Explore new Supervisor Desktop user interface

Welcome to the new Supervisor Desktop._With Webex Contact Center Supervisor Desktop, supervisors can manage, monitor, assess, guide, and assist agents within a centralized interface.

Your administrator configures your supervisor profile, including your permissions and Desktop settings. When you sign in, the home page displays custom or persistent widgets that are based on the layout configuration. To learn more about how to sign in, see Sign in to Supervisor Desktop.

Note:

- Supervisor Desktop automatically adjusts to different screen sizes. However, the display size must be greater than 500 x 500 pixels (width x height). Set your web browser zoom to 100 percent for the best experience. To learn more about supported browser versions, see System requirements for Webex Contact Center.

- Currently, Supervisor functionality is supported only on the full desktop size form factor. You can use Supervisor features in a web browser window.

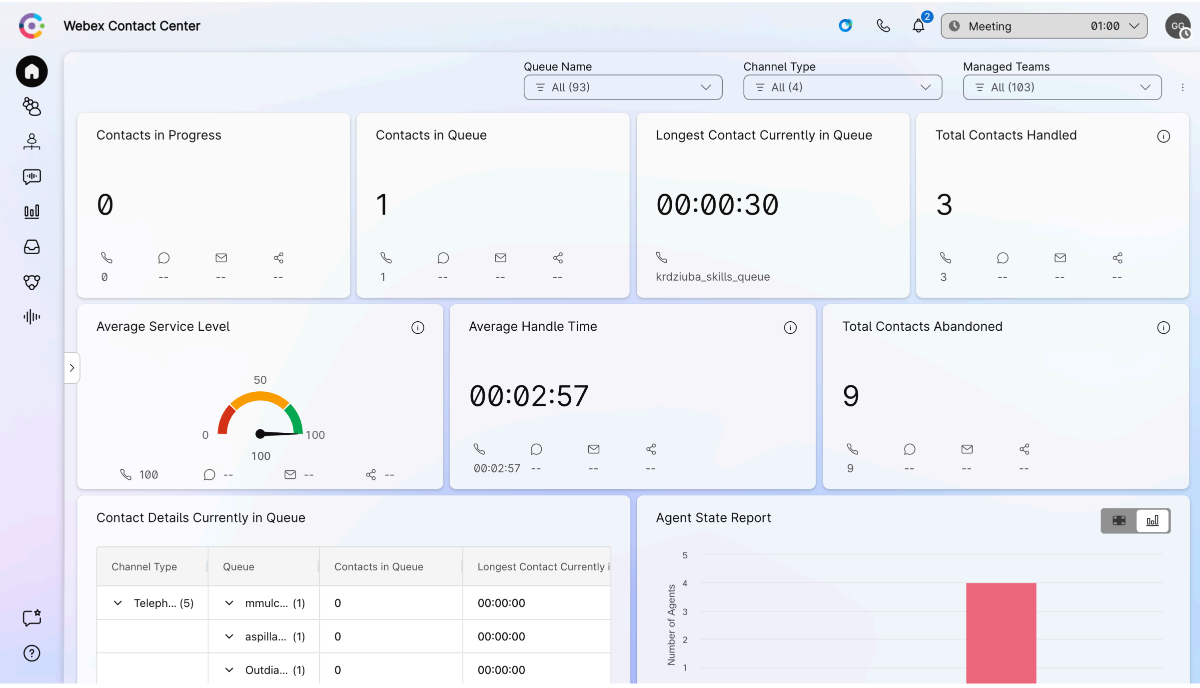
Supervisors will use the new UI, which includes all existing and new features (listed below). **Please note that reverting to the old UI is not possible once the new UI is available.**

- **Enhanced sign-In and station credentials:** Experience a more streamlined login process, reducing friction and improving efficiency.

- **Real-time Queue stats**: A centralized and actionable view of queue performance.
- **Interactions list view**: The Recording Management area is being replaced with a new Interactions tab, providing a comprehensive view of all customer interactions.
- **Interactions detail view**: A comprehensive, full-page view for detailed interaction analysis, providing deeper insights.

- **Update individual agent skill profile**: Ability to directly adjust agent skill profiles, streamlining operations and reducing administrative overhead.
- **Manage direct agent assignment to queues**: Directly assign agents to agent-based queues, providing greater control over workforce management.

Here is the snapshot of the new look of the Supervisor Desktop interface:



Horizontal header

In the horizontal header, you can do the following:

- [See your availability state]
- [Use Webex App to collaborate with others within your organization]
- [Make an outdial call]
- [Access your notification center]
- [Access your user profile settings]

Navigation bar

The navigation bar is where you can access the following tabs:

Homepage

View your contact center KPI cards. For more information, see View your contact center KPI cards

You can use filters on your home page to help search for relevant information.

1. Click the drop-down arrow next to Queue Name, Channel Type, or Managed Teams.

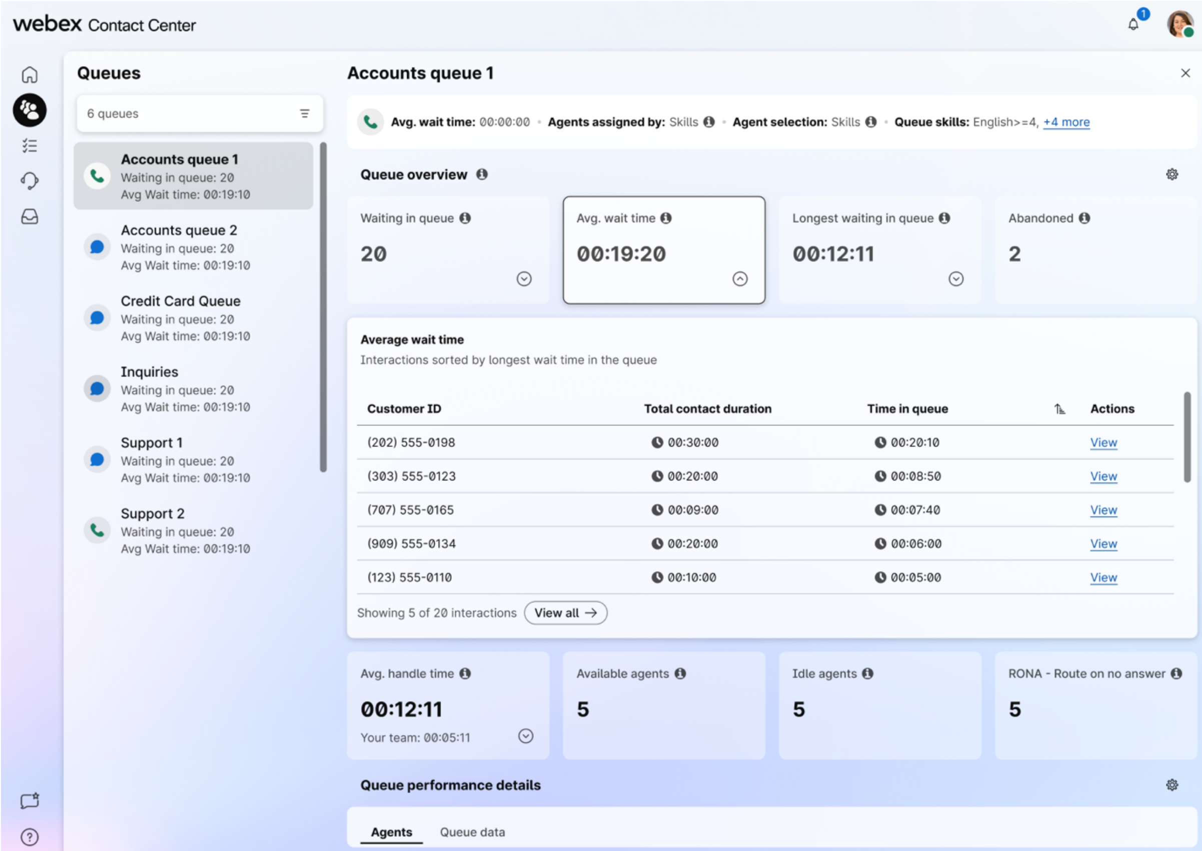
   - **Queue Name**—Lists all the queues that you manage.
   - **Channel Type**—Lists the media channel type (Chat, Email, Social, and Voice).
   - **Managed Teams**—Lists all the teams that you manage.

