Logging in/out

With Supervisor Desktop you have to log into the Agent Desktop prior to logging into Supervisor Desktop

- Select Start > Programs > Cisco > Desktop > Agent
- Log into Agent Desktop
- Select Start > Programs > Cisco > Desktop > Supervisor
- Type in ID followed by password.

Monitoring an Agent

The voice monitor button enables you to silently listen in on an agents phone conversation.

To start monitoring an agent:
- Choose the agent out of the Team View Pane
- Then click **Start Voice Monitor** Button.

To stop monitoring an agent:
- Click the **Stop Voice Monitor** Button

Barging in on a phone call

The Barge In feature enables you to join an agent's phone conversation. When you click the Barge In button you are automatically added to the phone call.

To barge in on a phone call
- Choose agent in the team view pane
- Press **Barge In** button

Intercepting A Call

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

To intercept a phone call:
- Click the agent in the agent view pane
- Click the **Intercept** button

Changing Agent States

You can use this function to change the agent state on your team, including logging in and logging out.

To change the agent state:

- Select the agent from the team view pane.
- Click the appropriate Agent State button on the toolbar.

Sending an Instant Message

The message view pane enables you to send messages to individual agents or to all agents on the team you are currently viewing.

To send an instant message:
- Click the **Chat** button
- Either select an agents name or click "Desktop Agents" to send the message to all agents on your team.
- When all the agents are listed click **OK**
- Type your message in the text pane
- To send message click **SEND**.
- If you need the message to pop to the front of the screen, check the **High Priority** checkbox prior to clicking **SEND.**

Sending a scrolling Marquee Message

You can send a scrolling marquee message to all the agents on a team.

To send a scrolling message to all agents on a team:
- From the team selection list choose the team to which you want to send the message.
- Check the **Scrolling Marquee Message** check box.
- In the **EXPIRES AT** field, choose a specific time for the message to expire. *(Note: By default the message runs for 30 minutes)*
- Type your message in the text box and click **SEND**.

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