CISCO

Enterprise Chat and Email Supervisor's Guide, Release 12.0(1)

For Unified Contact Center Enterprise and Packaged Contact Center Enterprise

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Welcome to the Enterprise Chat and Email (ECE) feature, which provides multichannel interaction software used by businesses all over the world as a core component to the Unified Contact Center Enterprise product line. ECE offers a unified suite of the industry's best applications for chat and email interaction management to enable a blended agent for handling of web chat, email and voice interactions.

About This Guide

Enterprise Chat and Email Supervisor's Guide introduces you to the supervision tasks that can be performed in the application. It introduces the Supervision Console and helps you understand how to use it to accomplish your agent and queue monitoring tasks.

Related Documents

The latest versions of all Cisco documentation can be found online at https://www.cisco.com

Subject	Link
Complete documentation for Enterprise Chat and Email, for both Cisco Unified Contact Center Enterprise (UCCE) and Cisco Packaged Contact Center Enterprise (PCCE)	https://www.cisco.com/c/en/us/support/customer-collaboration/enterprise-chat-email-12-0-1/model.html

Communications, Services, and Additional Information

- ‣ To receive timely, relevant information from Cisco, sign up at Cisco Profile Manager.
- ‣ To get the business impact you're looking for with the technologies that matter, visit Cisco Services.
- ‣ To submit a service request, visit Cisco Support.
- ‣ To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit Cisco Marketplace.
- ‣ To obtain general networking, training, and certification titles, visit Cisco Press.
- ‣ To find warranty information for a specific product or product family, access Cisco Warranty Finder.

Cisco Bug Search Tool

Cisco Bug Search Tool (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Field Alerts and Field Notices

Cisco products may be modified or key processes may be determined to be important. These are announced through use of the Cisco Field Alerts and Cisco Field Notices. You can register to receive Field Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest.

Log into www.cisco.com and then access the tool at https://www.cisco.com/cisco/support/notifications.html

Documentation Feedback

To provide comments about this document, send an email message to the following address:
contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

Document Conventions

This guide uses the following typographical conventions.

Convention	Indicates
Italic	Emphasis.
	Or the title of a published document.
Bold	Labels of items on the user interface, such as buttons, boxes, and lists.
	Or text that must be typed by the user.
`Monospace`	The name of a file or folder, a database table column or value, or a command.
Variable	User-specific text; varies from one user or installation to another.

Document conventions

Console Basics

▸ Key Terms and Concepts

▸ Related User Roles

▸ Related Settings

▸ Elements of the User Interface

A highly specialized workspace for supervisors, the Supervision Console lets you create real-time monitors to observe queues, user groups, and individual users. Additional supervision tasks, like reviewing content of outbound emails, or monitoring chat activities are done from the Agent Console.

Key Terms and Concepts

Supervision Console

In the Supervision Console you can create monitors to observe the functioning of three types of business objects in the system: Queues, User groups, and Users.

Note: Accessing the Supervisor Console is done through Internet Explorer in Compatibility mode with a URL provided by your administrator. This console is not accessed through Finesse.

Agent Console

As a supervisor, you can review outbound emails sent by agents. Depending on how your administrator has configured outbound workflows, you may be able to review the emails before or after they are sent to the recipient. For more information, see "Reviewing Activities" on page 24.

Note: The Agent Console cannot be accessed via the same Internet Explorer URL provided by your administrator to access the Supervisor or Reports Console. The Agent Console must be accessed through Finesse. For information on how to access Finesse and the ECE Agent Console, see the *Enterprise Chat and Email Agent's Guide*.

Reports Console

In the Reports Console, you can create reports to view information about agent and service level performance, as well as the volume of email, callback, and chat activities in the system. For more information about how to access and create reports, see the *Enterprise Chat and Email Administrator's Guide to Reports Console*.

Note: Accessing the Reports Console is done through Internet Explorer in Compatibility mode with a URL provided by your administrator. This console is not accessed through Finesse.

Monitors

Monitors are created in the Supervision Console. A monitor provides various perspectives on the information it tracks by presenting it in the form of tables, as well as pie and bar charts.

While setting up a monitor you can:

▸ Configure it to run manually, automatically while you are offline, or automatically whenever you are logged in to the system.

▸ Select the objects and their attributes that you want monitored.

▸ Create messages and alerts that are sent to specified recipients when certain conditions are met.

Related User Roles

All users, including supervisors, are created in the Administration Console. In this section we list the actions that users who are assigned the Supervisor and Supervisor (Read Only) roles are allowed to perform. Permissions to perform allowed actions on specific objects are administered for each user. To learn more about managing users, see *Enterprise Chat and Email Administrator' Guide to Administration Console*.

Supervisor Role

The following table lists the actions that are part of the default Supervisor role that are required to perform various supervisor tasks in the Advisor Desktop, Supervision Console, and Reports Console.

