



Contact Center Anywhere: Supervision Manager (SM) Overview

Supervision Manager Overview

The majority of all Call Center expenses revolve around people. The ability to more effectively manage the people in the Call Center provides the greatest opportunity for improving service performance and reducing costs.

To assist in this, ContactCenterAnywhere provides a fully-integrated tool called Supervision Manager.

Supervision Manager concentrates on the following goals:

- **Managing Agent Activity**
- **Monitoring Workflow**
- **Monitoring in Real-time**
- **Information Access**

Supervision Manager Overview

Managing Agent Activity

ContactCenterAnywhere provides a means of allowing companies to manage their agents and operations from work or home.

Supervision Manager Overview

Monitoring Workflow

By having the ability to monitor a variety of interactions in queue and see the real-time status of interactions, supervisors can adjust operations to improve response time.

Supervision Manager Overview

Monitoring in Real-time

Supervisors can perform a variety of functions to assist the agent. They can send messages to one or all agents, listen in or join agent calls, and even take control of the agent's screen if necessary.

Supervision Manager Overview

Information Access

Supervisors can record and listen to agent conversations. The recordings can be used to improve agent communication skills. Supervisors can also access Caller Interaction History information to provide for quick issue resolution.

Logging In

- Enter the URL (<https://cca.wi.gov/cca>) in the IE browser
- Enter your Company alias, User name, and Password in the login screen
- Click the **Login** button. If all is correct the system will show the Partition Selection Dialog
- Click OK button

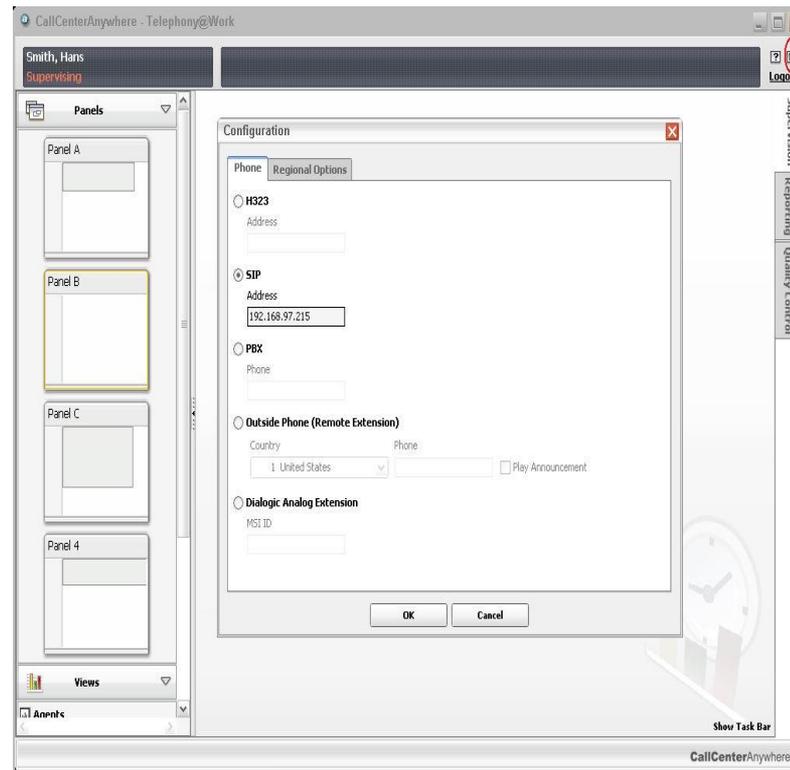


The screenshot shows the Oracle Contact Center Anywhere login interface. At the top, the Oracle logo is followed by the text "Contact Center Anywhere". Below this, a green arrow points to the instruction "Please enter your username and password to login". The login form consists of four input fields: "Company" with the value "system", "Username" with the value "tocco", "Password" (empty), and "Language" with a dropdown menu set to "English (US)". A "Login" button is positioned below the password field. At the bottom of the page, there is a row of five small images depicting customer service scenarios, followed by the copyright notice: "Copyright © 1998, 2007, Oracle. All rights reserved."

Configuring the Supervision Manager – Phone Info

Phone Information

- The Supervisor needs to enter their Phone information
- needed by the application to allow for remote monitoring
- purposes.



Click here to open
Configuration dialog

Configuring the Supervision Manager – Phone Info

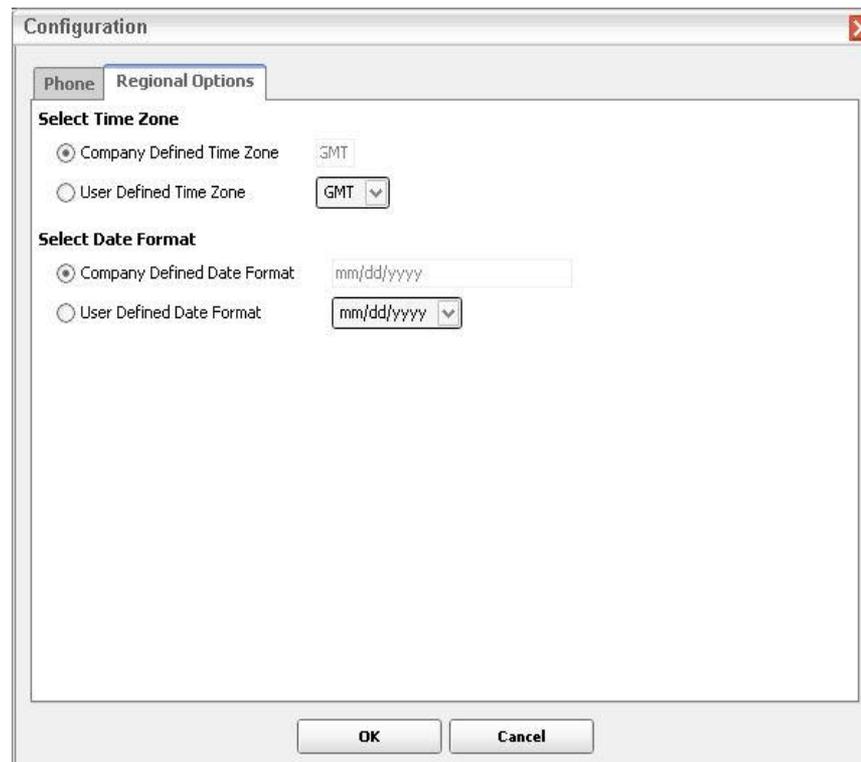
The options available are:

- **SIP:** Selection of this option will forward SIP VOIP Calls. Enter user IP address in the input field box.
- **Outside Phone (Remote Extension):** Selection of this option will have calls forwarded to an external number. Enter the Country Code and the phone number, including area code
- When selection is completed, select OK.

