



Frequently Asked Questions on Webex Contact Center's New Supervisor Capabilities

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NOTE:

1. **New supervisor capabilities have been introduced to the desktop.**
2. To avail the new supervisor capabilities, you will need to add the widgets to your team layout files.
3. Read the [help articles](#) and read the FAQs to make sure you understand how supervisor functions work.

New Supervisor Experience

What is the new supervisor experience?

The new supervisor experience is a set of new capabilities that are available as part of the desktop. The desktop will now be a single pane of glass for supervisors, who also fulfill the role of agents, enabling them to efficiently handle agent management and customer interactions simultaneously. In this release of supervisor capabilities, the supervisor will get a brand new homepage with critical contact center performance metrics, a team performance widget, mid-call monitoring, the ability to send 1:1 messages to agents, and the ability to send broadcast messages to the team via the Webex App. Eventually, we plan to move all supervisor relevant capabilities to the desktop and these will be available incrementally in subsequent releases.

Where will I find the new capabilities?

Simply sign in to (launch) agent desktop and select the appropriate role (supervisor or supervisor+agent). You will see the new widgets there if your desktop layouts are appropriately configured with the new widget capabilities. Read the section on Layout for more details.

Is there an overview of the new capabilities that I can look at?

Check out the articles on help center [here](#).

Check out an overview vidcast [here](#).

Why should I use supervisor desktop and when should I use the management portal?

Supervisor capabilities in the desktop have powerful features such as mid-call monitoring that allow supervisors to silently monitor calls and simultaneously use 1:1 messages to coach their agents. Supervisors will use the desktop as a holistic interface to carry out their primary functions and therefore we encourage supervisors to transition to using the desktop as their primary interface. At this time, the supervisor desktop only provides the capabilities listed above. Supervisors may still go to the management portal (which they will have full access to) for capabilities not available on the supervisor desktop as signing out an agent. These capabilities in the management portal will be moved to the supervisor desktop in subsequent releases.

Impact and Experience Changes to Supervisors

What's the shift in experience?

Previously supervisors primarily used capabilities within the management interface and cross-launched to analyzer (as needed). Supervisors who were agents needed two different portals to manage their agent and supervisor activities, respectively. Supervisors cross-launched to agent desktop to perform their agent work. With the addition of supervisor capabilities in the desktop, supervisors can get a single pane of glass view into all their key workflows within the desktop.

- For an *agent*, there will be no change in experience.
- For the *supervisor+agent* role, at the time of feature availability, they will see the updated station credential screen, and if you have configured the new widgets for their teams, then they will see the new widgets as well. However, the supervisor+agent will see the layout that is configured for the team they sign in with. Therefore, it's essential for the supervisor teams to have the new layout with the new widgets.
- For *supervisor only* role, if they are primarily using management portal, they wouldn't see the new capabilities. Therefore, we encourage our supervisors to launch desktop and start taking advantage of the new and enhanced supervisor capabilities. Read the section on layouts to get a deeper understanding of the behaviors.

Do these new widgets appear automatically if I am a supervisor?

- As part of the User configuration, Contact Center setting should be enabled in the Management Portal for the user to be able to access the Desktop.
- If you are a supervisor or if you have both supervisor and agent capabilities, you will see the new sign-in experience asking you to pick a role with which you want to sign in. The options are supervisor or supervisor+agent.
- For the supervisor role, the layouts are derived from the layouts assigned to the primary team of the supervisor. For the supervisor+agent role, the layouts are derived from the team they choose from the drop-down during station sign-in.
- If a supervisor only role does not have the primary team defined, we will default to the global layout configured for the organization. This global layout typically carries the Cisco provided default layout which at this time will carry all the new widgets. However, customers who have customized the global layout will see no change.

Feature Details

What features do I use the supervisor desktop for and what do I use within tenant management?

The supervisor desktop offers four features: mid-call monitoring, team performance details, a high-level homepage with contact center data, and the ability to message agents on your team. However, the intent here is to improve the experience for the supervisor without causing an impact. In addition, some features are still offered only within the tenant management portal such as signing out an agent. While these are being brought into the supervisor desktop, supervisors will concurrently use the supervisor desktop and management portal.

What's the new station sign in?

The station sign in allows supervisors to choose what role they want to play: a supervisor only or a supervisor plus an agent. At this time, they

can choose a number for monitoring purposes. Features such as outdial will not be available for the Supervisor Only role since these features pertain to a call which only agents can initiate. Additionally, users with the supervisor+agent role will have the ability to choose the team they want to sign in as an Agent and perform agent activities. The layout of the selected team will determine the specific capabilities available to supervisors.

Note: The supervisor's phone number is unique to the supervisor. If you have a hot-desk setup where in multiple supervisors share the same phone number, please reach out to your account team or Cisco TAC for assistance.

What is the new primary team concept for supervisors?

The primary team is a new concept that determines the layout for a supervisor logging in as supervisor only. Admins will need to navigate to the 'Users' tab within the management portal to apply the primary team for the supervisor. If the admin does not choose a primary team, we will apply the global default layout.

Will the new supervisor widgets automatically ship with the global default?

Yes – The widgets will ship automatically to the global layout if the customer is using the Cisco provided default in the global layout. However, if the customer has modified the global layout with their own customizations, then the new widgets will not apply automatically. Admins are requested to kindly note this change and make modifications to empower your supervisors with the new capabilities.

What should I do to get the new supervisor capabilities?