Object	Actions permitted
System Resource	View Agent, View Reports, View Supervision **Note:** These actions provide access to the Advisor Desktop, Reports Console, and Supervision Console
Report	Create, Delete, View, Run, Edit, Schedule **Note:** With these actions, users can manage reports from the Reports Console.
Monitor	Create, Edit, Delete, Run **Note:** With these actions, users can manage monitors from the Supervision Console.
Activities	Create, Print, Edit Subject, Pin, Complete, Edit, Transfer Activities, Unpin, Add Greetings, Add Header, Add Attachment, Add Folder, Add Signature, Assign Classification
Case	Edit, Print, Close Case, Change Case, Create Case
Categories	View
Chat	Complete Chat Activity, Leave Chat Activity, Transfer Chat Activities
Customer	View Association, Create Association, Edit Association, Delete Contact Person, Delete Contact Details, Delete Association, Edit Contact Details, Edit Contact Person, Change Customer, View, Edit, Delete, Create, Create Contact Details, Create Contact Person
Email	Resubmit supervised email, Reject emails for supervision, Accept emails for supervision Send Email, Send and Complete Email, Edit Reply To field, Edit Reply Type, Edit From field, Edit CC field, Edit BCC field, Edit To field **Note:** The following actions enable the supervisor to review outbound email activities (page 25): Resubmit supervised email, Reject emails for supervision, Accept emails for supervision
Email Attachment	Delete, Restore
Filter Folder	Create, Delete, Share Inbox Folder
KB Folder	View Folder, Delete Notes, Add Notes
Macros	View
Notes	View, Add, Delete
Personal Dictionary	Personal Dictionary
Product Catalog	View
Resolution	View
Routing Queue	View, Transfer Activities
Saved Search	Edit, Create, Delete
Text Editor	Edit HTML source in reply pane, Edit HTML source for articles
Users	View, Transfer Activities

Object	Actions permitted
Note: The following actions are part of the Supervisor role but can be used only if the "View Administration" action is explicitly added to the Supervisor role.	
Alias	Create, View, Edit, Delete
Blocked Address	Create, View, Edit, Delete
Blocked File Extension	Create, View, Edit, Delete
Delivery Exceptions	Create, View, Edit, Delete
Chat Entry Point	Create, View, Edit, Delete
Chat Template Set	Create, View, Edit, Delete

Actions allowed by the Supervisor role

Supervisor (Read Only) Role

Object	Actions permitted
Activities	Print
Case	Print
Categories	View
Chat	Monitor Chat Activity
Customer	View Association, View
Filter Folder	Create, Delete
KB Folder	View Folder
Macros	View
Monitor	Create, Edit, Delete, Run
Notes	View
Product Catalog	View
Report	View, Run
Resolution	View
Routing Queue	View
System Resource	View Agent, View Reports, View Supervision
Text Editor	Edit HTML source in reply pane, Edit HTML source for articles
Users	View

Actions allowed by the Supervisor (Read Only) role

Related Settings

Make sure that the following partition and department level settings are configure properly. For details about these settings, see the *Enterprise Chat and Email Administrator's Guide to Administration Console*.

Settings at the Department Level

There are six department level settings that can be configured for each department in the partition. These settings can be configured by administrators of individual departments. The settings are:

- Refresh interval (seconds)
- Number of activities to be monitored for service level
- Chat - SLA for Response Time (seconds)
- Chat - Daily service level sample set definition

Elements of the User Interface

This section introduces you to the Supervision Console.

To get to know the console user interface better, let us begin by dividing it into five functional areas:
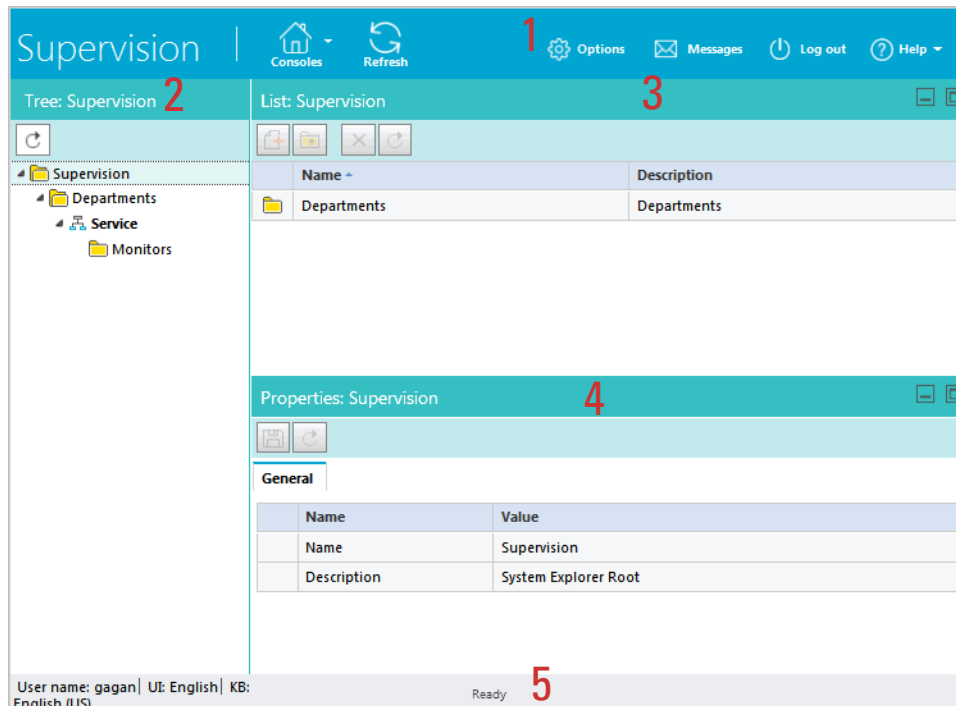
Elements of the console user interface

1. **Console toolbar:** The main toolbar of the console appears at the top of the screen. It allows you to access some frequent commands with a single click.

2. **Tree pane:** The Tree pane displays a list of departments in the system and monitors in each department. From the Supervision tree, you can select a department and configure monitors to monitor users and queues in the department.

   To expand all first and second level nodes with a single click, shift + click the plus [+] button next to the topmost node. The contents of all first and second level nodes are displayed in the Tree pane.