Configuring the Supervision Manager – Region

Regional Options

There is no need to modify any of this information



The screenshot shows a 'Configuration' dialog box with two tabs: 'Phone' and 'Regional Options'. The 'Regional Options' tab is active. It contains two sections: 'Select Time Zone' and 'Select Date Format'. In the 'Select Time Zone' section, the 'Company Defined Time Zone' radio button is selected, and the 'User Defined Time Zone' dropdown menu is set to 'GMT'. In the 'Select Date Format' section, the 'Company Defined Date Format' radio button is selected, and the 'User Defined Date Format' dropdown menu is set to 'mm/dd/yyyy'. At the bottom of the dialog box are 'OK' and 'Cancel' buttons.

Configuration

Phone Regional Options

Select Time Zone

Company Defined Time Zone GMT

User Defined Time Zone GMT

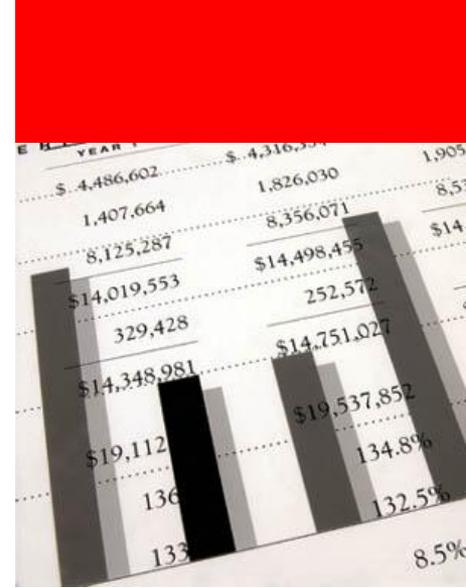
Select Date Format

Company Defined Date Format mm/dd/yyyy

User Defined Date Format mm/dd/yyyy

OK Cancel

Working with views & Performing Actions



Supervision Manager – Real Estate Review

Navigating the Supervision Manager

Supervision Manager is organized by 3 main tabs : Supervision, Reporting and Quality Control. Supervisors have four panels to monitor agents, workgroups... information. Users navigate information by clicking on the panels in the left navigated window

The Side bars provide ability to get more working space

Panels, View and Alarms can be expanded or folded by click on the arrow button

The screenshot displays the Supervision Manager interface. On the left, a 'Panels' sidebar contains four panels labeled Panel A, Panel B, Panel C, and Panel 4. A red arrow points to the top-right corner of this sidebar, labeled 'To expanded/folded'. The main area shows 'Workgroup Statistics' for 'Partitions: All'. The table below contains the following data:

Workgro...	Assigned Agents	Logge...	Availa...	% Av...	Unavail...	% Un...	Active ...	Activ...	Active...	Total ...	Queu...
Marketing	0	1	0	11	1	89	0	0	0	2	1
Support	0	1	0	12	1	88	0	0	0	11	0

On the right side, a vertical sidebar contains three tabs: Supervision, Reporting, and Quality Control. A red arrow points to this sidebar, labeled 'Side bar'. The top right corner of the window shows the user name 'Smith, Hans', the role 'Supervising', and a 'Logout' button.

Supervision Manager – Real Estate Review Working with Views and Panels

- **A View** is where you select the call center statistics that you are interested in. When you select statistics, they will be added to a View window.
- **A Panel** is like a screen where your View windows are displayed. Supervision Manager has four Panels. By default they are named "Panel A", "Panel B", etc., although you can label the Panels to anything that you want. You can add a group of View windows to Panel A, another to Panel B, and so on, and then click between Panels.

The screenshot displays the Supervision Manager interface with the following components:

- Top Bar:** Tracy Tocco (Available), Dialer, Actions, Directory, Voicemail, 3 Missed Calls, Logout.
- Left Panel:** Views menu with options: Agents, Interactions, Partition, Predictive Project Statistics, Project Media Totals, Project Statistics, Workgroup Media Totals, Workgroup Statistics.
- Main Content Area:**
 - Email Interactions Table:**

Interaction ID	Project	System Duration	Location Duration	Priority	Agent	Workgroup
 - Email Project Statistics Table:**

Project	Total Inte...	Email Total	Wgrp Int...	Wgrp Inte...	Wgrp Em...	Answered...	SL Online ...	SL Offline (...)	Max Wra...	ASA Email	Max Wait...
WINPAS Tra...	0	0	0	1152	720	0	100	100	0:00:00	0:00:00	0:00:00
Schedule Co...	0	0	0	0	0	0	100	100	0:00:00	0:00:00	0:00:00
SSC Axcom	0	0	0	0	0	0	100	100	0:00:00	0:00:00	0:00:00
Preview Proj...	0	0	0	0	0	0	100	100	0:00:00	0:00:00	0:00:00
Predictive P...	0	0	0	0	0	0	100	100	0:00:00	0:00:00	0:00:00
Oracle	0	0	0	0	0	0	100	100	0:00:00	0:00:00	0:00:00
New Main	0	0	0	0	0	0	100	100	0:00:00	0:00:00	0:00:00
Main	0	0	0	0	0	0	100	100	0:00:00	0:00:00	0:00:00
Fax Project	0	0	0	0	0	0	100	100	0:00:00	0:00:00	0:00:00
Chat Test A...	0	0	0	0	0	0	100	100	0:00:00	0:00:00	0:00:00
Totals	0	0	0	0	0	0					
 - Email Workgroup Statistics Table:**

Workgroup	Logged I...	Total Int...	Queued I...	Answered...	Answered...	% Answ...	ASA Email	Max Wait...	ATT Email...	MITT Email...	Avg Wr
ZSales West	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
ZSales East	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
ZMaintenance	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
ZCustomer Svc Spa...	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
ZCustomer Svc Engl...	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Windows	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Voicemail Only Alital...	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
LINUX	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Tracy's WG for WIN...	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Tracy's Voicemail WG	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Totals	2	0	0	0	0	0					