2. Choose the filter criteria for your home page or click **Select All** to choose all the options.

   The home page displays results that are based on your filter criteria.

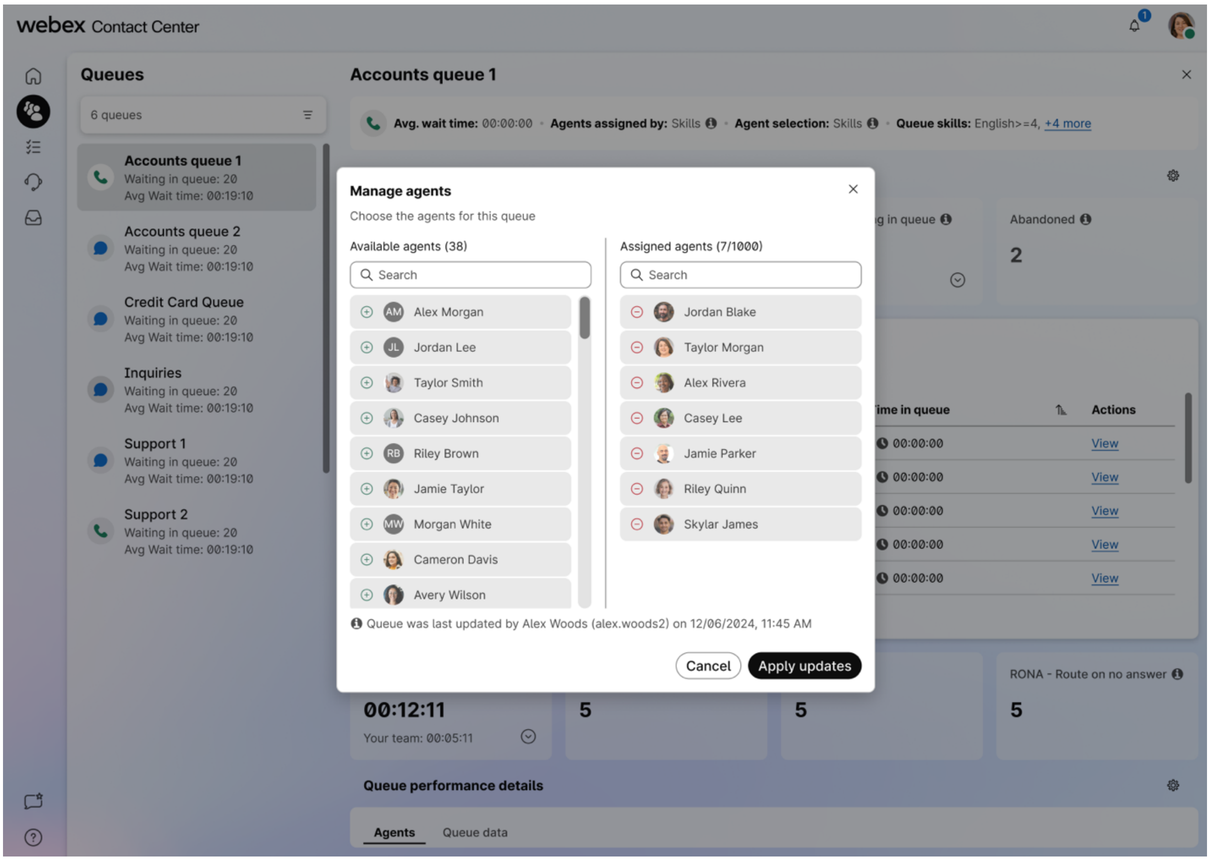
Queues

- A new "Queues" tab in the Supervisor Desktop provides centralized access to all queue information, including real-time agent availability and daily or 7-day trends.
- Supervisors can personalize their view by customizing and filtering columns to display key metrics for specific queues.
- Real-time metrics are presented in clear tables, charts, and graphs for easy understanding.
- Drill-down capabilities allow supervisors to explore queue details, agent statuses, and skill-based routing insights.
- The interface also enables direct actions, such as assigning or removing agents from agent-based queues.



Direct Agent-to-Queue assignment

Supervisors can assign agents to agent-based queues directly from the Supervisor Desktop, allowing for dynamic staffing adjustments. They have visibility into queue capacity to avoid over-assignment, and access is managed by administrators through Control Hub. Real-time notifications confirm successful queue assignment updates.