3. **List pane:** The display on the List pane depends on selections made in the Tree pane. For example, if you select a department in the Tree pane, the List pane displays the list of monitors in that department.

4. **Properties pane:** The Properties pane displays properties of the item selected in the List pane. For example, if you select a monitor in the List pane, the Properties pane displays associated properties of that monitor, such as objects, attributes, and notifications. You can create monitors from the Properties pane and run them to supervise users, user groups, and queues in the system.

5. **Status bar:** The status bar is present at the bottom of every screen. It displays the following information:

   ❍ The user name with which the user has logged in the system.

   ❍ The language currently in use.

   ❍ The status of the system (**Loading, Ready,** etcetera).

Monitors

- ▸ About Monitors
- ▸ Configuring Monitors
- ▸ Deleting Monitors
- ▸ Starting Monitors

About Monitors

A monitor provides various perspectives on the information it tracks by presenting it in the form of tables, as well as pie and bar charts. For each business object, users, user groups, and queues, you can select a number of attributes for monitoring. Monitors display real time information, which is automatically refreshed every 30 seconds. Monitors created here can also be viewed from the Agent Console.

The Supervision Console monitors enable you to observe the functioning of three types of business objects in the system:

1. Queues
2. User groups
3. Users

While setting up a monitor you can:

▸ Configure it to run automatically, manually, or automatically whenever you are logged in to the system.

▸ Select the objects and their attributes that you want monitored.

▸ Create messages and alerts that are sent to specified recipients when certain conditions are met.

Queue Attributes

You can monitor the following attributes of a queue.

▸ **Queue ID:** The unique ID assigned to the queue, usually a number.

▸ **Queue name:** Name of the queue.

▸ **Queue status:** Status of the queue. The status of the queue can be Active or Inactive.

▸ **Users - Number logged in:** Number of agents who are currently logged into the application and can be assigned activities from the queue. These are the agents who have pull permission on the queue and agents to whom email activities can be assigned or transferred from the queue.

Chat activity attributes:

▸ **Chat - Current service level (%):** Number of serviced sessions currently in progress, which were picked up before the threshold setting configured for the department / Total number of serviced sessions currently in progress * 100.

▸ **Chat - Daily service level (%):** Chats answered before service level setting / sample set of chats completed on the day, till that point of time * 100.

▸ **Chat - Number in progress:** Number of chat activities assigned to agents and are being worked on (Status: Assigned- In Progress).

▸ **Chat - Number not started:** Number of chat activities assigned to agents, but on which work has not yet started (Status: Assigned - New).

▸ **Chat - Number of agents available:** Number of agents who are logged in and 'Available', who can either be assigned chat activities from the queue or can pull activities from the queue, and whose Chat - User max load setting is not exceeded.

- ▸ **Chat - Number unassigned:** Number of unassigned chat activities in the queue (Status: Assignment - Ready for Internal assignment).

- ▸ **Chat - Oldest in progress:** Age of the oldest chat activity in the queue - where the activity has been assigned and been worked upon (activity status 'Assigned-In Progress'). If your calender is set in business hours it does not effect this column.

- ▸ **Chat - Oldest not assigned:** Age of the oldest chat activity in the queue, where the activity has not been assigned (activity status 'Assignment-Ready for Internal assignment') If your calender is set in business hours it does not effect this column.

- ▸ **Chat - Oldest not started:** Age of the oldest chat activity in the queue, where the activity has been assigned but has not been worked on (Status: 'Assigned-New'). If your calender is set in business hours it does not effect this column.

- ▸ **Chat - Queue Priority:** The priority level of a queue. Activities that come in from high-level customers can be assigned to high-priority queues. The priority levels range from 1 to 9, with 1 being the most urgent level of priority, and 9 being the lowest level of priority.

Email activity attributes:

- ▸ **Email - Number in progress:** Number of email activities assigned to agents and being worked on (Status: Assigned- In Progress).

- ▸ **Email - Number in wrapup:** Number of email activities assigned to agents and being wrapped up (Status: Assigned- Wrap Up).

- ▸ **Email - Number not started:** Number of email activities assigned to agents, but on which work has not yet started (Status: Assigned - New).

- ▸ **Email - Number unassigned:** Number of unassigned email activities in the queue. (Status: Assigned - Ready for Internal assignment)

- ▸ **Email - Oldest not started [hhh:mm]:** Age of the oldest email activity in the queue, where the activity has been assigned but has not been worked on (Status: Assigned - New). Age = Current date - created on date.

> Important: **Age is not calculated in business hours.**

- ▸ **Email - Service Level:** This is calculated by using two configured items: sample size and response time limit. It indicates the percentage of emails for which response was sent before the time limit elapsed. (This does not include auto-acknowledgments).

The monitor window shows this information in the form of tables, bar charts, and pie charts.

The bar chart for queues is available only when the following attributes are selected for monitoring:

- ▸ Queue name
- ▸ Users - Number logged in
- ▸ Email - Service level
- ▸ Email - Oldest not started

The pie charts for queues are available only when the following attributes are selected for monitoring:

- ▸ Queue name
- ▸ Email - Number in progress

- ▹ Email - Number in wrap-up
- ▹ Email - Number unassigned
- ▹ Email - Number not started

User Group Attributes

You can monitor the following attributes of a user group.

- ▹ **User group name:** Name of the user group.
- ▹ **User group ID:** The unique ID assigned to the user group, usually a number.