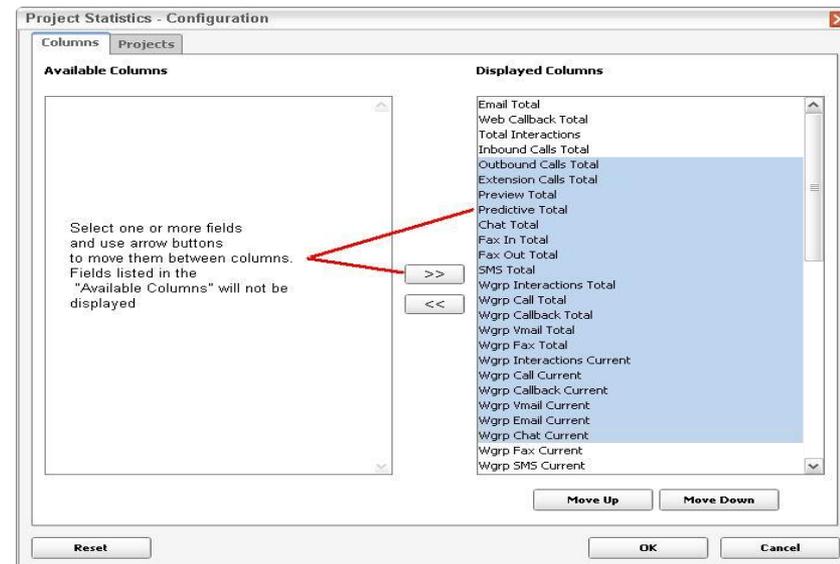
Customizing a View Window

Customizing a View Window allows you to:

- **Display only the information necessary to effectively manage the people of processes monitored.**
- **Monitor and Interact with specific Agents**
- **Track activity in Specific Projects and Workgroups**

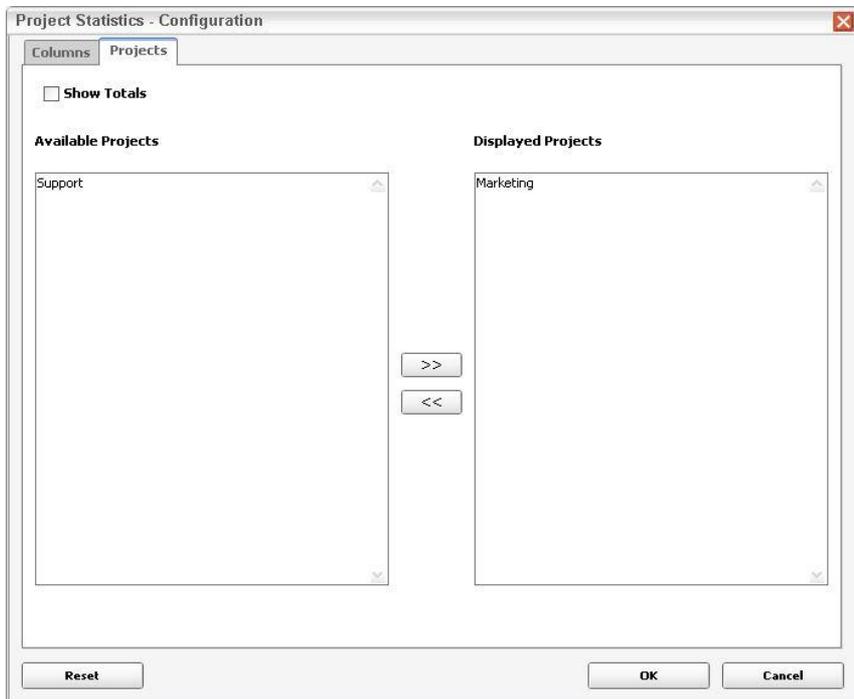
Steps to create:

- **In the Sidebar, use the arrow buttons to expand the Panels window and the Views window**
- **Click on one of the Panels in the sidebar**
- **Scroll down in the sidebar window so that you can see all of the Views**
- **Click on a View to Open the Configuration dialog box for that View and choose information to view**



Create a View Window (Cont.)

- Click on the second tab to select objects of View. If you selected the Agent View, it will list all of the Agents that you are allowed to monitor. If you clicked on the Project Statistics View, it shows all of the Projects that you have access to
- Click OK. A View window appears in the Panel



Smith, Hans
Supervising

Panels

Panel A

Panel B

Panel C

Panel 4

Views

Workgroup Statistics

Partitions: All

Workgroup	Assigned Agents	Logge...	Avail...	% Av...	Unavail...	% Un...	Active ...	Activ...	Active...	Total ...	Queu...
Marketing	0	1	0	11	1	89	0	0	0	2	1
Support	0	1	0	12	1	88	0	0	0	11	0

This is a view window created by configuration dialog box. It will be created in the Panel you selected

Supervision Reporting Quality Control

Show Task Bar

Working with a View Window

Working with a View Window.

- Delete a View window
- Edit a View window
- Sort the View window (ascending or descending order)
- Multi-level sorting, hold the Ctrl key while clicking on the columns
- Move the entire View window anywhere
- Switching between View windows

Tracy Tocco (Available) | Dialer | Actions | Directory | Voicemail | 3 Missed Calls | ? | Logout

Sort the column.

Resize the window by clicking and dragging

Interaction ID | Project | System Duration | Location Duration | Priority | Agent | Workgroup

Email Project Statistics

Project	Total Inte...	Email Total	Wgrp Int...	Wgrp Inte...	Wgrp Em...	Answered...	SL Online ...	SL Offline (...)	Max Wra...	ASA Email	Max Wait...
WINPAS Tra...	0	0	0	1152720	0	0	100	100	0:00:00	0:00:00	0:00:00
Schedule Co...	0	0	0	0	0	0	100	100	0:00:00	0:00:00	0:00:00
SSC Axiom	0	0	0	0	0	0	100	100	0:00:00	0:00:00	0:00:00
Preview Proj...	0	0	0	0	0	0	100	100	0:00:00	0:00:00	0:00:00
Predictive P...	0	0	0	0	0	0	100	100	0:00:00	0:00:00	0:00:00
Oracle	0	0	0	0	0	0	100	100	0:00:00	0:00:00	0:00:00
New Main	0	0	0	0	0	0	100	100	0:00:00	0:00:00	0:00:00
Main	0	0	0	0	0	0	100	100	0:00:00	0:00:00	0:00:00
Fax Project	0	0	0	0	0	0	100	100	0:00:00	0:00:00	0:00:00
Chat Test A...	0	0	0	0	0	0	100	100	0:00:00	0:00:00	0:00:00
Totals	0	0	0	0	0	0					

