

# Webex Contact Center: Get started with Supervisor Desktop

Use this guide to get ready to manage, monitor, and assist agents with Supervisor Desktop.

## Sign in

You can sign into Supervisor Desktop to monitor agent performance or sign in as an agent to help the team manage an influx of calls.

1. Enter the URL provided by your admin into your browser.
2. Enter your email and click **Sign In**. Then, enter your password and click **Sign in** again.
3. Select a **Role** and telephony option.

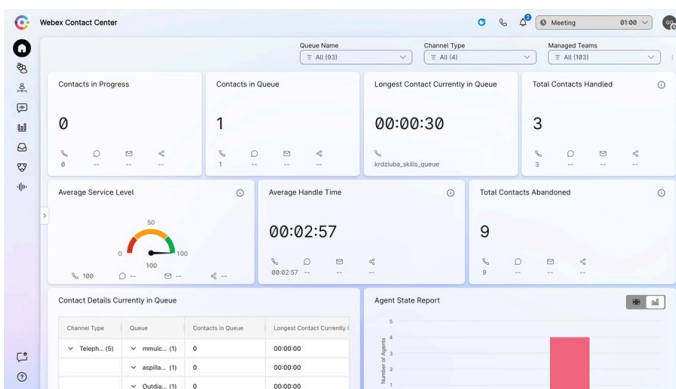
4. Choose your team from the **Team** drop-down list, or use the search field. (Available only with the **Supervisor and Agent** role.)

5. Click **Save & Continue**.

When you sign in, the homepage displays widgets based on the layout configured by your administrator.

When you're ready to sign out, change your availability state to **Idle**, click the **User Profile**, and click **Sign Out**.

## Get to know Supervisor Desktop



Webex Contact Center Supervisor Desktop is where supervisors monitor queues, track team performance, and oversee customer interactions in real time.

**Navigation bar:** Easily access home, team performance, agent stats, and interaction details.

**Horizontal header:** Access additional controls, availability, profile options, and ability to make an outbound call if you're also logged in as an agent.

# Supervise agents and teams

On the **Team Performance Details** page, view real-time agent information and overall team performance. Monitor agents, send one-on-one messages via Webex App, or listen in on live calls.

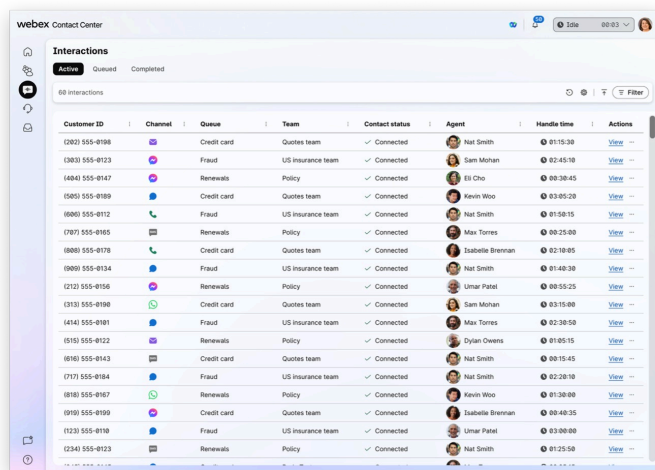
**View Team Performance:** See details for signed-in agents, including availability, time in state, call details, channel capacity, and available actions. Filter by name, state, queue, or channel.

**Monitor an Agent Call:** Silently listen to a live call to check quality without interrupting. Monitor one agent at a time, pause/resume listening, or barge in to join. End monitoring before signing out.

**Send a Message:** Send direct messages via Webex App (if enabled), up to 1000 characters, with reply notifications.

**Change Agent State:** Update an agent's status; changes take effect after active interactions, with attribution shown.

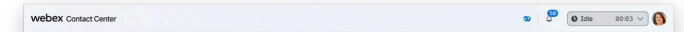
**Change Skill Profile:** If permitted, assign a new skill profile, review queue changes, and confirm updates, with a record of who made the change.



Customer ID	Channel	Queue	Team	Contact status	Agent	Handle time	Actions
(202) 555-0198	Credit card	Quotes team	US Insurance team	Connected	Nat Smith	01:15:30	View
(383) 555-0123	Fraud	US Insurance team	US Insurance team	Connected	Sam Mohan	02:45:10	View
(404) 555-0147	Renewals	Policy	Policy	Connected	Eli Cho	00:30:45	View
(505) 555-0189	Credit card	Quotes team	Quotes team	Connected	Kevin Woo	03:05:20	View
(600) 555-0112	Fraud	US Insurance team	US Insurance team	Connected	Nat Smith	01:50:15	View
(707) 555-0165	Renewals	Policy	Policy	Connected	Max Torres	00:25:00	View
(808) 555-0178	Credit card	Quotes team	Quotes team	Connected	Isabelle Brennan	02:10:05	View
(909) 555-0134	Fraud	US Insurance team	US Insurance team	Connected	Nat Smith	01:40:30	View
(123) 555-0156	Renewals	Policy	Policy	Connected	Umar Patel	00:55:25	View
(313) 555-0190	Credit card	Quotes team	Quotes team	Connected	Sam Mohan	03:15:00	View
(414) 555-0101	Fraud	US Insurance team	US Insurance team	Connected	Max Torres	02:30:50	View
(515) 555-0122	Renewals	Policy	Policy	Connected	Dylan Owens	01:05:15	View
(616) 555-0143	Credit card	Quotes team	Quotes team	Connected	Nat Smith	00:15:45	View
(717) 555-0164	Fraud	US Insurance team	US Insurance team	Connected	Nat Smith	02:20:10	View
(818) 555-0167	Renewals	Policy	Policy	Connected	Kevin Woo	01:30:00	View
(919) 555-0199	Credit card	Quotes team	Quotes team	Connected	Isabelle Brennan	00:40:35	View
(123) 555-0110	Fraud	US Insurance team	US Insurance team	Connected	Umar Patel	03:00:00	View
(234) 555-0123	Renewals	Policy	Policy	Connected	Nat Smith	01:25:50	View

# Be available to your agents

Stay in touch with agents to assist them with customer interactions, send broadcast messages, and answer their questions without having to navigate away from Desktop.



1. To access Webex App, click the logo in the header, or use the keyboard shortcut **Ctrl+Shift+3**.
2. Select a user or space, type out your message, and click **Send**.

# Utilize agent performance reports

Gain a better understanding of your agents' efforts and performance during specific time periods, and review a summary of all the activities involving the total handled time, wrap-up time, and the number of contacts in queue.

- **Agent performance statistics reports** - The default page widget that displays two statistics report types - historical reports, which show historical data and update every 24 hours. And real-time reports which display current data.
- **Summary report** - shows how many clients you handled and how long it took you to finish up customer engagements on average.
- **Agent statistics** - These include 4 reports: historical, real-time, and statistics by state (historical and real-time).
- **Team statistics (historical and real-time)** - These reports displays the historical and real-time statistics for all of the teams to which you're assigned.
- **Queue statistics (historical and real-time)** - These reports display the historical and real-time statistics for all the queues to which you're assigned.
- **Agent outdial statistics (historical and real-time)** - These reports provides the historical and real-time statistics for an agent's outdial calls.