:39	
	Mike Dubbs	6382	Sr Solution Engineer		6382	1:08:41	
	Anthony Granata	6371	Solutions Engineer	1 (0)	6371	44:30	
USA E-Mail Frontline	Basman Hanna	6376	Solutions Engineer	1 (0)	6376	52:22	
	Hoang Vu	6379	Solutions Engineer	3 (0)	6379	20:31	
	Reggie Braziel	6375	Solutions Engineer	5 (0)	6375	00:01	
	Mike Dubbs	6382	Sr Solution Engineer		6382	1:09:21	Troubleshoot

2. In the **Contact Center** group, click the agent name, queue name, or queue call to display different information.

## Monitor an Agent

A Supervisor can listen in on an agent's conversation, and optionally record it.



**Note:** The Monitor function requires a UCB-based voicemail solution.

For a Supervisor to listen in on an agent's conversation, the following pre-conditions must be in place:

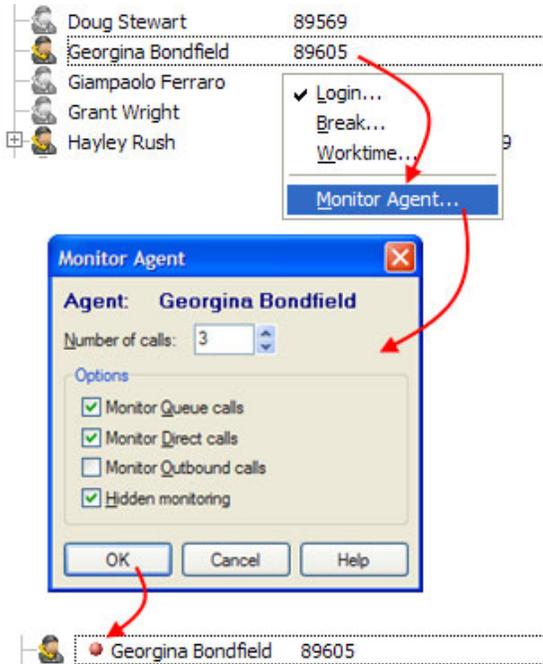
- The agent to be monitored must be currently logged in.
- The Supervisor must have the security permission to monitor calls for the Agent Login Class the user is logged in to. There are separate permissions for queue, direct inbound, and outbound calls. Permissions can be applied to security classes or individual users.



**Note:** For more details about prerequisites for agent monitoring, refer to the online help for Desktop and Administrator.

## Monitor an Agent's Conversation

1. Click either the **Agents** or **Queues** group.
2. Right-click the agent to monitor, and then select **Monitor Agent**.



3. In the **Number of Calls** field, use the arrows to select/type the number of calls to monitor for this agent (maximum of 5 calls).
4. In the **Options** section, click:
  - **Monitor Queue Calls** to only monitor queue telephone calls.
  - **Monitor Direct Calls** to monitor inbound direct calls.
  - **Monitor Outbound Calls** to monitor outbound direct calls.
  - **Hidden Monitoring** to disable notification to the agent while monitoring the call.



**Note:** If this option is not chosen, the agent's call window displays a note advising that the call is being monitored.

5. Click **OK**. A red dot displays next to the agent's name in the list.

When the monitored extension has a call of the chosen type, the Supervisor's phone goes off the hook and the call plays through the phone speaker.

After monitoring the specified number of calls, the monitoring stops and the red dot is removed.

## Stop Monitoring an Agent's Call

A Supervisor can hang up at any time while monitoring an agent's call. Hanging up the call does not change the monitoring status of future calls when choosing to monitor more than one call.

1. Click either the **Agents** or **Queues** group.
2. Right-click the agent to monitor, and then select **Stop Monitoring**.

The monitoring stops and the red dot is removed from the display for that agent.

If the Supervisor logs out, the monitoring stops for all agents being monitored. Also, the monitoring stops for agents when they log out.

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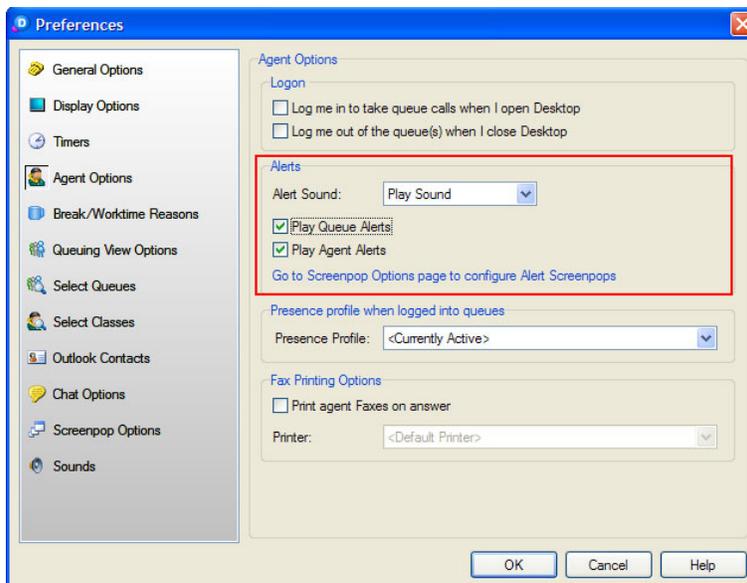
## Play/Do Not Play a Queue Alert

Queue Alerts notify the Supervisor when the service levels are dropping. An alert to flash/sound in Desktop can be scheduled when:

- A call has been waiting too long in a queue.
- There are more than X calls waiting in queue.
- The ratio of current calls to prime agents is greater than X.

All of these settings are set up in the Administrator application, but agents can choose to play/not play the alerts from Desktop.

1. From the **File** menu, select **Preferences**.



2. In the left pane, click **Agent Options**.
3. In the **Alerts** section, make all preferred selections and then click **OK**.

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Help

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For more details on using the full Desktop application, refer to the *Executive Desktop Quick Reference Guide* and *Agent Desktop Quick Reference Guide*, or press **F1** in Desktop for context-sensitive online help.

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