Email Workgroup Statistics

Workgroup	Logged I...	Total Int...	Queued I...	Answer...	Answered...	% Answer...	ASA Email	Max Wait...	ATT Email...	MTT Email...	Avg Wr...
ZSales West	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
ZSales East	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
ZMaintenance	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
ZCustomer Svc Spa...	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
ZCustomer Svc Engli...	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Windows	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Voicemail Only Alita...	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
UNIX	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Tracy's WG for WIN...	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Tracy's Voicemail WG	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Totals	2	0	0	0	0	0					

Views | Agents | Interactions | Partition | Predictive Project Statistics | Project Media Totals | Project Statistics | Workgroup Media Totals | Workgroup Statistics

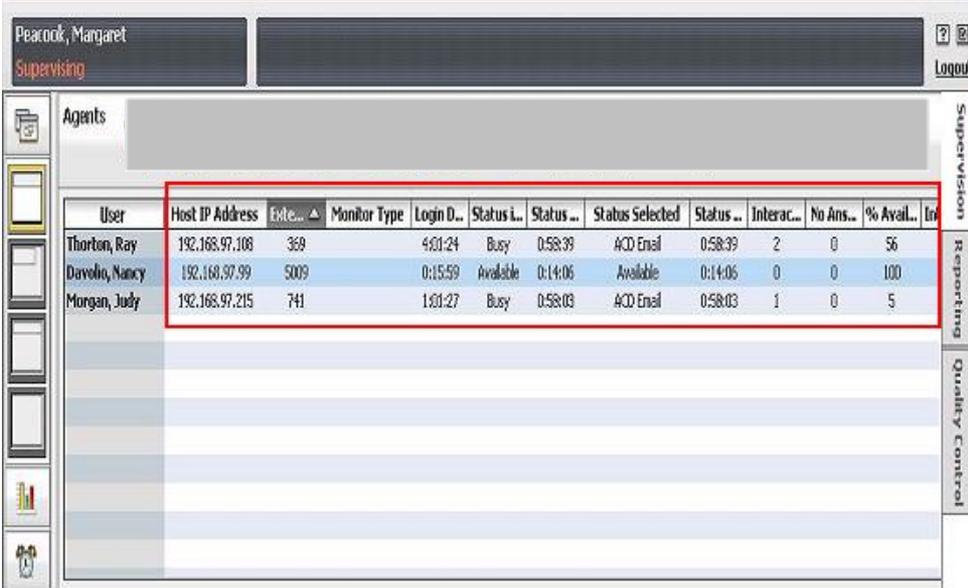
Show Task Bar

Agent View

Agent View provides the Supervisor with the ability to monitor and interact with the agents under his supervision. A Supervisor can configure the Agent View to show the appropriate information to most effectively manage his team.

The Agent View window is where the Supervisor can:

- **Listen to an Agent**
- **Coach an Agent**
- **Take over an Agent's Interaction**
- **Chat with an Agent**
- **Hang up or Log out an Agent**
- **View and Control an Agent's Screen**
- **Record an Agent's Interaction**
- **Send a message to one or more Agents**



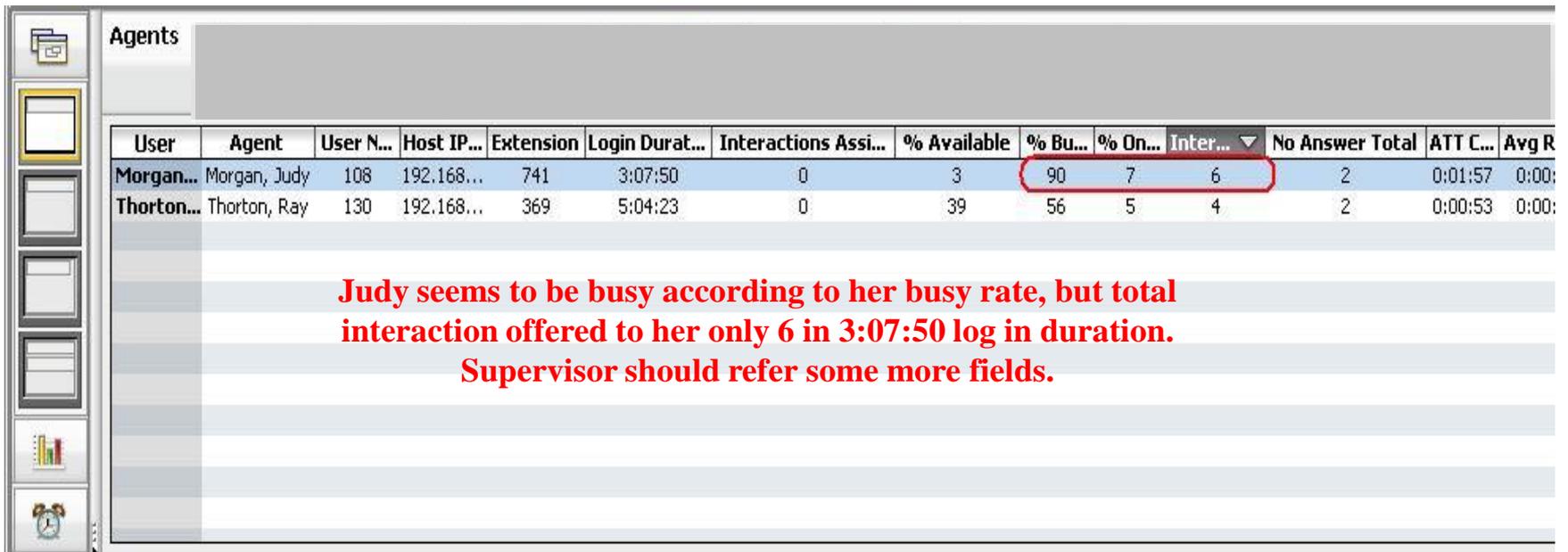
The screenshot shows the Agent View interface for a supervisor named Margaret Pearcock. The interface includes a header with the supervisor's name and a 'Supervising' status, and a table listing agents under their supervision. The table has columns for User, Host IP Address, Extension, Monitor Type, Login Date, Status, Status Selected, Status, Interactions, No. Answers, and % Available. The first three rows are highlighted in blue, and the first row is also enclosed in a red box.

