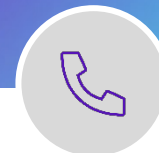


# Logging in and controlling calls



Finesse Desktop for supervisors provides additional functionalities. You can track agents in real-time, silently monitor agent conversations and configure agent team management and skills-based routing.

## Accessing Finesse Desktop and logging in

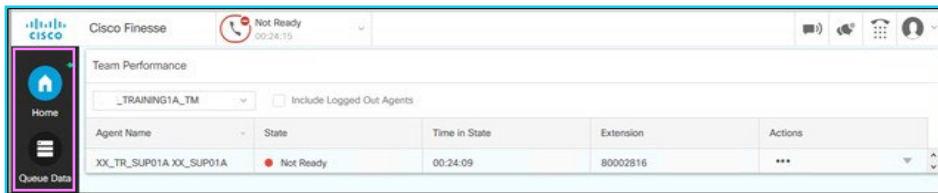
1. Access the portal using a standard Internet browser, or your preferred company browser. URL example: <https://xxxfin01.xxx.ccc.bt.com/> (URL is unique for your company account).
2. Enter your login credentials (check with your system administrator for your login credentials).
  - **User ID:** this is your supervisor username, usually including the full domain name, example [username@xxx.ccc.bt.com](mailto:username@xxx.ccc.bt.com)
  - **Password:** a default password will be supplied.
  - **Extension:** enter the extension number of the Jabber or softphone device logged in (you must log in to Jabber or associated softphone first).
3. Click **Sign In**.



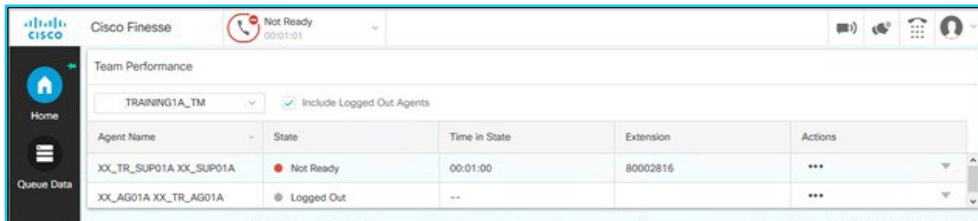
4. The Finesse Supervisor Desktop is similar to the Agent Desktop home page, your availability status will be in **'Not Ready'** at log in. If you also take calls, please refer to the agent guide for all call handling functionality.

## Home menu

1. **Home Menu**
  - Call handling window and Team Performance data.
  - View and modify the agent status, monitor or barge-in to calls in progress.
  - Select a team from the dropdown list to view any other teams available.
2. **Queue Data Menu** – displays the summary of calls currently in the queues. Depending on your company set up other bespoke gadgets or menus may also be available on your supervisor profile.



3. **Team Performance** – this displays all the agents for the team selected. View the agent's name, their current state, the time in that State and their extension number.



Use the **Actions** option ... (Ellipse icon):

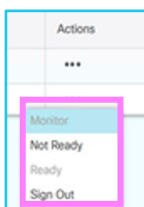
- o to change the agents state from/to **Ready** and **Not Ready**, or to **Sign Out** an agent.
  - o use **Monitor** to listen or barge-in to active calls in progress with an agent.
4. **Team Selection** – if you supervise other teams, use the **Team Name** drop down list to select another team (primary or secondary supervisor profiles).

Use the **Include Logged Out Agents** to show the full list of all agents in the team, including those who are currently logged out.



## Change an agent state

1. **Ready / Not Ready** - a supervisor can change the current state of an agent between **Ready** and **Not Ready**. When changing from **Ready** to **Not Ready**, the agent will see their status change to **Not Ready Supervisor Initiated**.
2. **Sign Out** – to sign out an agent who has not logged out at the end of a shift. You cannot log in an agent. Use the **Actions ...** dropdown – select **Not Ready / Ready** as applicable.



## Monitor an agent

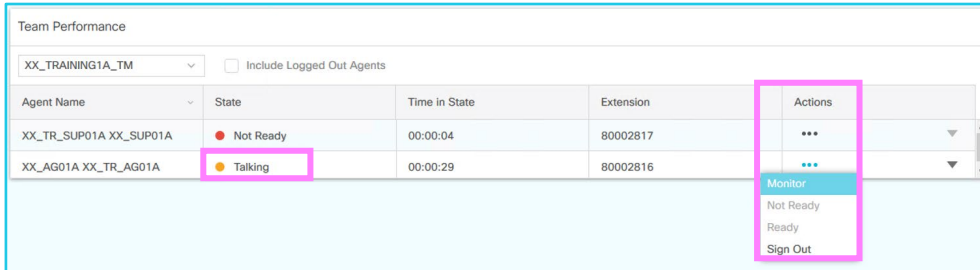
1. When an agent is active on a call (**Talking** state) you can use the monitor feature to:
  - o listen in to that call – silent monitoring only
  - o barge-in to join the call – 3-way conference with the agent and caller

**Note:** Some steps, screenshots and options may differ slightly depending on the application, browser, operating system and software version you are using.