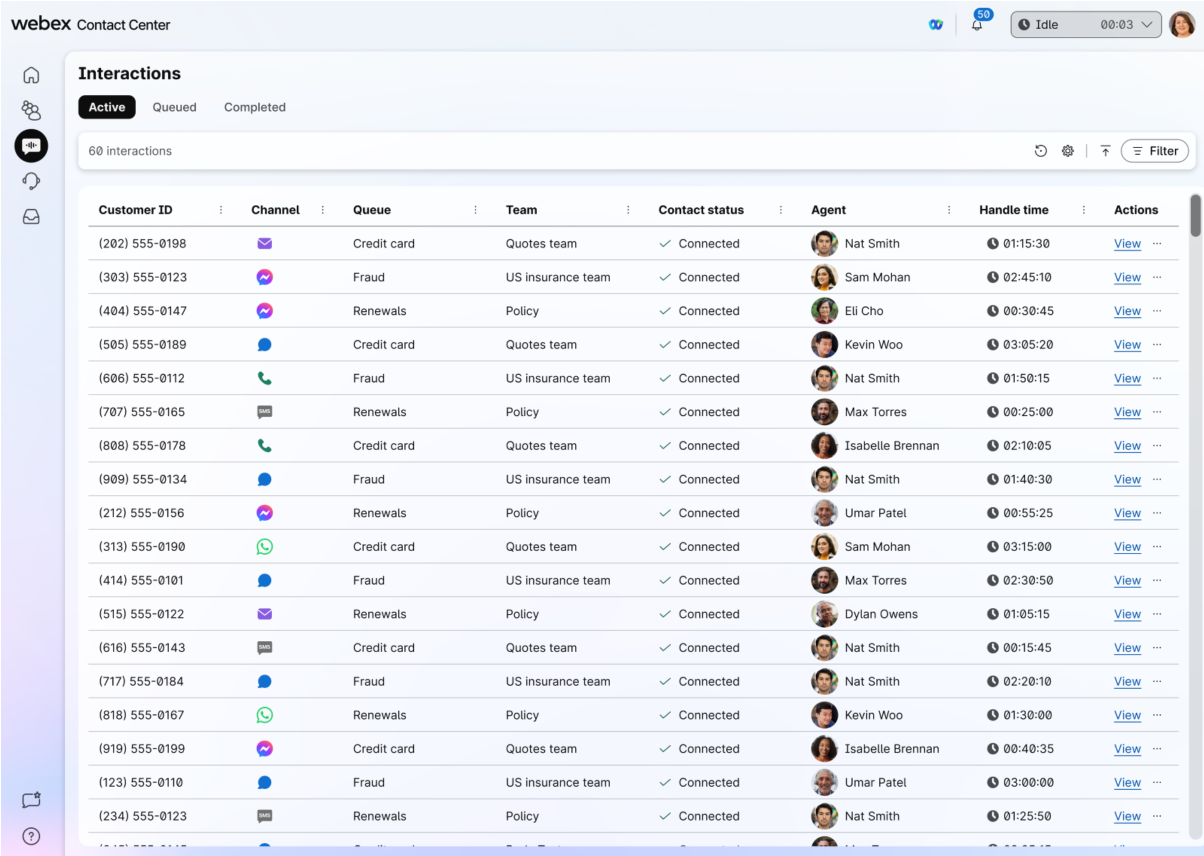


Agent Performance Statistics

If your profile is configured for statistics reporting, you'll see the Agent Performance Statistics icon, where you'll find the historical and real-time statistics. For more information, see [View and manage agent performance reports](#).

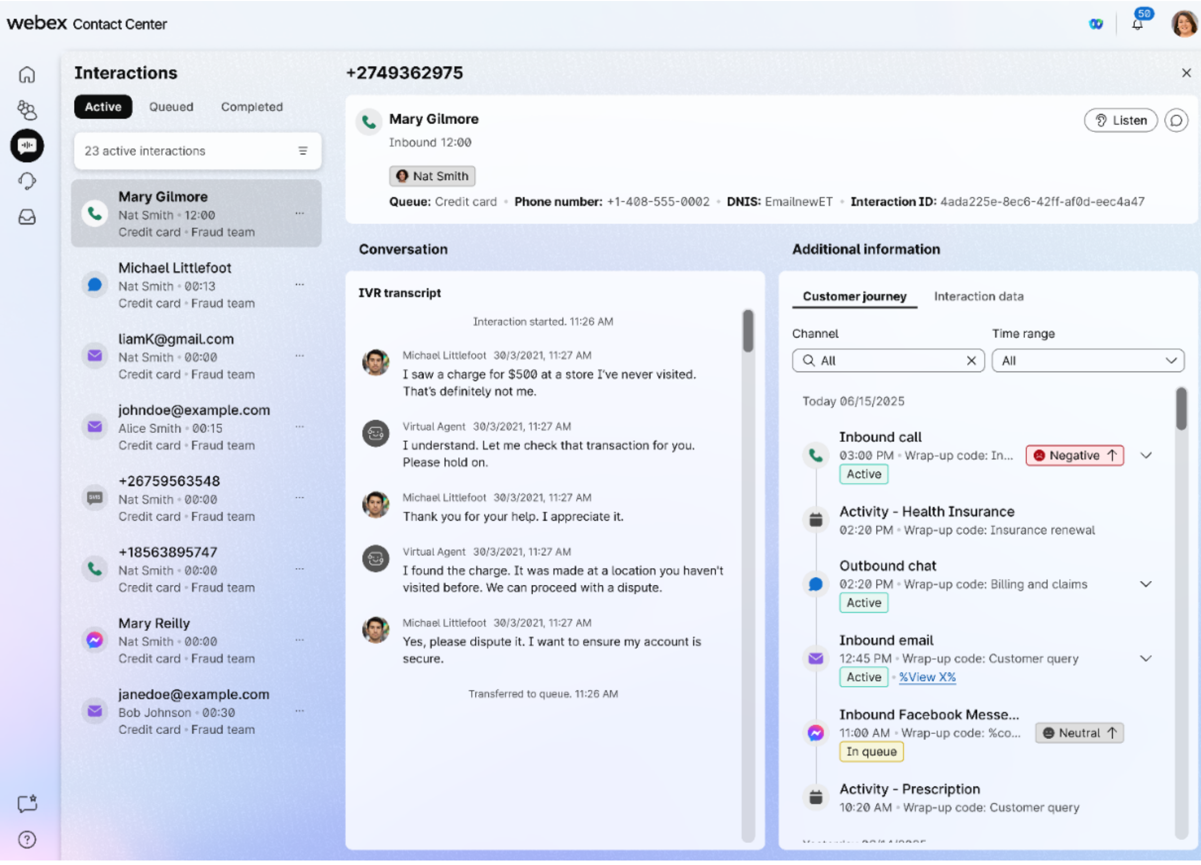
Interactions

- The new "Interactions" tab provides a clear, real-time view of customer interactions at every stage, consolidating live, in-queue, and past interactions.
- **Three Sub-tabs**:
  - **Active Interactions**: Monitor live conversations in real time, showing details like Interaction ID, Channel, Queue, Agent Name, and engagement duration.
  - **In-Queue Interactions**: See interactions waiting in queues, including Interaction ID, Queue, Channel, and time spent in the contact center.
  - **Completed Interactions**: Access past interactions and recordings with ease.
- A customizable table for filtering and organizing data, enhancing usability.



View Interactions details

Supervisors will get a comprehensive overview of customer interactions, including live and completed transcripts for digital interactions. Alongside existing recordings, you will gain deeper insights through real-time transcripts, a detailed interaction data panel (showing timings, duration, hold time, and handle time), and a customer journey view across different channels and days.



My workspace

You can see the updated Task List pane that provides a single pane view of all active and completed interactions.