User	Host IP Address	Ext...	Monitor Type	Login D...	Status i...	Status ...	Status Selected	Status ...	Interac...	No Ans...	% Avail...	Un...
Thornton, Ray	192.168.97.108	369		4/01/24	Busy	0:58:39	ACD Email	0:58:39	2	0	56	
Davelio, Nancy	192.168.97.99	5009		0:15:59	Available	0:14:06	Available	0:14:06	0	0	100	
Morgan, Judy	192.168.97.215	741		1/01/27	Busy	0:58:03	ACD Email	0:58:03	1	0	5	

Viewing Agent Information (Cont.)

Beside interacting with agent, A Supervisor can:

- observe an agent's activities
- determine amount of busy/available/on break time
- see number of answered interaction by agent for each media type, average talk time of some certain interaction, average handle time, average wrap up time, number of call agent dialed, status of agent at the moment and some management information such as department, extension, ip address, etc.



User	Agent	User N...	Host IP...	Extension	Login Durat...	Interactions Assi...	% Available	% Bu...	% On...	Inter...	No Answer Total	ATT C...	Avg R
Morgan...	Morgan, Judy	108	192.168...	741	3:07:50	0	3	90	7	6	2	0:01:57	0:00:
Thorton...	Thorton, Ray	130	192.168...	369	5:04:23	0	39	56	5	4	2	0:00:53	0:00:

Judy seems to be busy according to her busy rate, but total interaction offered to her only 6 in 3:07:50 log in duration. Supervisor should refer some more fields.

Hanging Up the Agent Channel

The supervisor may elect to disconnect an agent from a call.

To Disconnect an Agent's Interaction

- In the Agent View window, select the Agent whose call you want to disconnect.
- Click on Hang Up
- Click OK.
 - Agent is disconnected and call is then transferred to supervisor
 - The Agent's status returns to Available.

Peacock, Margaret
Supervising

Agents

User	Host IP Address	Hang Up Agent Channel	pe	Login D...	Status i...	Status ...	Status Selected	Status ...	Interac...	No Ans...	% Avail...	Int
Thorton, Ray	192.168.97.108	369		4:25:00	Busy	0:22:09	ACD Call	0:22:09	1	0	51	
Davolio, Nancy	192.168.97.99	5009		0:39:35	Available	0:37:42	Available	0:37:42	0	0	100	
Morgan, Judy	192.168.97.215	741		1:25:03	On Break	0:16:29	No Answer	0:16:29	0	1	4	

Reporting
Quantity Control

Broadcasting Messages To All

This function allows a supervisor to send the same text message to all agents at once. For example, you may want to remind the agents of an upcoming meeting or promotional event.

The agents cannot reply to the message.

Only the assigned agents who are currently logged in will receive the message. The Agents who log in after the Broadcast are not notified that a message was sent.

- Click on Broadcast
- ContactCenterAnywhereAnywhere displays the Send Broadcast Message dialog box
- Enter your message (up 255 characters) and click OK button

The screenshot shows the 'Send Broadcast Message' dialog box in the ContactCenterAnywhereAnywhere interface. The dialog box is open over a table of agents. The message 'Team meeting at 3PM.' is entered in the text area. The 'Ok' button is highlighted.

User	Host IP Address	Ext...
Davolio, Nancy	192.168.97.99	5009
Fuller, Andrew	192.168.97.99	5012
Crealy, Megie	192.168.97.99	5013

Status Selected	Status ...	Interac...	No Ans...	% Avail
Available	14:44:51	0	0	100
Available	0:11:08	0	0	100
Available	0:11:12	0	0	100

Broadcasting Messages To All

- **A message box containing the text you entered will appear on the screen of every Agent that you supervise**

All agents who are currently logged in receive the message.

Note: The message remains on screen until the agent clicks OK.

Sending a Message to an Agent

Sending a message to an agent is much like broadcasting a message to all, but the message goes to only one agent. Messages can only be sent to agents who are currently logged in.

To Send a Message to One Agent

- **In the Agent View window, select an Agent, then click the Message icon. The message text box appears.**
- **Enter your text in the message box and click OK.**

The screenshot shows a software interface for monitoring agents. At the top, the user is identified as 'Peacock, Margaret' in a 'Supervising' role, with a 'Logout' button. Below this is the 'Agents' section, which contains a table of agent information. A dialog box titled 'Send Message to Agent' is open over the table, with a text input field containing the message 'Team Meeting at 3 PM.' and 'Ok' and 'Cancel' buttons at the bottom.

User	Host IP Address	Ext...	Monitor Type	Login D...	Status I...	Status ...	Status Selected	Status ...	Interac...	No Ans...	% Avail
Davolio, Nancy	192.168.97.99	5009		1:40:11	Available	14:53:23	Available	14:53:23	0	0	100
Fuller, Andrew	192.168.97.99	5012		0:19:40	Available	0:00:57	Available	0:00:57	0	0	78
Crealy, Megie	192.168.97.99	5013		0:				0:19:44	0	0	100
Smith, Hans	192.168.97.215	852		0:				0:07:21	0	0	0

Chatting with an Agent

Chatting with an agent allows the supervisor to send a text message to an agent and the agent to respond in real time. Only the selected agent sees the message and the agent can reply to the message. Chatting with an agent does not affect the agent's current interaction (s).

- In the Agent View window, select the Agent you want to Chat with.
- Click the Chat icon. The Chat window opens.
- Type your message in the box at the bottom, then click the balloon text button to send your message.

The screenshot displays a supervisor interface. At the top, a header bar shows the supervisor's name 'Peacock, Margaret' and status 'Busy', along with a 'Logout' button. Below this is an 'Agents' section with a table listing agents and their details. A chat window is open for 'Fuller, Andrew', showing a message from 'Margaret : Team Meeting at 3 PM.' and a text input field at the bottom with a send button.