- o take over the call – drop the agent from the call and take over the call.

**Note** - you need to be in the **Not Ready** state to monitor calls.

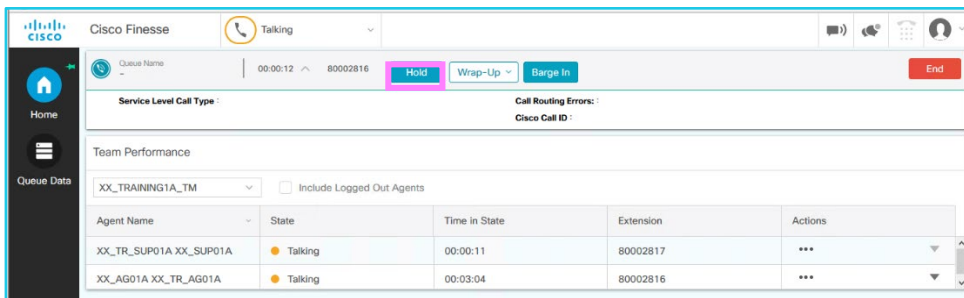
2. Select the **Talking** agent you wish to monitor, select **Actions**, select **Monitor**. The agent is not alerted of the monitoring in progress.



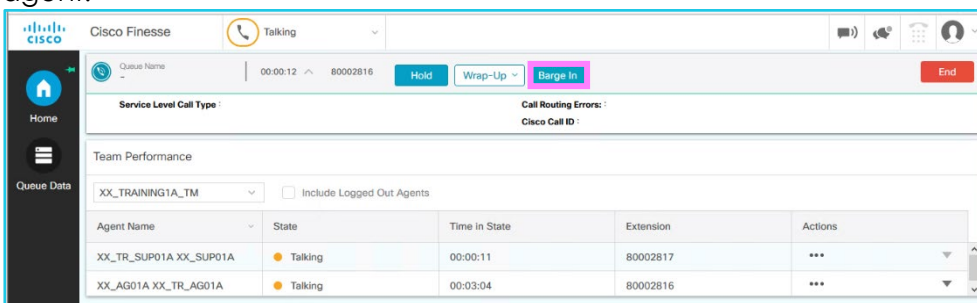
3. A call will now be initiated and open on your Finesse Desktop call window. You are currently in a **Listen Only** mode.

### Call controls

- **Hold** – temporarily holds your monitoring. Select **Hold**, then **Retrieve** to return to the monitor. (This does not put the call on hold, only what you are listening to, for example if any personal or security credentials are being discussed.)

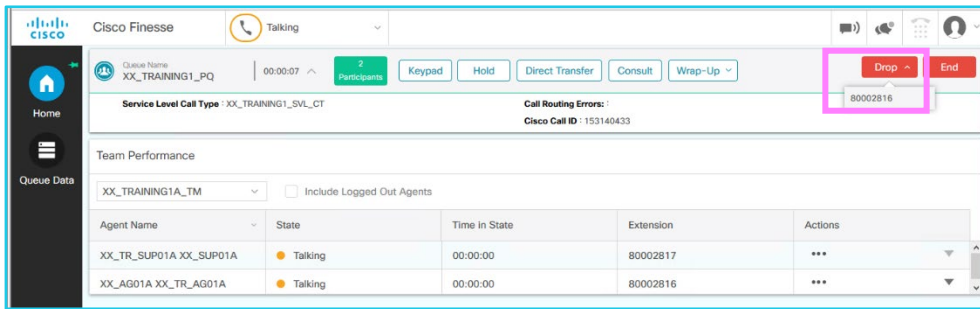


- **Barge-In** – allows you to intercept and join the call. Select **Barge-In**, the call will convert to a conference call, the agent is now alerted that you have joined the call. You can remain in listen only (mute/secrecy active) or take part in the call with the customer and agent.



- **Take Over** – if you need to continue the call without the agent you can drop the agent from the call.
- Select **Drop** – select the agents extension number, they will be dropped from the call. Continue the call as standard.

**Note:** Some steps, screenshots and options may differ slightly depending on the application, browser, operating system and software version you are using.



## Queue data menu

- **Queue statistics window** – this is similar to the agent view summary, but if you manage more than 1 team all queue statistics will be listed and visible to the supervisor.