Chat activity attributes:

- ▹ **Chat - Assigned and in progress:** Number of chat activities assigned to the agents of the group and which are being worked on (Status: Assigned - In progress).
- ▹ **Chat - Assigned but not started:** Number of chat activities assigned to the agents of the group, but on which work has not yet started (Status: Assigned - New).
- ▹ **Chat - Available agents:** Number of agents logged in and available to handle chats.

Email activity attributes:

- ▹ **Email - Assigned and in progress:** Number of email activities assigned to the agents in the group and being worked on (status as assigned; substatus as in progress).
- ▹ **Email - Assigned but not started:** Number of email activities assigned to the agents in the group, but on which work has not yet started (status as assigned; substatus as not started).
- ▹ **Email - Assigned but pending:** Number of email activities assigned to the group, but on which work is pending (status as assigned; substatus as pending).
- ▹ **Email - Number of users available:** Number of group members logged in and available to handle emails.

The monitor window shows this information in the form of tables and bar charts. The bar chart for user groups is available only when the **Email - Number of users available** attribute is selected for monitoring.

User Attributes

You can monitor the following attributes of a user.

- ▹ **User name:** Name of the user.
- ▹ **User ID:** The unique ID assigned to the user, usually a number.
- ▹ **User status:** Status of the user, whether the user is logged in or not.
- ▹ **First Name:** First name of the user to be monitored.
- ▹ **Last Name:** Last name of the user to be monitored.

Chat activity attributes:

- ▹ **Chat - Available to handle:** Is the agent available to handle chats: **Yes** or **No**. If the value is No, the Not Ready code the agent selected for the reason why he is unavailable is displayed.

- ▸ **Chat - Number in progress:** Number of chat activities assigned to agent and being worked on (Status: 'Assigned - In Progress').

- ▸ **Chat - Number not started:** Number of chat activities assigned to agents, but on which work has not yet started (Status: 'Assigned - New').

- ▸ **Chat - Oldest in progress:** Age of the oldest open chat activity assigned to the agent and been worked upon (activity status 'Assigned-In Progress') If your calender is set in business hours it does not effect this column.

- ▸ **Chat - Oldest not started:** Age of the oldest open chat activity assigned to the agent but has not been worked on. (Status: 'Assigned-New') If your calender is set in business hours it does not effect this column.

If the value is No, the Not Ready code the agent selected for the reason why he is unavailable is displayed.Email activity attributes:

- ▸ **Email - Available to handle:** Is the agent available to handle emails: **Yes** or **No**. If the value is No, the Not Ready code the agent selected for the reason why he is unavailable is displayed.

- ▸ **Email - Number in progress:** Number of email activities assigned to this agent, which the agent is working on (Status: 'Assigned-In Progress').

- ▸ **Email - Number not started:** Number of email activities assigned to this agent, on which the agent has not yet started work (status: Assigned - New).

- ▸ **Email - Oldest in progress:** Age of the oldest email on which the agent is working (Status: Assigned-In Progress).

- ▸ **Email - Oldest not started:** Age of the oldest email on which the agent has not yet started work (Status: Assigned-New).

The monitor window shows this information in the form of tables and bar charts. The bar chart for users is available only when one of the following attributes are selected for monitoring along with the **User name** attribute:

- ▸ Email - Available to handle

- ▸ Email - Number in progress

- ▸ Email - Number not started

Configuring Monitors

To create a monitor:

1. In the Tree pane, browse to **Supervision > Departments >** *Department_Name* **> Monitors.**

2. In the List pane toolbar, click the **New** ⊞ button. The Properties pane refreshes to show the attributes of the new monitor.

3. In the Properties pane, on the General tab, provide the following details.

    - ○ **Name:** Type a name for the monitor. This is required information.

    - ○ **Description:** Provide a brief description.

    - ○ **Start type:** From the drop down list, select a start type for the monitor. The following three options are available.

- **Automatic:** Monitor runs automatically and if notification conditions are met, sends alerts automatically at a fixed time interval, irrespective of whether the user, who created the monitor, is logged in or not.

- **Manual:** Monitor has to started manually by the user who created the monitor.

- **On log in:** The monitor starts automatically once the user who created the monitor logs in. And if the notifications conditions configured for the monitor are met the alerts are sent automatically.

○ **Notification frequency (Minutes):** Specify the time interval at which notifications should be sent when a condition specified in the monitor is met. The default value is set to 30 minutes.

Properties: Sample Monitor

Name	Value
Name *	Sample Monitor
Description	
Start type	Manual
Notification frequency (Mi...	30

Set general properties

4. Next, go to the Objects tab and select objects to be monitored. Select from users, user groups, and queues. Once you select objects, the Attributes tab is enabled.

> Important: **The attribute tab is enabled only after you select the objects to be monitored.**

Properties: New

Available objects

- ECE_Chat_MRD_Chat_SS
- ECE_Email_MRD_Email_SS
- ECE_Email_MRD_Service
- ECE_Outbound_Outbound_SS
- ECE_Outbound_Service
- Email queue
- ▷ User groups
- ▷ Users

Selected objects

| Name	Path
ECE_Chat_MRD_Chat_SS	Types - Queues - ECE_Chat_MRD_C...
ECE_Email_MRD_Email_...	Types - Queues - ECE_Email_MRD_E...