User	Host IP Address	Ext...	Monitor Type	Login D...	Status i...	Status ...	Status Selected	Status ...	Interac...	No Ans...	% Avail
Davolio, Nancy	192.168.97.99	5009		1:34:43	Available	14:47:55	Available	14:47:55	0	0	100
Fuller, Andrew	192.168.97.99	5012		0:14:12	Busy	0:01:19	Direct Chat	0:01:19	1	0	90
Crealy, Megie	192.168.97.99	5013					Available	0:14:16	0	0	100
Smith, Hans	192.168.97.215	852					Supervising	0:01:53	0	0	0

Viewing Interaction Information

The Interactions view provides an overview of all active Interactions.

ContactCenterAnywhereAnywhere displays the Interaction status fields such as: Interaction ID, Project, DNIS, Duration, Priority, Media Type, Workgroup, Agent, etc

To view the Interactions window, click a Panel that has Interaction view.

Note: Agent Name might be shown as “Unknown” until the Interaction routes to the agent

Interaction ID	Project	DNIS	ANI	System Du...	Location ...	Priority	Media T...	Agent	Workgr...	Ext Number	Overflowed
10001967526304	Support	phuongprojec...phu...		0:12:22	0:03:19	★★★★☆	Workgro...	Thorton, Ray	Marketing		0
10001967526305	Support	phuongprojec...phu...		0:08:27	0:00:00	★★★★☆	Workgro...	Morgan, Judy	Support		0
2001967527320	Marketing	1212		0:55:44	0:00:01	★★★★☆	Workgro...	Thorton, Ray	Marketing		0

Viewing Workgroup Information

Workgroup Media Total

Workgroup Media Total view shows the number of answered, queued, abandoned, total number was sent to workgroup and overflowed interactions for Workgroup in the Call Center since 00:00 AM of the current day. These information are classified by media type, such as Call, Email, Callbacks...

Workgroup ▼	Logged I...	Total Int...	Queued I...	Answere...	Answered...	% Answ...	ASA Email	Max Wait...	ATT Email...	MTT Emai...	Avg Wrap...	AHT Emai...
ZSales West	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
ZSales East	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
ZMaintenance	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
ZCustomer Svc Spa...	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
ZCustomer Svc Engli...	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Windows	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Voicemail Only Alital...	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
UNIX	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Tracy's WG for WIN...	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Tracy's Voicemail WG	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Totals	2	0	0	0	0							

Viewing Workgroup Information

Workgroup Statistics

Workgroup Statistics view shows the statistics of Call Center for each workgroup.

This screen provides Supervisors with the ability to see information including :

- Number of agents assigned and logged in
- Percent of time agents available or unavailable.
- Number of interactions answered or abandoned by agents of workgroup
- Average handle time, talk time and wrap up time of interaction

Smith, Hans
Supervising

Logout

Workgroup Statistics Partitions: All

Workgroup ▲	Assigned Age...	Logged In Ag...	Available Age...	% Answered	% Abandoned	Max TT Call (...)	ATT Calls (Av...	AHT Calls (Av...
Marketing	0	1	0	60	20	0:00:09	0:00:04	0:00:00
Support	0	1	0	66	0	0:00:00	0:00:00	0:00:00
Totals	0	2	0					

Supervision
Reporting
Quality Control

Finding Interaction History

Supervisor can also locate and view all the interaction histories of agents assigned to them. When the history are loaded, the screen displays the following history data: Interaction Type, Interaction ID, Originator and Date/Time

- Enter/ select the desired criteria such as: User, Project, Interaction ID.
- Select the From and To parameters from the Calendar.
- Click Find.

The screenshot shows the 'Interaction History' search interface. At the top, the user is identified as 'Smith, Hans' in a 'Supervising' role. The interface is divided into several sections for search criteria:

- Find Interaction:** Includes a 'Type' dropdown menu set to 'Workgroup Email' and an 'ID' text input field.
- Find From:** Includes text input fields for 'Phone', 'Email', and 'Fax'.
- Find Period:** Includes 'From' and 'To' date pickers. The 'From' date is 12/26/2005 and the 'To' date is 12/28/2005. Each date picker has hour and minute dropdowns.
- Find To:** Includes dropdown menus for 'Project' (set to 'Support'), 'Workgroup' (set to 'Support'), and 'User' (set to 'All').

Below the search criteria is a 'History' table with columns for 'FROM:', 'TO:', 'INTERACTION ID:', 'TIME OF INTERACTION:', and 'DURATION OF INTERACTION:'. The table is currently empty. A 'Find' button is located in the top right corner of the search area. The bottom of the window shows a 'Show Task Bar' button and the application name 'CallCenterAnywhere™'.

Finding Interaction History (cont.)

- **ContactCenterAnywhereAnywhere displays all the interactions in the database that match your search criteria.**
- **Select the interaction you wish to review**
- **History of selected interaction will be shown up in History area, under the list of interactions**

The screenshot displays the CallCenterAnywhere interface. At the top, the user is identified as "Smith, Hans" in a "Supervising" role. The main window is titled "Interaction History" and contains a table with the following data:

Interaction Type	Interaction Id	Originator	Date / Time
Workgroup Email	10001967526304	phuongcustomer1@tawmail.com	12/26/2005 04:58 PM
Workgroup Email	10001967526305	phuongcustomer1@tawmail.com	12/26/2005 05:02 PM

Below the table, it indicates "2 Record(s) Found". The "History" section for the selected interaction (ID: 10001967526305) shows the following details:

FROM: phuongcustomer1@tawmail.com
TO: phuongproject3@tawmail.com
INTERACTION ID: 10001967526305

TIME OF INTERACTION: 12/26/2005 05:02:53 PM
DURATION OF INTERACTION: 0:00:00

The history log includes the following entries:

- 12/26/2005 05:02:53 PM -- Interaction routed to project **Support**
- 12/26/2005 05:02:53 PM -- Interaction entered workgroup **Support**
- 12/26/2005 05:02:53 PM -- Saving the transcript of the email
- 12/26/2005 05:02:53 PM -- Interaction offered to agent **Judy Morgan**
- 12/26/2005 05:02:53 PM -- Interaction exited workgroup **Support** time in queue duration **0:00:00**
- 12/26/2005 05:02:57 PM -- Interaction accepted by agent **Judy Morgan**
- 12/26/2005 05:02:57 PM -- Ring Time **0:00:04**
- 12/26/2005 05:02:57 PM -- Interaction answered for workgroup **Support**
- 12/26/2005 05:02:57 PM -- Interaction accepted by agent **Judy Morgan**
- 12/26/2005 06:03:03 PM -- Interaction entered workgroup **Support**
- 12/26/2005 06:03:03 PM -- Interaction offered to agent **Judy Morgan**
- 12/26/2005 06:03:03 PM -- Interaction exited workgroup **Support** time in queue duration **0:00:01**

The interface also features a sidebar with navigation icons, a "New Search" button, and a "Logout" link. The bottom of the screen shows the "Show Task Bar" and "CallCenterAnywhere" logo.