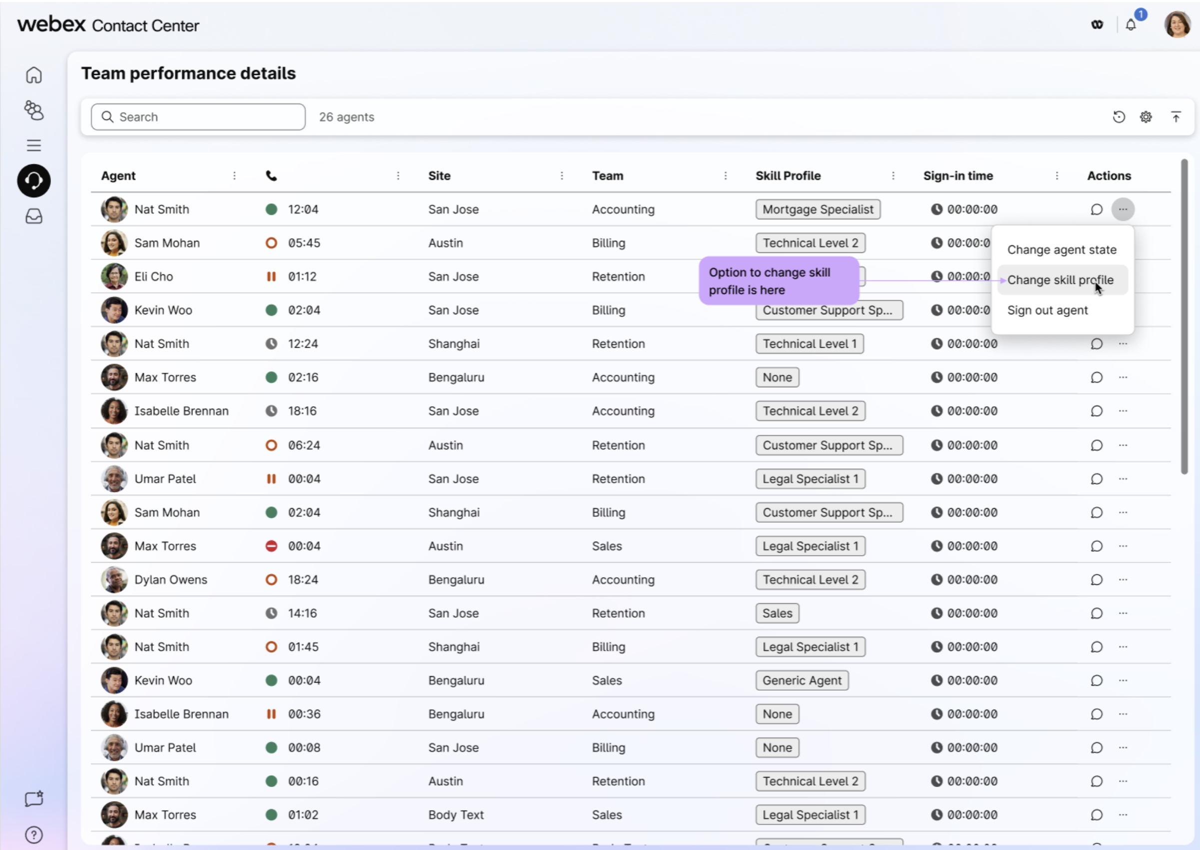
The workspace pane is available when signed in the supervisor-and-agent role and displays only when you accept an email, chat, or social messaging conversation request.

Team Performance Details

View real-time information about an agent and a consolidated view of an agent's performance as part of the team. For more information, see [Supervise your agents and teams](#).

Direct Skill Profile updates (as part of Team Performance Details page)

Supervisors can view and update individual agent skill profiles directly from the Supervisor Desktop within the Team Performance Details view, eliminating the need to navigate to the Control Hub for such changes. This allows supervisors to make real-time adjustments for agents under their scope, such as assigning, removing and updating skill profiles for agents, ensuring immediate impact on routing. Additionally, supervisors have access to key skill profile details—including Skill Name, Skill Type, and Skill Value—to support quick, informed decision-making.



Share Feedback ( )

You can share feedback on Desktop performance.

Help

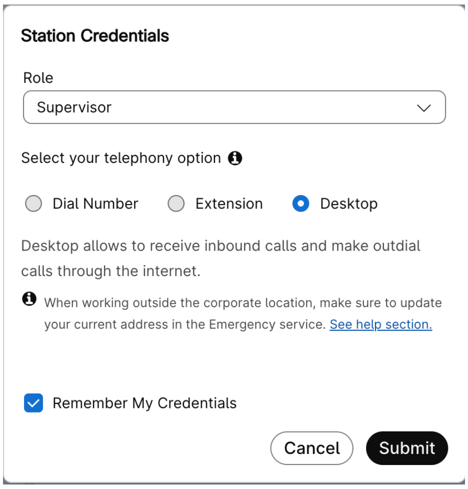
You can access the documentation on Help Center.

Sign in to Supervisor Desktop (Enhanced Sign-In and Station Credentials)

Use Webex Contact Center Desktop to seamlessly connect to your customers. The insight and collaboration tools for supervisors help you better meet your business goals. Use these steps to sign in.

Sign in (tab)

You can sign in to Supervisor Desktop as supervisor only or as supervisor-and-agent. Sign in as a supervisor only to configure and manage your agents. Sign in as a supervisor-and-agent to manage settings for your agents and perform functions as an agent in the contact centers assigned. Your profile must be configured to sign in as both a supervisor and an agent.



Before you begin

- Ensure that your phone is ready to receive calls.
- When you open Supervisor Desktop for the first time or when the cache is cleared, it can take a few seconds to load, depending on network speed and availability. If it fails to load, an error message appears, and you can share these details with your administrator.
- You can’t access Supervisor Desktop on multiple browsers or multiple tabs of the same browser window. A prompt message displays if you sign in to multiple instances, and switch between browsers or tabs. Click Continue in the prompt message to sign in on that browser window.

1. In the address bar of your browser, enter the URL provided by your administrator.

2. Enter your email address and click **Sign In**.
   To change the chosen email address, press the Alt+Left arrow (Windows) or Command-Left arrow (Mac).
3. Enter your password and click **Sign In**.
   To retrieve a forgotten password, click Forgot Password, and enter the six-digit confirmation code sent to your email address.

4. In the Station Credentials dialog box, select a role from the Role drop-down list. The role field is available only when you are configured to sign in as supervisor-and-agent.

- Supervisor—To handle only supervisor tasks.
- Supervisor and Agent—To handle both supervisor tasks and agent activities.

5. In the **Station Credentials** section, choose your calling preference from the **Handle calls using** drop-down list. The options displayed (**Desktop**, **Extension**, or **Dial Number**) are dynamically shown based on your user profile configuration. Users configured for digital-only interactions will not see telephony options.

- **Desktop**: Select this option if you are using WebRTC (Web Real-Time Communications) as a calling capability. This option uses your browser to handle voice interactions and requires no further input.
- **Extension**: Select this option if you are using a Webex Calling extension. Enter your extension number.
  For Webex Calling organizations, if you have multiple extensions configured, select your extension from the drop-down list of pre-validated extensions. If your profile includes a single configured extension, it is automatically pre-filled.
  When you select an Extension (from the drop-down for Webex Calling users), the system displays information about the devices currently registered to that extension, including their online/offline status.
- **Dial Number**: Select this option if you are using a Dial number. Enter the phone number you use for inbound and outdial calls.
  For Webex Calling organizations, if you have multiple dial numbers configured, select your number from the drop-down list of pre-validated numbers. If your profile includes a single configured dial number, it is

automatically pre-filled.

To use international dialing, check the **International dialing format** checkbox. Choose the country code based on your geographical location from the drop-down list and enter only the phone number. The supported format is: Country code format: + [Country Code] [Phone Number] . For example, <+120> 15532447.

To use another dial number format, uncheck the **International dialing format** checkbox. Enter the dial number. The supported formats are: E.164 number format: [+][Country Code][Number] . For example, +11234567890 or IDD (International Direct Dialing) format: [IDD][Country Code] [Number] . For example, 01161123456789.