Select objects for monitoring

5. Next, go to the Attributes tab and select the attributes of the objects to be monitored. For a more detailed description of these objects, see "About Monitors" on page 16.
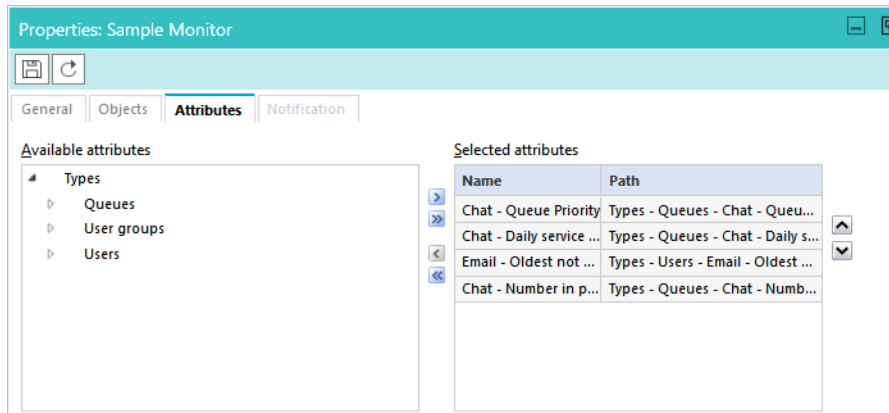

Specify attributes for monitoring

6. Click the **Save** 💾 button. The Notification tab is enabled when you save the monitor.

7. On the Notification tab, in the Conditions section, specify conditions for raising alerts and sending notifications. Only objects and attributes that you have selected are displayed. Once you specify the condition, the Alerts and Message sections are enabled.
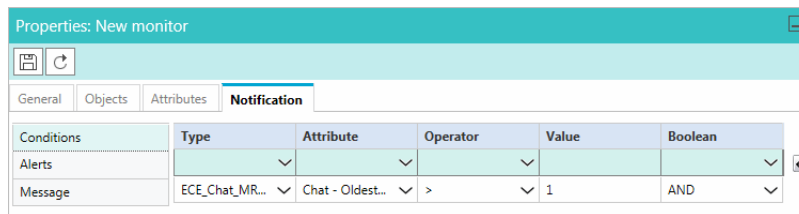

Create conditions

8. Next, in the Alerts section, configure how you want the monitor to be presented when an alert condition is met. Choose from one of the following:

   ❍ Display monitor window

   ❍ Bring monitor window to the front
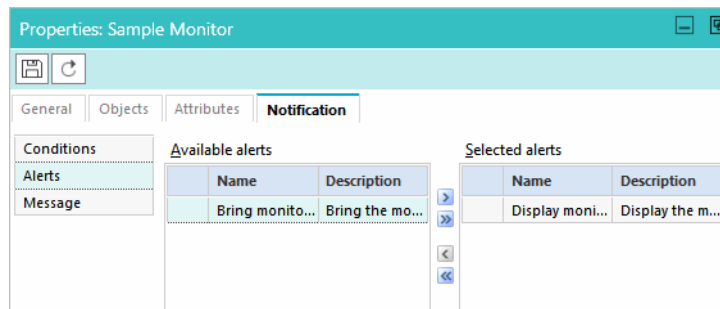
Choose alerts

9. Lastly, on the Notification tab, in the Messages section, set up internal messages or emails to be sent when an alert condition is met. Specify the following:

❍   The users to whom you want to send a message. You can send messages to internal user accounts or external email addresses.

❍   The subject of the message.

❍   The content of the message.
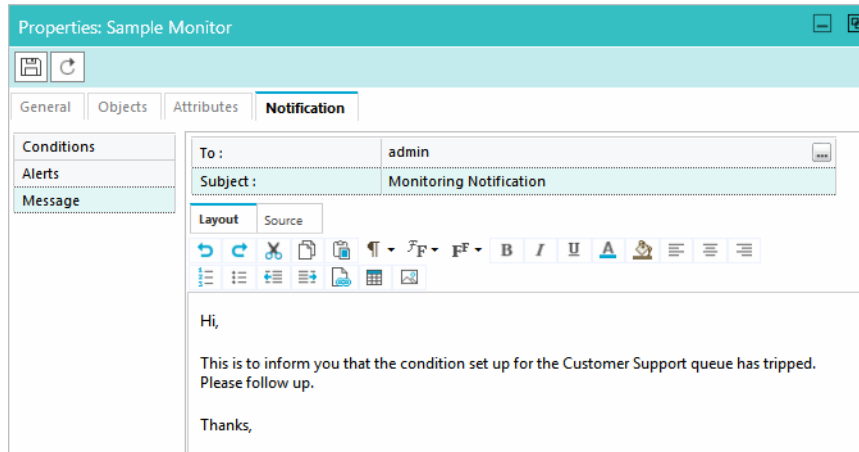
Create a custom message

10. Click the **Save** 💾 button.

Deleting Monitors

Delete the monitor if you do not want to use it any more.

To delete a monitor:

1. In the Tree pane, browse to **Supervision > Departments >** *Department_Name* **> Monitors.**

2. In the List pane, select the monitor you want to delete.

3. In the List pane toolbar, click the **Delete** ☒ button.

Starting Monitors

You can configure the monitor to keep running automatically all the time, or you can configure them to run automatically every time you log in to the application. If you don't want to run the monitors automatically, start them manually whenever you need them.

To start a monitor:

1. In the Tree pane, browse to **Supervision > Departments >** *Department_Name* **> Monitors.**

2. In the List pane, select the monitor you want to start.

3. In the List pane toolbar, click the **Start** button.

The monitor appears in a new window. View the information in table or chart format or both. The display is refreshed after every 30 seconds.

Reviewing Activities

As the manager of a team, you may receive outgoing emails that need to be reviewed for quality. You may also monitor chats between agents and customers in real time. These actions can be performed in the Agent Console.

The Agent Console cannot be accessed via the same Internet Explorer URL provided by your administrator to access the Supervisor Console. The Agent Console must be accessed through Finesse. Contact your administrator for information on how to access Finesse and the ECE gadget.