Queue Name	# Calls	Max Time	Ready	Not Ready	Active			WrapUp	
					In	Out	Other	Ready (Pending)	Not Ready (Pendi...)
SG_Test	0	00:00:00	0	1	0	0	0	0	0
TRAINING1_PQ	0	00:00:00	0	1	0	0	0	0	0

- **Queue headings**

<b>Queue Name</b>	The name of the queue.
<b>#Calls</b>	Number of calls or emails waiting in the queue
<b>Max Time</b>	The length of time the oldest call has been waiting in the queue.
<b>Ready</b>	Number of agents assigned to the queue in Ready state.
<b>Not Ready</b>	Number of agents assigned to the queue in Not Ready state.
<b>Active In</b>	Number of agents assigned to the queue in Talking state on inbound calls.
<b>Active Out</b>	Number of agents assigned to the queue in Talking state on outbound calls. (Note: applies to contact centres using outbound diallers).
<b>Active Other</b>	Number of agents assigned to the queue in the Talking state on internal (consult) calls.
<b>Wrap up Ready (Pending)</b>	Number of agents assigned to the queue in Wrap-up Ready Pending state. Wrap-up Ready Pending indicates the Agent will transition to the Ready state when wrap-up is complete.
<b>Wrap up Not Ready (Pending)</b>	Number of agents assigned to the queue in Wrap-up Not Ready Pending state. Wrap-up Not Ready Pending indicates the Agent will transition to the Not Ready state when wrap-up is complete.

**Note:** **Wrap Up Ready** and **Wrap Up Not Ready** will only display data if automatic wrap up time is configured on your system. This gives your agents a predetermined amount of time before another call is offered to them from the queue.

**Note:** Some steps, screenshots and options may differ slightly depending on the application, browser, operating system and software version you are using.

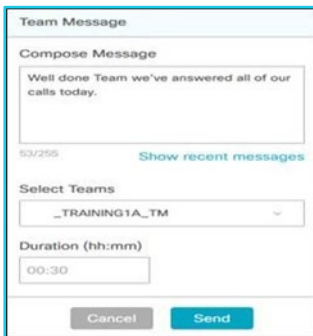
## Team message

From your desktop you can send team messages that appear as scrolling messages on the agent desktop window.

1. Select the **Team Message** icon.

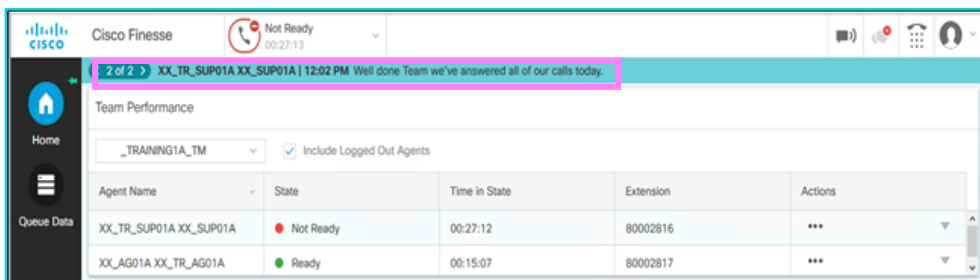


2. Compose message – type the message to be displayed to the agents.
3. Select team – select individual teams or all teams.
4. Duration – how long the message is displayed on screen.
5. Select **Send**.



The screenshot shows a 'Team Message' dialog box. It has a 'Compose Message' section with a text area containing the message 'Well done Team we've answered all of our calls today.' Below this is a 'Show recent messages' link. The 'Select Teams' section has a dropdown menu with '\_TRAINING1A\_TM' selected. The 'Duration (hh:mm)' section has a text input field with '00:30' entered. At the bottom are 'Cancel' and 'Send' buttons.

6. The message is visible on both the agent and the supervisor desktops.



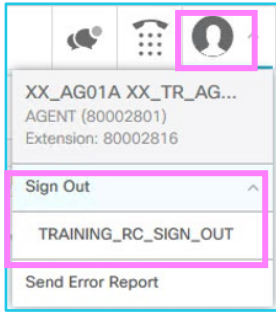
The screenshot shows the Cisco Finesse agent desktop. At the top, there is a notification bar with a red 'Not Ready' status and a message: '2 of 2 > XX\_TR\_SUP01A XX\_SUP01A | 12:02 PM Well done Team we've answered all of our calls today.' Below this is the 'Team Performance' section, which includes a dropdown for '\_TRAINING1A\_TM' and a table of agent performance data.

Agent Name	State	Time in State	Extension	Actions
XX_TR_SUP01A XX_SUP01A	Not Ready	00:27:12	80002816	***
XX_AG01A XX_TR_AG01A	Ready	00:15:07	80002817	***

## Logging out

It is important you sign out of from Finesse before closing the application or closing the browser as this may affect call routing and reporting statistics while you are still logged in.

1. Select your profile icon on top right menu bar. You need to be in a **Not Ready** state to sign out.
2. Select **Sign Out**.
3. Confirmation received. Click **OK** to confirm.



## Learn more

- [Finesse supervisor desktop training videos >](#)
- [Egain provisioning manager training videos >](#)

Discover more at the [BT Support Centre >](#)