The system performs real-time validation on manually entered dial numbers and extensions, providing immediate feedback for incorrect formats or invalid inputs. Specifically for Webex Calling users, a comprehensive backend validation check is executed during the sign-in sequence. This validation confirms that the selected or entered **Dial Number** or **Extension** is correct and successfully registered to an active device or an application before you are transitioned into an **Available** state.

6. (Optional) Check **Don't show this again** to enable auto sign-in for future sessions, bypassing the **Station Credentials** screen on future sign-ins. Your station details are saved in your browser preferences regardless of whether this checkbox is selected. You can disable auto sign-in anytime from **Profile Settings** to resume seeing the **Station Credentials** screen.

Note: If an automatic sign-in attempt (when **Don't show this again** is checked) fails (for example, if the previously used Dial Number is no longer valid or is currently in use), the system will revert to displaying the **Station Credentials** screen, pre-populated with your saved preferences, allowing you to review and correct the details.

The Default DN configured by your administrator is displayed as a placeholder. If you have saved sign-in preferences, these saved preferences will take precedence over the configured Default DN during the sign-in process.

7. Choose your team from the Team drop-down list or use the search field to filter the list. The Team field is available only when you select the Supervisor and Agent role.

8. Click **Save & Continue**.

If you checked Remember My Credentials, you may see a message that your credentials weren't saved. In this case, enter your details when you sign in again.

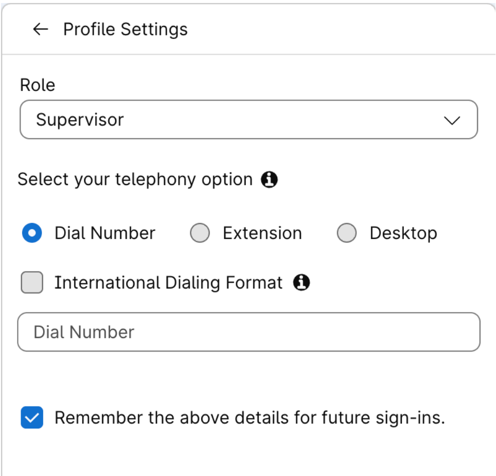
Troubleshooting

- Sign-in issues: If you can't sign in to Desktop, ask your administrator to review the following:
    - Are your tenant, profile, skill, or agent permissions and settings correct?
    - Are there network or API issues?
- Browser reload: If you can't restore your session due to a connection failure, session expiry, or local storage issues, reload your browser to refresh your session.
- Banner message: A message appears as a banner at the top of the Desktop informing you that some features aren't available. When your administrator resolves the issue, reload your browser. When you reload the browser, the banner is removed, and all features are available.
- RONA state: If you selected Desktop but do not have browser permissions, you may see a message asking you to enable access through browser settings or contact your administrator. If you've accepted E911 notifications but are still unable to connect using desktop telephony, your state might be set to RONA. Contact your administrator to resolve this issue, by sharing the Tracking ID. The enhanced sign-in validation and device registration checks performed during the sign-in process helps prevent RONA occurrences caused by selecting an invalid or unregistered Dial Number or Extension.
- Microsoft Teams authentication: Follow these steps to complete user authentication for Microsoft Teams.
    1. Click the **Profile** icon.

2. Click Try Again for user authentication under Collaboration Tools – Microsoft Teams in Profile Settings. The user authentication status changes to Successful when authenticated.

Change your role in Supervisor Desktop

Depending on your permissions, you can switch your role between Supervisor and Supervisor and Agent. Switch to the dual role when you need to take calls or answer chats as an agent and still monitor the Call Center as a supervisor.



By default, the Role section displays the role you chose in the Station Credentials dialog box when you signed in. After you've signed in, you can change your role.

Before you begin

- Your user role must be configured by the administrator as Supervisor and Agent in order to switch your role.
- If you have active tasks, interactions, ongoing monitoring tasks, or incoming task requests, you can't change your role.

To change your role:

1. Click **User Profile** at the top-right corner.
2. Click **Profile Settings**.
3. Select an option from the Role drop-down list:
    - **Supervisor**—Manage, monitor, assess, guide, and assist agents.
    - **Supervisor and Agent**—Perform both supervisor and agent functions.

   When you change the role from Supervisor to Supervisor and Agent, you must select a **Dial Number** or **Extension** and a team from the Team drop-down list.

The system performs real-time validation on manually entered dial numbers and extensions, providing immediate feedback for incorrect formats or invalid inputs.

4. Click **Save Selection**, then click **Confirm**.

User roles and available fields

The fields or sections available in Supervisor Desktop depends on your user profile, permissions, and privileges assigned by the administrator. The following tables outline what is available for each access level.

Station credentials dialog box

The following fields are available in the station credentials dialog box, depending on your role, permissions, and privileges.

User access	Role	Dial number/extension	Team	Notes
Supervisor—No team assigned and call monitoring disabled	No	No	No	
Supervisor—Call monitoring enabled	No	Yes	No	The Dial Number/Extension field is available when the Call Monitoring feature is enabled.
Supervisor and Agent—Selected role is Supervisor with call monitoring disabled	Yes	No	No	
Supervisor and Agent—Selected role is Supervisor with call monitoring enabled	Yes	Yes	No	
Supervisor and Agent—Selected role is Supervisor and Agent	Yes	Yes	Yes	

User profile sections

The following sections are available in the user profile.

User access	Managed teams	Profile settings: Role	Profile settings: Dial number/extension	Profile settings: Team	Channel capacity
Supervisor	Yes	No	No	No	No
Supervisor—Call monitoring enabled	Yes	No	Yes	No	Yes
Supervisor and Agent—Selected role is Supervisor	Yes	Yes	No	No	No
Supervisor and Agent—Selected role is Supervisor with call monitoring enabled	Yes	Yes	Yes	No	Yes
Supervisor and Agent—Selected role is Supervisor and Agent	Yes	Yes	Yes	Yes	Yes
Supervisor and Agent—Selected role is Supervisor and Agent with call monitoring feature	Yes	Yes	Yes	Yes	Yes

Supervise and manage Contact Center queues

In a Contact Center, effectively managing call volumes, minimizing call abandonment, and addressing RONA (Ring No Answer) incidents require real-time monitoring of queue performance and agent availability, along with adjusting agent assignments as needed. This article provides an overview of queue-level statistics, providing valuable insights into queue performance and health, as well as how to manage agent assignments. Understanding these statistics enables optimized resource allocation, improved service level agreement (SLA) compliance, and enhanced customer experience.

On the **Queue Statistics** page, you can see the real-time information about the overall queue performance including:

- The number of active calls in each queue
- The status of agents associated with those queues

- Queue performance metrics such as total calls presented, handled calls, abandoned calls, average wait time, average handle time

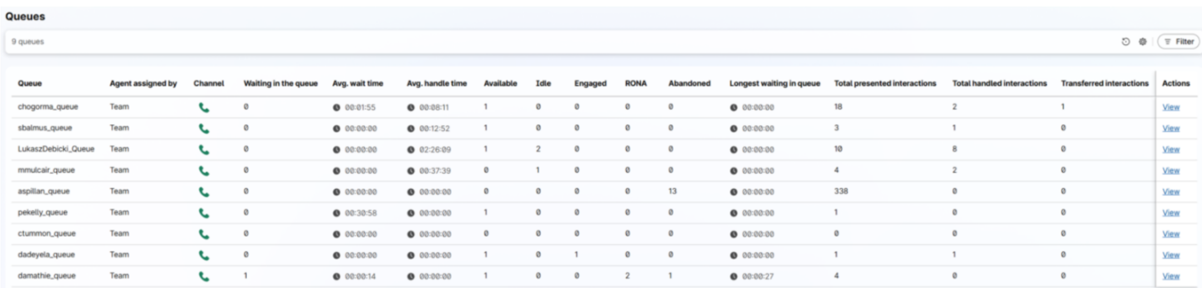
Also, you can manage agent-based queue assignments for efficient team utilization and to handle fluctuating call volumes effectively.