Reviewing Outbound Email Activities

You may be a supervisor whose responsibilities include reviewing the content of outgoing emails. The system allows administrators to create an outbound workflow to facilitate this, in the form of a supervisory loop. Email activities can be processed through this outbound workflow before or after they are sent out of the system. Regardless of whether the messages are reviewed before or after they are sent, this allows supervisors to work directly with their agents to help improve and maintain the quality of their responses.

When an agent for whom this workflow has been configured clicks the **Send** or **Send and Complete** button, the reply, based on conditions, is sent to a queue from where you can pull the activity.

From the Advisor Desktop, there are multiple options you have available, depending on how the administrator configured the outbound workflow. If the supervisory queue is configured to route the responses before the email is sent to the customer, you can **Accept** the reply, thus sending the email to the customer, or **Reject** it, returning it to the original agent for revision. Reviewers can edit replies, modify attachments and provide feedback to the agent as part of this process. If the queue is configured to route the responses after the email sent to the customer, you can mark it as Quality Met if the content of the response is satisfactory, or Quality Not Met if it is not. Typically, this method of review is used when SLAs have a higher priority than response content. Please note that the system records the SLA of an activity when the reply is dispatched. Thus, agents configured for supervisory loops can fail to meet an SLA if the supervisor does not verify their reply in a timely manner.
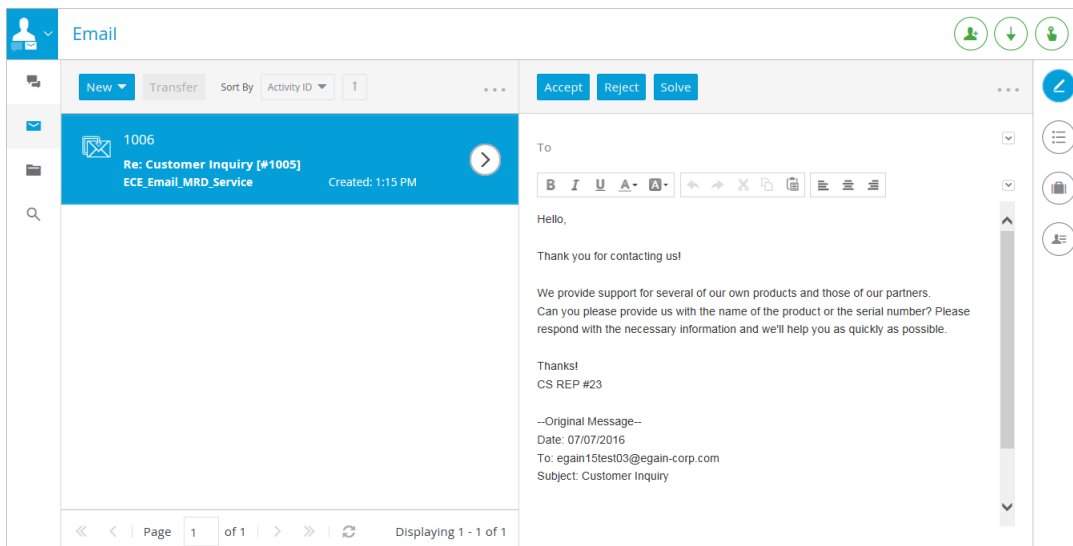
Review the response

Accepting Email Activities

To accept an activity:

1. Log in to the Agent Console via Finesse.

2. Pick or pull an activity for review from the Supervisory email queue.

3. Select the activity in the inbox.

4. In the Reply pane toolbar, click the **Accept** button.

   The reply is sent out of the system. Depending on the action performed by the initial agent (**Send** or **Send and Complete**), the activity may be completed when you accept the reply.

   As a supervisor of the activity, you can modify the text, or the attachments, and these changes are reflected in the reply that is sent to the customer. If you do make changes, you should reject the reply and send it back to the agent for re-submission. This ensures that the agent receives appropriate feedback and is able to improve the quality of outgoing emails.

Rejecting Email Activities
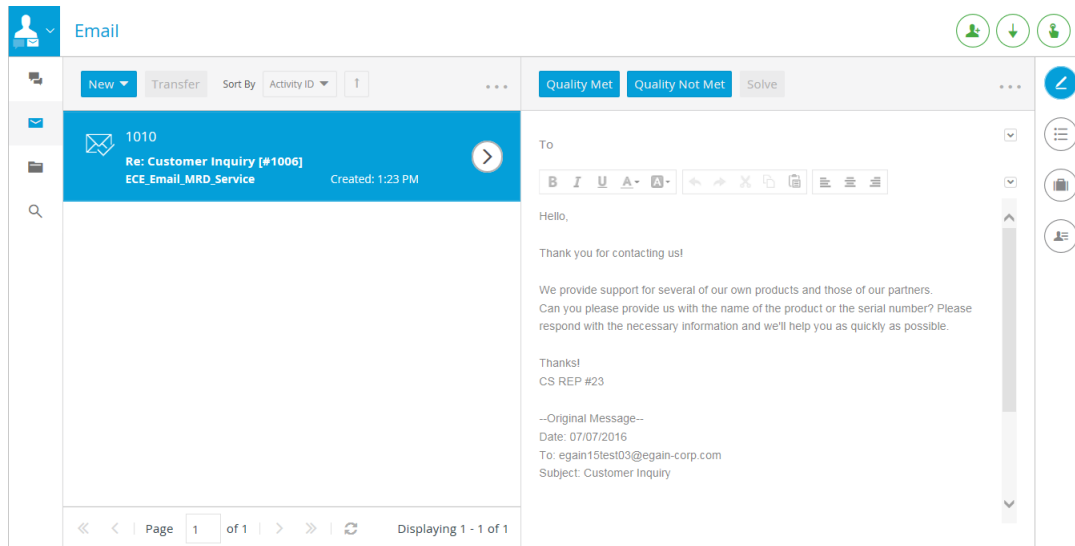
To reject an activity:

1. Select the activity in the Inbox.

2. Attach a note by clicking the More option in the corner of the reply pane and clicking the **Notes** option. In some panes, **Notes** is available as an option in the **More** button.