Alarms

Supervisors have the ability to configure Alarms for: Status Duration, Media Duration and almost any fields in panel views such as Agent view, interactions view, Partition view, Project Media Total, Project Statistics, Workgroup Media Total and Workgroup Statistics.

Each Alarm can be set with five levels: Very Low, Low, Medium, High and Very High. The alarm levels must have increasing values (or decreasing values) from Very Low level to Very High level

There are three parts for this feature: New Alarm, My Alarms and Current Alarms

- **New Alarm:** to define a new alarm
- **My Alarms:** to show all the defined alarms, include enabled alarms and disabled alarms
- **Current Alarms:** to display all the active alarms

Alarms

Peacock, Margaret
Supervising

Panel D

Views

- Agents
- Interactions
- Partition
- Project Media Totals
- Project Statistics
- Workgroup Media Totals
- Workgroup Statistics
- Interaction History

Alarms

- New Alarm
- Current Alarms
- My Alarms
 - General
 - Media Duration
 - Status Duration

Agents

User	Agent	User Na...	Session ...	Ass...	Networ...	Status L...	Status Duration	Session ...	Host IP ...	Extension ..
Crealy, Megie	Crealy, M...	125	VOIP2		0	Available	1:23:54	-4564291...	192.168...	5013
Davolio, Nancy	Davolio, ...	123	VOIP2		0	Available	1:08:10	-4564291...	192.168...	5009
Fuller, Andrew	Fuller, An...	124	VOIP2		0	Available	1:34:48	-4564291...	192.168...	5012
Smith, Hans	Smith, Hans	105	VOIP2		0	Busy	0:45:20	45642911...	192.168...	852
Thorton, Ray	Thorton, ...	106	VOIP2		0	On Break	1:15:19	-4564291...	192.168...	369

Interactions Partitions: All

Interaction ID	Project	DNIS	ANI	System ...	Locatio...	Priority	Media Type	Agent	Wo... Ex
10001967526304	Support	phuongpr...	phuongcustome...	18:14:37	1:20:23	★ ★ ★	Workgroup Email	Thorton, Ray	Mar...
10001967526305	Support	phuongpr...	phuongcustome...	18:10:42	12:00:29	★ ★ ★	Workgroup Email	Morgan, Judy	Sup...

Show Task Bar

Alarms

Define a new Status Duration Alarm

- Click on new Alarm
- Select Status Duration option and click Next button
- Choose the status that you want to set alarm
- Select alarm levels and enter the values which you want to raise alarm for the status
- Click Next and select agents
- Click Next, enter name for alarm and click Finish to complete

The screenshot shows the 'New Alarm Definition' dialog box with the breadcrumb 'Type > Alarm Levels > Objects > General'. Three radio buttons are visible: 'Status Duration' (selected), 'Media Duration', and 'General'. Each option has a brief description. At the bottom, there are 'Back', 'Next', and 'Finish' buttons.

New Alarm Definition

Type > Alarm Levels > Objects > General

Status Duration
Build an alarm for how long an agent has been in a particular status.

Media Duration
Build an alarm for how long an agent has been working on an interaction of a particular type.

General
Build a general alarm on one or more columns.

Back Next Finish

The screenshot shows the 'New Alarm Definition' dialog box with the breadcrumb 'Type > Alarm Levels > Objects > General'. The 'Alarm Levels' section is active, showing a 'User Status' dropdown set to 'Available'. Below are five rows for alarm levels: 'Very Low', 'Low', 'Medium', 'High', and 'Very High'. Each row has a checked checkbox, a description, and input fields for minutes and seconds. At the bottom, there are 'Back', 'Next', and 'Finish' buttons.

New Alarm Definition

Type > Alarm Levels > Objects > General

Alarm Levels

User Status: Available

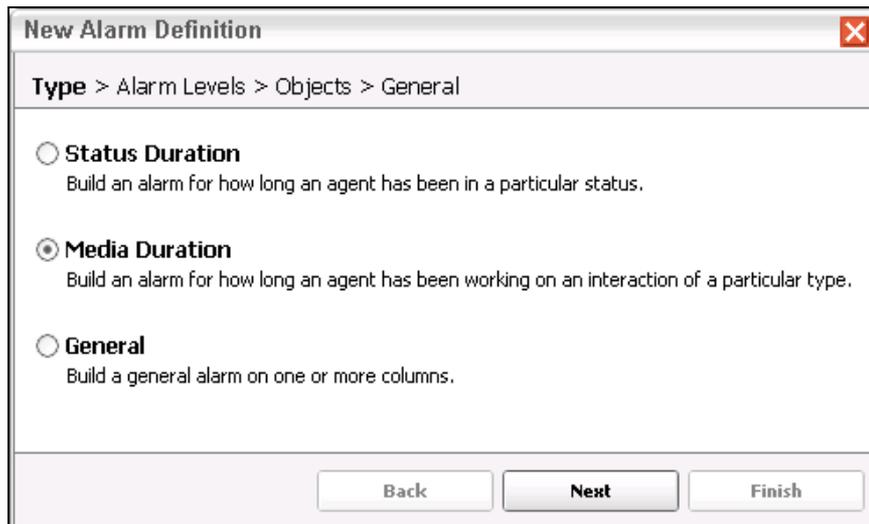
<input checked="" type="checkbox"/>	Very Low	Raise alarm when user is Available for more than	10	mins	00	secs
<input checked="" type="checkbox"/>	Low	Raise alarm when user is Available for more than	20	mins	00	secs
<input checked="" type="checkbox"/>	Medium	Raise alarm when user is Available for more than	30	mins	00	secs
<input checked="" type="checkbox"/>	High	Raise alarm when user is Available for more than	40	mins	00	secs
<input checked="" type="checkbox"/>	Very High	Raise alarm when user is Available for more than	50	mins	00	secs