Prerequisites

- Supervisor user profile is configured in Control Hub with the appropriate access rights to queues (enabled by Administrators).
- **Manage agent queue assignments** option is enabled for the **User Profiles** section in Control Hub (enabled by Administrators).
  Note: Enabling this option doesn't allow supervisors to manage assignments for all agents or all queues. Supervisors can only manage assignments for the teams and queues to which they are already assigned and have access rights.

View Queue KPI card

1. Click to view the list of all queues that have managed active interactions in the past 24 hours.



Queues

9 queues

Filter

Queue	Agent assigned by	Channel	Waiting in the queue	Avg. wait time	Avg. handle time	Available	Idle	Engaged	RONA	Abandoned	Longest waiting in queue	Total presented interactions	Total handled interactions	Transferred interactions	Actions
chogorma_queue	Team		0	00:01:55	00:08:11	1	0	0	0	0	00:00:00	18	2	1	View
sbalmus_queue	Team		0	00:00:00	00:12:52	1	0	0	0	0	00:00:00	3	1	0	View
LukaszDebicki_Queue	Team		0	00:00:00	02:26:09	1	2	0	0	0	00:00:00	10	8	0	View
mmulcair_queue	Team		0	00:00:00	00:37:39	0	1	0	0	0	00:00:00	4	2	0	View
aspillan_queue	Team		0	00:00:00	00:00:00	0	0	0	0	13	00:00:00	338	0	0	View
pekelly_queue	Team		0	00:30:58	00:00:00	1	0	0	0	0	00:00:00	1	0	0	View
ctummon_queue	Team		0	00:00:00	00:00:00	0	0	0	0	0	00:00:00	0	0	0	View
dadeyela_queue	Team		0	00:00:00	00:00:00	1	0	1	0	0	00:00:00	1	1	0	View
damathie_queue	Team		1	00:00:14	00:00:00	1	0	0	2	1	00:00:27	4	0	0	View

2. Use the **Search** field or **Filter** option to search and filter the queue list.
   - Use the **Filter** option to search for or choose criteria from the All or Recent filters list, then click **Apply**.

3. To customize columns (metrics) in the list view, click , and choose the appropriate columns to be added or removed to and from the list, and then click **Apply**.

The following table outlines the real-time metrics available in the Queue KPI card.

Column	Description
Queue	The name of the queue.
Agent assigned by	The type of queue assigned to an agent. Interactions in the queue are routed to one of the following queue types: • Skills • Agents • Team
Channels	The media type of the contact such as telephony, email, or chat.
Waiting in queue	The number of contacts currently waiting in the queue.
Avg. wait time	The average wait time in each queue. This also includes ringing time.
Avg. handle time	The average time the agent handles a caller in real-time. The average time includes the connected time and wrap-up time for a call.
Available	The number of agents currently available in the queue.
Idle	The number of agents currently idle in the queue.
Engaged	The number of agents currently engaged in the queue.
RONA	The number of interactions reassigned today because the originally assigned agent didn’t answer or accept them. This metric is calculated since midnight.
Abandoned	The total number of interactions that overflowed or transferred after being handled today. This metric is calculated since midnight.
Longest waiting in queue	The number of longest waiting contacts in the queue.

Total presented interactions	The total number of contacts that entered the queue today, including waiting, handled, dropped, abandoned, and RONA. This metric is calculated since midnight.
Total handled interactions	The number of contacts that were picked up and handled by an agent.
Transferred interactions	The number of contacts that are transferred from primary agent to secondary agent or external DN.
Ringing interactions	Interactions that are currently ringing at the agent.
Actions	Based on your user profile privileges, set by your administrator, you can perform the following actions from the Actions column: • **View** – See queue-level detailed information. • **Manage agents** – Add and remove agents to and from a specific queue.

Manage agent's queue assignments

On the Queue statistics page, you can assign or unassign agents to or from a specific queue, as needed. Only agents from the teams that you manage can be added or removed to or from the queue.

Before you begin

Manage agent queue assignments option is enabled for the Supervisor user profile on Control Hub.

1. Click  to view the list of all queues.
2. To assign or unassign agents to a specific queue, go to the intended queue, and click the ellipsis symbol from **Actions** column.
3. Click **Manage agents**. Manage agents pane appears with the list of available and assigned agents for the queue.
4. Choose the agents to assign to or unassign directly from queue:
    - To assign the agents to the queue, click the **Add** icon from the **Available agents** column. Currently, the maximum number of agents that can be assigned to the agent-based queue is 1,000.

- To unassign the agents from the queue, click the minus icon from the Assigned agents column.

Note: “Last updated by” shows the real-time log of the most recent changes made to an agent's queue assignments. You can quickly see who (or which system) made the last update and exactly when it occurred.

5. Click **Apply updates** to confirm the changes.

Note:

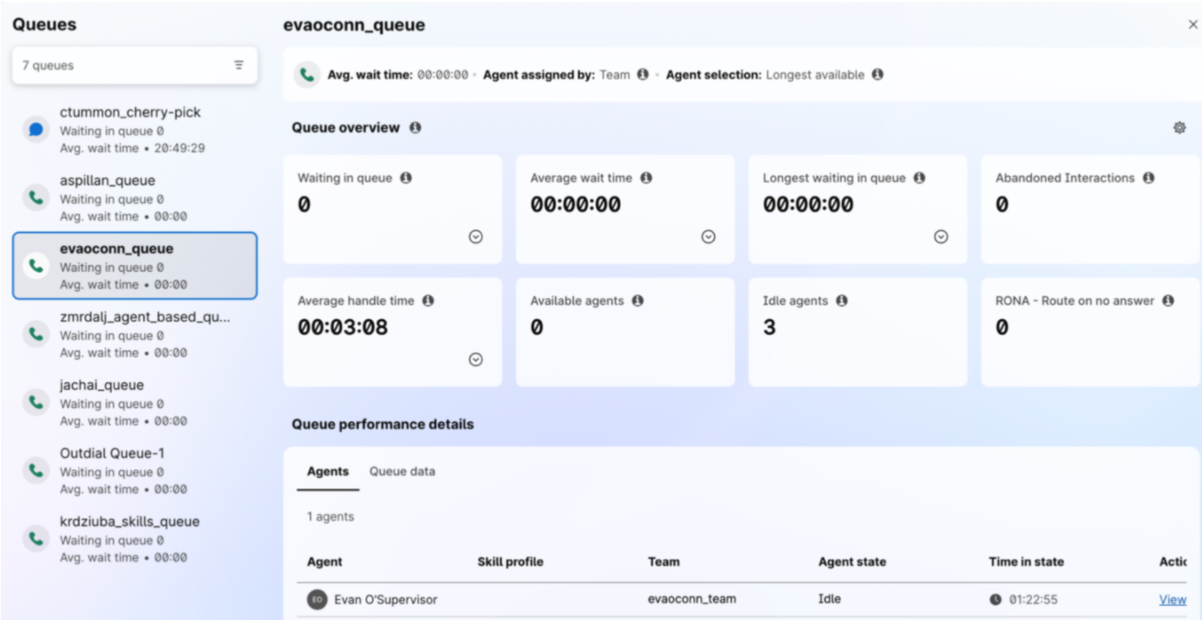
- Queue assignment changes to agents who are currently handling interactions will take effect only after their ongoing interactions are completed, ensuring that active interactions are not disrupted.
- Queue assignment changes can take effect immediately for agents in an **Idle** state.
- Queue assignment changes can’t be made while an agent is in a **RONA** state.
- The agent is notified in the Agent Desktop when a supervisor changes their queue assignments. This ensures the agent is aware and prepared to handle new interactions. The notification appears either as a pop-up (if the Desktop is in the background) or in the notification panel.
- Queue assignments cannot be added or removed for agents in a **Signed Out** state.