3. In the Reply pane toolbar, click the **Reject** button.

   The reply is not sent out of the system, and a new activity is sent back to the agent. The activity is tagged as a supervisory activity in the agent's inbox.

Marking the Quality of Emails

If the outbound workflow has been configured to route the activities to supervisor queues after a response has been sent, supervisors can review the emails and mark them as **Quality Met** or **Quality Not Met**. Reviewing

emails this way does not impact SLAs since the responses have already been sent by the time the activities appear in the supervisory queue.

Rate the quality of the response

To mark the quality of an activity:

1. Select the activity in the inbox.

2. Attach a note by clicking the More option in the corner of the reply pane and clicking the **Notes** option.In some panes, **Notes** is available as an option in the **More** button.

3. In the Reply pane toolbar, click the **Quality Met** button if the response is satisfactory, or **Quality Not Met** if it is not.

   Clicking the **Quality Met** button or **Quality Not Met** button completes the activity and the system identifies it as having been reviewed. The agent is not notified of any review performed on the activity.

Monitoring Chats

About Chat Monitors

The chat monitoring feature, available to users with the appropriate permission, helps supervisors or managers to review how well agents handle chat interactions. You can either monitor each agent individually or monitor selective queues and the chats coming through them. You can even provide guidance and assistance by joining chat sessions that are in progress.

While the monitoring in the Supervision Console allows the supervisor to get an overview of the workload and service level adherence of various queues and users, the monitoring from the agent desktop allows you to review on-going chat sessions and join them, if required. Users who are assigned the action, Monitor Chat Activity, can monitor chats from the **Chat Monitors** node in the Folders tree of the Advisor Desktop. You can monitor all the users and queues that you have been given permission to view.

Monitoring Chats

While monitoring chats, you can view the conversation in progress, details about the activity, case, and customer, such as the queue name, substatus of the activity, and so on
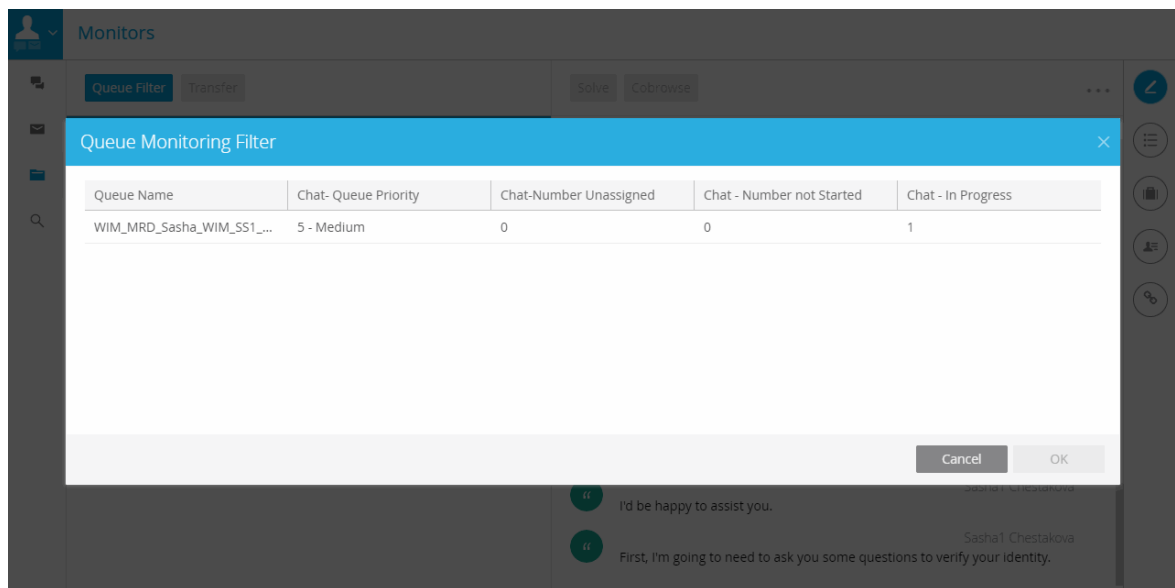
To monitor a chat:

1. In the Console Sidebar, open the Folders list and select the **Monitors** option.

> **Important:** **You can only monitor queues and users that you have been given permission to view.**

2. In the Inbox toolbar, click the **Queue Filter** button. the Queue monitoring filter window opens. From here you can select the queue you want to monitor. Before selecting the queue you can view the number of activities in the queue that are unassigned, not started, and are in progress, as well as the priority of the queue. Queue priority ranges from 1 (most urgent) to 9 (least urgent).