Back Next Finish

Alarms

Define a new Media Duration Alarm

- Click on new Alarm
- Select Media Duration option and click Next button
- Choose the Media Type that you want to set alarm
- Select alarm levels and enter the values which you want to raise alarm for the media type
- Click Next, enter name of alarm and click Finish to complete



New Alarm Definition [Close]

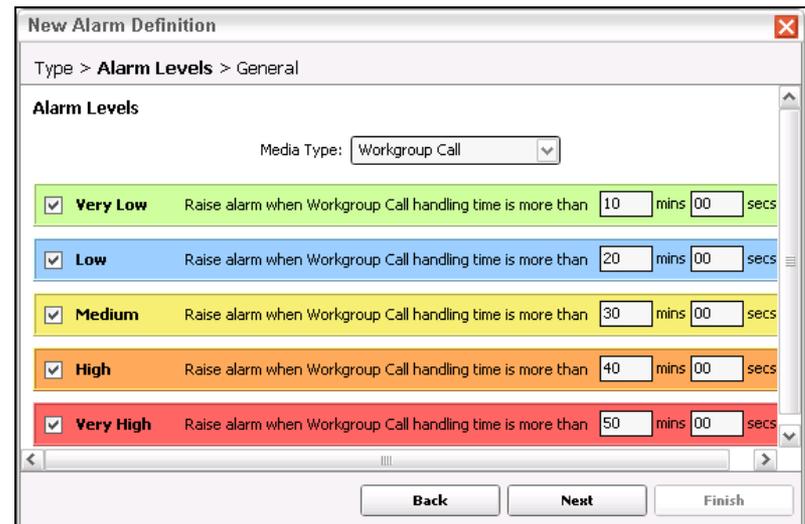
Type > Alarm Levels > Objects > General

Status Duration
Build an alarm for how long an agent has been in a particular status.

Media Duration
Build an alarm for how long an agent has been working on an interaction of a particular type.

General
Build a general alarm on one or more columns.

Back Next Finish



New Alarm Definition [Close]

Type > **Alarm Levels** > General

Alarm Levels

Media Type: Workgroup Call [v]

<input checked="" type="checkbox"/>	Very Low	Raise alarm when Workgroup Call handling time is more than	10	mins	00	secs
<input checked="" type="checkbox"/>	Low	Raise alarm when Workgroup Call handling time is more than	20	mins	00	secs
<input checked="" type="checkbox"/>	Medium	Raise alarm when Workgroup Call handling time is more than	30	mins	00	secs
<input checked="" type="checkbox"/>	High	Raise alarm when Workgroup Call handling time is more than	40	mins	00	secs
<input checked="" type="checkbox"/>	Very High	Raise alarm when Workgroup Call handling time is more than	50	mins	00	secs

Back Next Finish

Alarms

Define a new General Alarm

- Click on new Alarm
- Select General option and click Next button
- Choose a view and column to set alarm on
- Select alarm levels and enter the values which you want to raise alarm on the selected column
- Click Next and select the object that you want to set alarm for
- Click Next, enter name of alarm and click Finish to complete

New Alarm Definition [Close]

Type > Alarm Levels > General

Status Duration
Build an alarm for how long an agent has been in a particular status.

Media Duration
Build an alarm for how long an agent has been working on an interaction of a particular type.

General
Build a general alarm on one or more columns.

Back Next Finish

New Alarm Definition [Close]

Type > **Columns** > Alarm Levels > General

Select view and column(s) to alarm on:

View Agents [v]

Column Agents [v]

Add Column

Interactions [v]

Partition

Project Media Totals

Project Statistics

Workgroup Media Totals

Workgroup Statistics

Back Next Finish

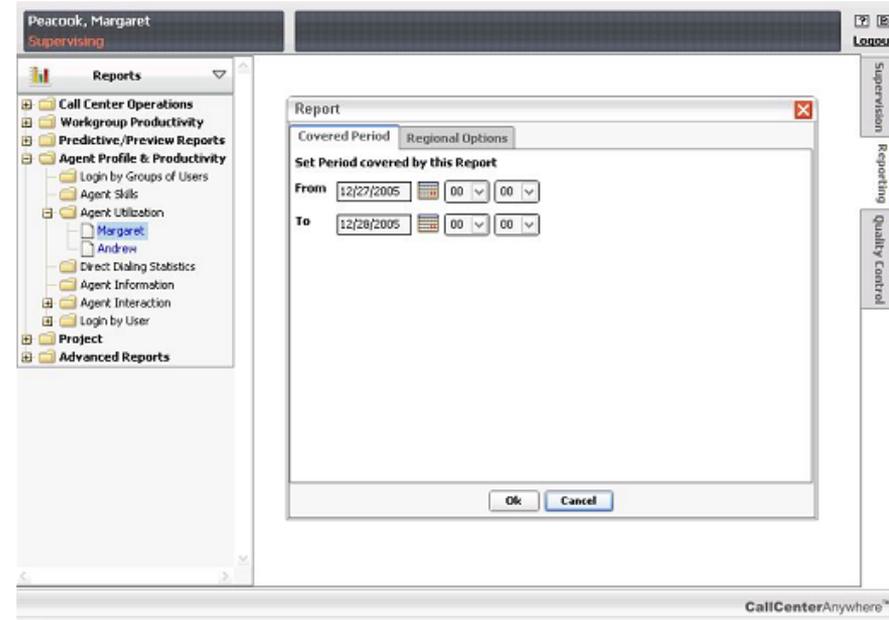
Reports

ContactCenterAnywhereAnywhere allows the supervisor to locate and view graphical reports to help you understand the trends, activities and Agent performance in your Call Center.

You can view and print the reports that your Administrator has given you or your fellow Supervisors access permissions to.

To view or print reports:
Go to Reporting tab

1. Expand the Reports folder in the Navigation Pane.
1. Click a Report type to view the list of report definitions or which you have access permission. If no items are displayed in the list contact your ContactCenterAnywhere Administrator and request permission to access one or more Report types you wish to view.
1. Select the row containing the report definition to view, and click View. Note: Some reports will ask you for a date and time. Enter the Date / Time and select OK to run the report.



Summary

- Supervision Manager Overview
- Configuring Supervision Manager
- Working with Views & Supervisor Functions