View queue details

You can view additional details about a specific queue by drilling down. In the Queue KPI card, click **View** under **Actions** column for the intended queue to view the following sections.

Queue performance overview

This section shows various cards for queue metrics calculated across all teams and agents.



The following are the primary cards available for each queue:

Card	**Description**
Waiting in queue	Number of active interactions in the current queue.
Average wait time	The average time contacts have waited in this queue. This metric is calculated since midnight, derived based on the Tenant timezone set at org level.
Longest waiting in queue	The amount of time the longest-waiting contact has spent in the queue.
Abandoned interactions	The total number of interactions that overflowed or transferred after being handled today. This metric is calculated since midnight, derived based on the Tenant timezone set at org level.
Average handle time	The average time the agents have taken to handle and wrap up customer queries. This metric is calculated since midnight, derived based on the Tenant timezone set at org level.
Available agents	The number of agents currently available in the queue.
Idle agents	The number of agents currently idle in the queue.
RONA	The number of interactions reassigned today because the originally assigned agent didn’t answer or accept them. This metric is calculated since midnight, derived based on the Tenant timezone set at org level.

Customize card view

You can customize the card view by clicking . Choose the appropriate metric tiles to be displayed and click **Apply**.

Note: You can choose either 4 or 8 metric tiles to card view.

You can choose the other cards for quality metrics in customized view:

Card	Description
Total presented interactions	The total number of interactions that entered the queue, including waiting, handled, dropped, abandoned, and RONA. This metric is calculated since midnight.
Completed interactions	The number of interactions handled by agents. This metric is calculated since midnight
Transferred interactions	The number of interactions sent to overflow or transferred after being handled. This metric is calculated since midnight.
Occupancy	The percentage of time agents in this queue have spent actively handling interactions since midnight.
Ringing interactions	The number of assigned interactions currently waiting for an agent to accept them.
Interactions in progress	The number of interactions currently being handled by agents.

View Interactions by specific queue metric

To view the list of interactions by specific queue metric, click **View** on the desired card. **View**

View Interactions by longest waiting time in queue

You can view the list of contacts that are longest waiting in queue, along with the other interaction details.

Column	Description
Customer ID	A unique identifier that identifies a contact.

Total contact duration	Total duration of the contact from when it was first connected (including any other state like Consult or Conference in the same contact). The time elapsed since the agent accepted the request. The connected timer format is hh:mm:ss.
Time in queue	Duration of the contact in the current queue.
Actions	Click View to see detailed interaction details, such as agent name, IVR transcript, and additional information. For more information, see **View interaction details.**

Interactions by handle time

You can view the list of interactions based on handle time, along with the other interaction details.

Column	**Description**
Customer ID	A unique identifier that identifies a contact.
Total contact duration	Total duration of the contact from when it was first connected (including any other state like Consult or Conference in the same contact). The time elapsed since the agent accepted the request. The connected timer format is hh:mm:ss.
Handle time	The time the contact is handled by agents in the current queue.
Agents	The agent who handled the interaction.

View interaction details

To drill down to additional details about specific interaction from the list, click **View** under **Actions** column.

You can see the following interaction details:

- **Agent name**: The name of the agent who handles the current interaction in the queue.
- **IVR transcript**: The conversation history between a contact and the virtual assistant (IVR) before handling the call.

- **Additional information**: Shows customer journey details and other interaction data.

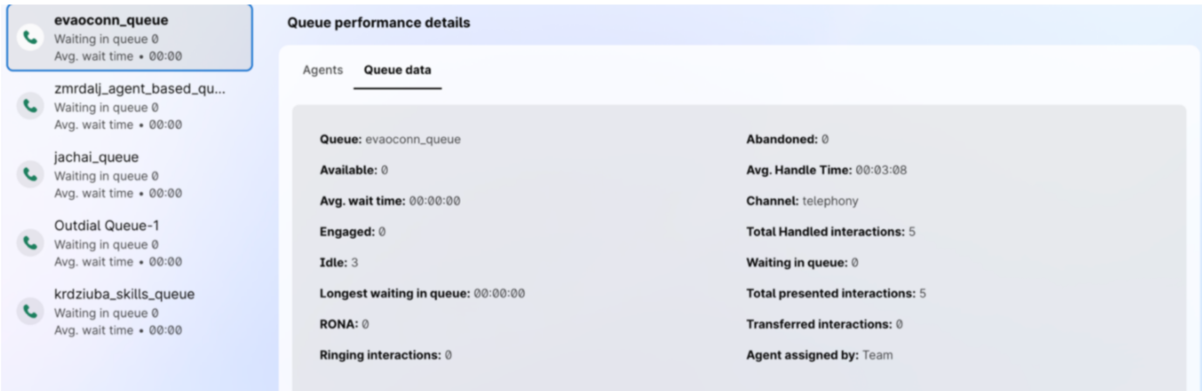
Queue performance details

This card shows the queue performance metrics such as agent name, agent availability statuses, skill profile, assigned team, active interactions, and other queue data.

Agent details in the Agents tab

Column	Description
Agent	The name of the agent assigned to handle the contact.
Skill profile	The skill profile assigned to the agent.
Team	The name of the team the agent belongs to.
Status	The status of the agent.
Time in Status	The duration for which the agent is in status.
Active interactions	The number of contacts that are currently active and engaged by the agent.

The **Queue data** tab shows various real-time metrics available on the Queue KPI card.