Filter through the available chat queues

3. In the Inbox, select the activity you want to monitor. The transcript of the chat appears in the Chat pane. The transcript in the Chat pane is refreshed automatically at specific time intervals. This interval can be set in the **Chat - My Monitor - Activity Refresh Interval (Seconds)** setting in the Administration Console. For more information, see *Enterprise Chat and Email Administrator's Guide to Administration Console*.
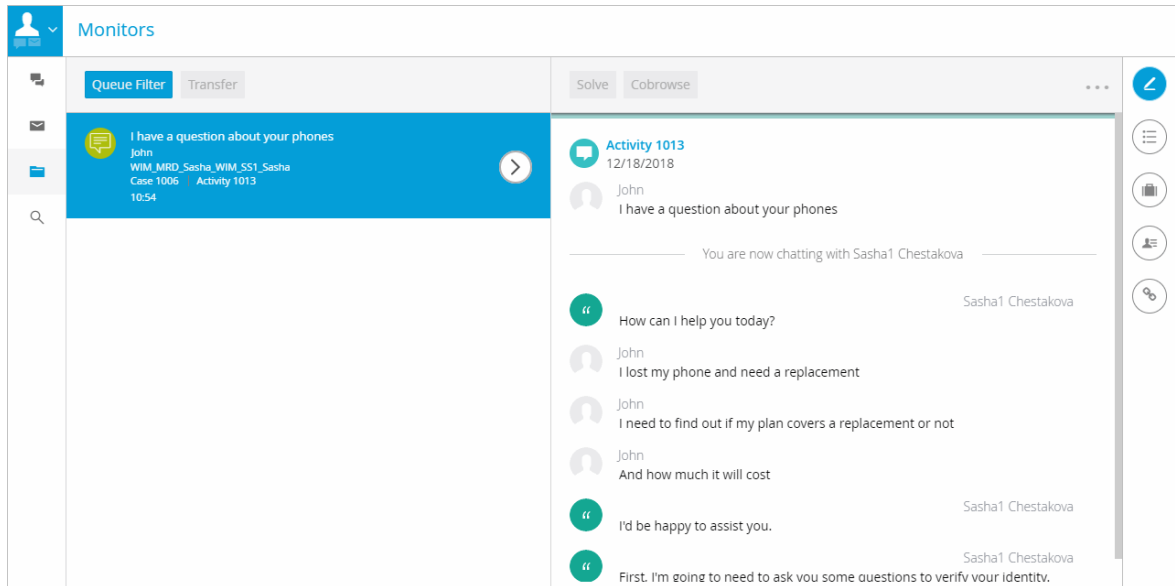
Monitor the conversations between agents and customers

When you select a chat activity for monitoring, you have the option of joining the chat in progress and chatting with the customer and agent directly. You can still silently monitor chat activities without joining them, but if you wish to participate in an ongoing session, you can join the chat easily.

4. To join the chat, click the **More** button in the Chat pane and select the **Join** option.

> Important: **When you join a chat, a system message is sent to the agent and the customer to inform them that you have joined.**

Once you join a chat, the **Join** option is removed from the **More** menu, the customer and agent are alerted to the fact that you have joined, and all other buttons in the Chat pane are enabled. You can then choose to

send messages to everyone in the chat or messages to the agent that are not visible to the customer.
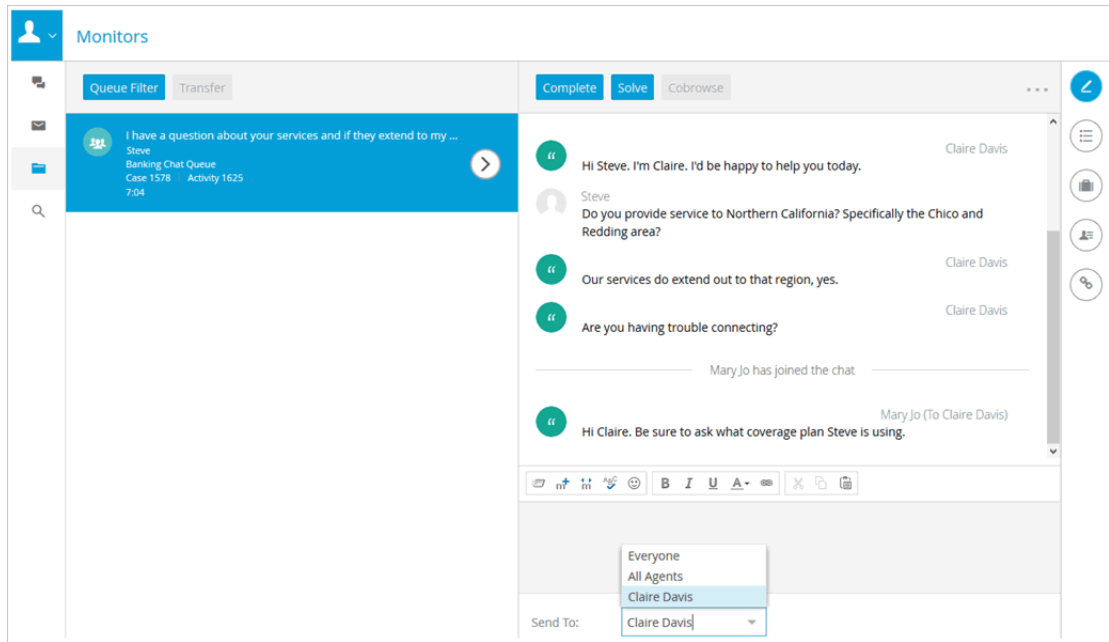
Once you have joined a chat, you can directly interact with the agent and customer

You can join a chat only after the agent to whom the chat is assigned has started chatting with the customer. You can also join chat sessions at the point at which the agent has left the chat session as long as the customer has not exited the chat. You can complete or leave chat activities. To rejoin a chat after leaving, click the **Join** option in the **More** menu again.