Webex Contact Center: Get started with Supervisor Desktop

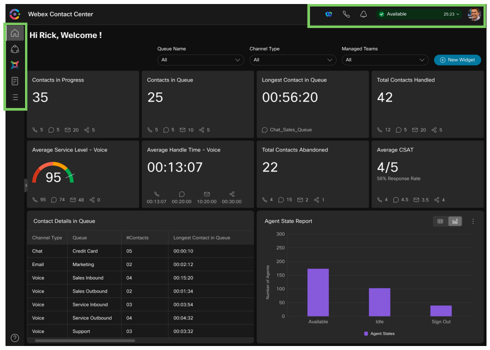
Use this guide to get ready to manage, monitor, and assist agents with Supervisor Desktop.

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**
4. Select a telephony option.
5. Choose your team from the **Team** drop-down list, or use the search field. (Available only with the **Supervisor and Agent** role.)
6. Click **Submit**.
7. 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



Navigation bar: Easily access home, team performance, agent stats, and task list pane.

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

Your user profile is where you can view the teams that you manage, the role you're signed in as, keyboard shortcuts, and more.

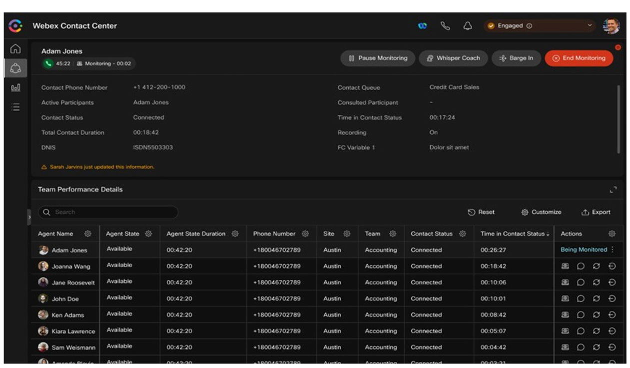
- Edit your profile
- Set up and manage your notifications

Monitor agents on a call

As a supervisor, you can listen in on live conversations between agents and customers without disrupting calls. Monitoring agents provides coaching opportunities in complicated scenarios and enhances both agent and customer experiences.

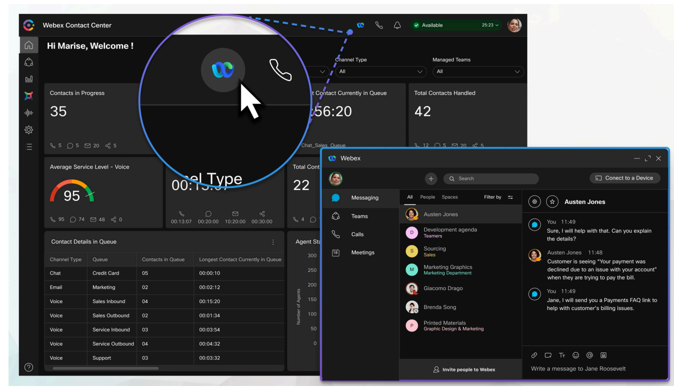
Note: You can monitor only one agent at a time.

1. Click the **Team Performance Details** icon.
2. Click the **Monitoring** icon in the Actions column of the agent you want to monitor.
3. In the active interaction details modal, click **Start Monitor**.
4. Answer the call. You can listen to the call between the agent and the customer.
5. (Optional) Click **Pause** to temporarily mute the call. Click **Resume** to resume monitoring.
6. (Optional) Click **Barge In** to become an active participants in the call that you're monitoring. The mic turns on and you join the interaction with the customer.
7. When finished, click **End Monitor** to end the monitoring activity.



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**.

Learn other Supervisor Desktop functions and get answers to FAQs

See more

View adoption resources for supervisors

Supervisors

Share adoption resources to support your agents

Agents

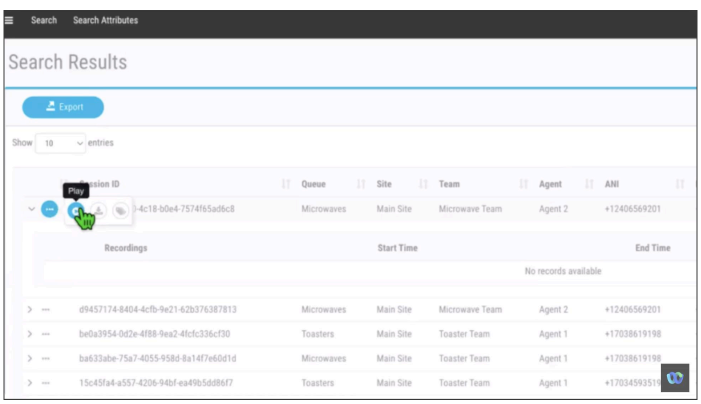
webex by CISCO

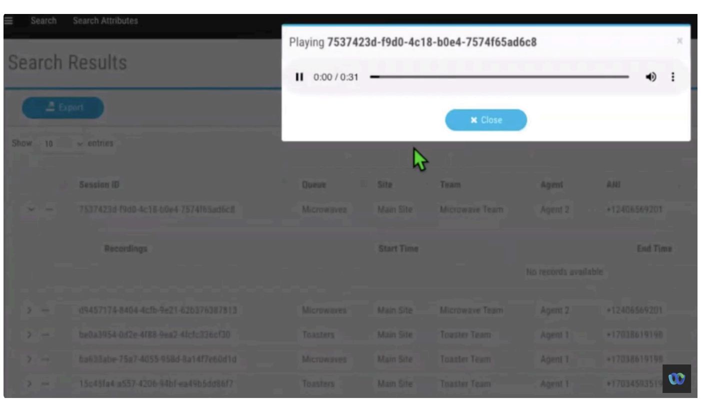
Search for and listen to call recordings

Listen to recorded calls to better understand how agents are resolving interactions with customers and maintaining their professionalism. Review the calls with agents to help them improve their communication and identify potential areas in need of additional training.

To view the call recordings, your admin must configure the quality management widget in the JSON layout for supervisors.

1. Click the **call recording** icon and select the **filter**.
2. Select the start date and end date.
3. (Optional) Select the start time and end time.
4. Click **Apply**.
5. Once you select your recording, click **Play**. You can pause, rewind, fast forward, and change the playback speed of the recording.





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.