- Make sure you have your team or primary team's layouts configured with the all the relevant supervisor widgets .
- Make sure your supervisor profile is appropriately configured with the Manage Teams option as enabled.

Can I switch between Supervisor and Supervisor + Agent?

Yes, simply click on the user profile icon on the top right and switch between the roles. If you choose to go from supervisor to supervisor+agent, you will be prompted to choose a team.

As a supervisor, I completely logged out of the desktop, however, another supervisor is unable to login with the DN I utilized to login.

Yes, as a supervisor, your DN will continue to be associated with you even after you logout. The DN is only released when you login with a new DN. This is unlike the agent case where the DN is released upon logout.

Note: If you are sharing phone numbers across multiple supervisors, please reach out to Cisco TAC for further assistance.

Where is the layout?

To see the new layout configuration, simply create a new layout within the Layout configuration section and copy over the new contents into your existing custom layouts.

How do I use the JSON layouts for the new Supervisor Desktop Widgets

Preferred Method:

Create a new layout with the new layout file provided

Add the necessary customizations you have added for your agent and supervisors from your existing layout into the new layout in these respective sections:

agent{... to provide all widgets and customizations meant for agents

supervisor{... all customizations that are necessary for the supervisor only role

supervisorAgent{... for all widgets and customizations required for the supervisors doubling up as agents

Also okay, but not preferred:

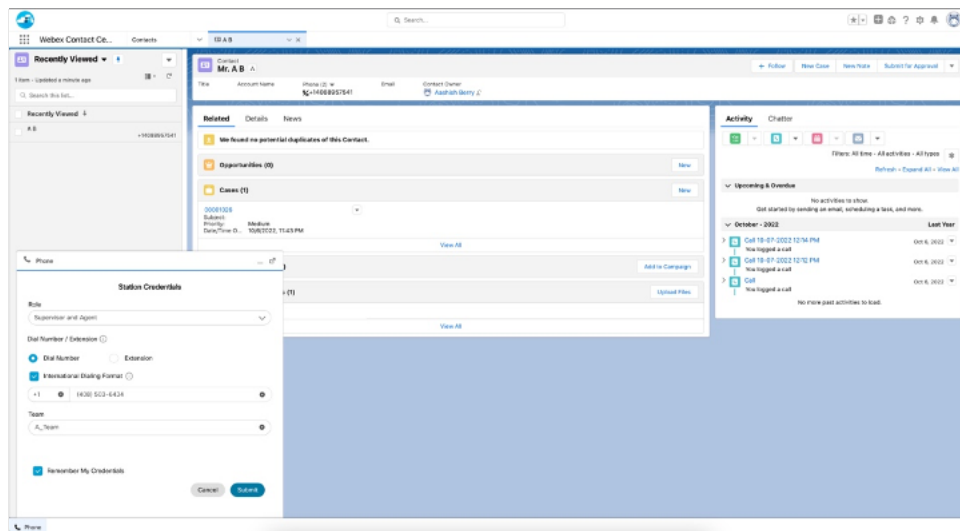
4. Download the layout from the link shown in the question above to help as a layout template.
5. Make sure at the beginning of your layout, you have also added the text agent{ to separate the agent portion.
6. Copy the section with supervisor { and supervisorAgent {
7. When the layout is modified, please ensure that it has all 3 sections, agent{..., supervisor{..., supervisorAgent{.... Any of these missing sections will cause the desktop to fallback to the tenant Global Layout for the respective persona.
8. Make customizations to the supervisorAgent portion to bring over your agent customizations and introduce customizations to supervisor and supervisorAgent personas.

A vidcast explaining the use of the layout can be found [here](#).

How am I impacted if I plan to use ESD within the CRM connector?

Layouts for the connectors are custom layouts. All layouts for various connectors are [here](#). These layouts will not automatically get the new widgets for supervisor and the admins will have to customize the layouts with the specific widgets for them to see the experience.

The screenshots below describe how the supervisor desktop station sign in appears on the homepage.



The station credentials page is optimized for the small container view. The widgets homepage and team performance widget will be available in the small form factor in a subsequent release. The supervisors can still pop out of the CRM connector view and view these directly on the Supervisor desktop in full mode.

What if I am using a custom layout? Do I need to reconfigure my layouts?

Yes, you will need to include the supervisor widgets into the specific sections for a supervisor only and supervisor plus agent. Within the layout ensure that all 3 sections (supervisor, supervisorAgent, agent) are in the new layout format as shared. Read the question on how to use layouts for more details

Are the widgets on the homepage customizable?

Yes, you can rearrange the widgets on the homepage, or remove widgets you don't want to see.

Do I have to use analyzer within a separate tab for analyzer?

On the homepage of the Supervisor desktop, there is an option to cross-launch the analyzer.

Troubleshooting and Call to Action

As an Administrator, what should I do in preparation for supervisor desktop?

1. Familiarize yourself with all the documentation available on the help site, including these FAQs. If you are reading this question, then you know most things.
2. Let your supervisors know of the changes so that they know what to expect
3. Add the new widgets to your custom layouts so that your supervisors can start using these new capabilities immediately. Remember, the widgets will show up on pristine global layouts automatically (unmodified/untouched global layouts).

Configure a primary team for supervisors that are supervisors only. If the primary team doesn't exist, we will use the global layout. As part of the User configuration, Contact Center setting should be enabled in the Management Portal for the user to be able to access the Desktop.

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