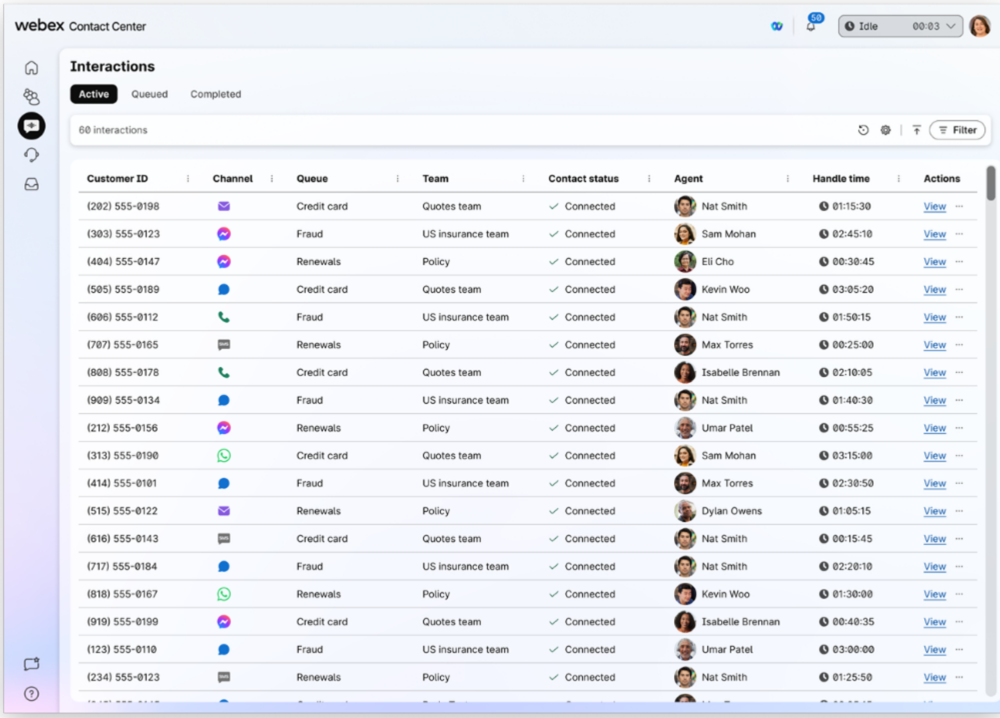


To add or remove agents to or from a queue, click Manage agents. For more information, see **Manage agent's queue assignments** section.

Supervise your agents and teams

On the Team Performance Details page, you can see real-time information about an agent and a consolidated view of an agent's performance as part of the team. View and monitor agents, send one-on-one messages using Webex App, and monitor an agent call.

- For optimal performance, we recommend a maximum of 500 agents across all managed teams in the supervisor view of the Team Performance Details page. This ensures you can access all the information that you need without delay or performance issues.
- Desktop profile has an option to explicitly specify buddy teams. We recommend that when you explicitly specify buddy teams, ensure that the number of agents available in those buddy teams doesn't exceed the maximum limit of 1000.
- Explicitly configure wrap-up codes and idle codes for Desktop profiles. We recommend that the maximum values don't exceed 50.
- We recommend that you explicitly specify the managed queues and managed teams in the profile. Ensure that the maximum values for managed queues and managed teams don't exceed 250 and 100 respectively.



View team performance

View the details of the agents with their current state, time in a specific state, call state, time in a call state, channel capacity, and actions that can be performed for an agent.

Before you begin

- You must be assigned to a team.
- The Team Performance Details only contains the list of agents who are signed in on your assigned teams.

1. Click .
2. Use the search field to filter the list by using the search criteria such as agent name, agent state, queue, channel, and so on.

Note: Your search results are retained, even if you switch to another page and return to the Team Performance Details page.

Team performance details

The Team Performance Details page supports only the Voice Channel

Column name	Description
Agent Name	Displays the name and profile picture (Webex image) of the agent.
Agent State	The work status while using Supervisor Desktop. The agent availability state includes Available, Idle codes, or RONA.
Agent State Duration	The time that the agent has been in the current state. The state timer format is hh:mm:ss (for example, 01:10:25).
Phone Number	Dial number or extension of the agent signed in.
Site	Name of the site with which the agent is associated.
Team	Name of the team with which the agent is associated.
Skill Profile	The set of individual skills assigned to agents.
Channels	The mode of communication through which an agent can communicate. For example, voice call.
Contact Queue	Name of the queue that the agent routes the request to.

Contact Status	The status of the agent in an active call. For example, Connected, Consulting, Conference, or Wrap up.
Time in Contact Status	The time spent by an agent in an active call. For example, the time an agent is in a conference call.
Interaction Duration	The total duration of the interaction between the agent and the contact from when the call is connected, including all states such as On Hold, Consult, and Conference, but excluding Wrap-up. This metric helps you determine if the agent is spending more time than necessary with the contact and may need assistance in handling the customer.
Total Contact Duration	Total duration of the contact from when it was first connected (including any other state like Consult or Conference in the same contact). The time elapsed since the agent accepted the request. The connected timer format is hh:mm:ss (for example, 01:10:25).
Sign In Time	The time an agent has signed in to the Supervisor Desktop. The date and time format is dynamic and displays according to location. By default, the table rows sort according to the sign-in time. The most recent sign-in time appears at the top of the list.
Action	Based on your user profile privileges, set by your administrator, you can perform the following actions from the Actions column: • Review and monitor ( )—Silently monitor and review agent calls. • Send message ( ) —Send a one-on-one message to an agent. • Change state ( )—Change an agent's state. • Change skill profile—Change an agent's skill profile. • Sign Out Agent ( )—Sign an agent out when they are not actively interacting with a customer.

Monitor agents on a call

Review and track an agent's performance without affecting an ongoing call.

Before you begin

As a supervisor, you can listen to real-time conversations between agents and customers as a silent participant in the call. Monitor conversations to ensure the quality service is delivered to your customers. You can only monitor one agent at a time. If another supervisor tries to monitor the same agent, the Start Monitoring button is disabled. If multiple supervisors try to monitor an agent simultaneously, monitoring is initiated for one supervisor and the system displays an error for the other supervisors.

1. Click .
2. Click  in the Actions column of the agent you want to monitor.
3. In the active interaction details modal, click **Start Monitor**.

The monitoring request pop-over appears. If there is an ongoing monitoring session or if you decrease the width of the Actions column, click to access the additional icons for actions.

4. Answer the call. The monitoring control pane appears. 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 the call.
6. (Optional) Click **Barge** In to barge into the call that you're monitoring. The mic turns on and you join the interaction with the customer.
    - You can’t barge into a call being monitored by another supervisor or if the agent is in a consultation call with another agent.
    - Other supervisors can't monitor or barge into the call that you are monitoring.
    - You can’t barge into a call monitoring that you have paused. Resume the monitoring to enable barge in.
    - If the agent consults another agent after you've barged in, you're put on hold and the barge in resumes after the consultation ends.

- If the agent transfers the call that you have barged in to, to another agent from a different team or to a different queue, the monitoring ends and an error message appears.
- You can't transfer the call, drop the agent, initiate a consult call, or start a conference call during the barge in.
- You can't barge in if Desktop telephony is disconnected.
- End the monitoring activity to end the barge in.

7. When finished, click End Monitor to end the monitoring activity.

Send a message to an agent

On the Team Performance Details page, you can send messages to one agent at a time. If you'd like to send a message to multiple agents at once using Webex App in Supervisor Desktop, see Send broadcast messages to your agents.

Before you begin

You and the agent must have access to Webex App.

1. Click .
2. Click  under the **Actions** column.
3. Enter your message in the compose box.

   Note: Your message can't exceed the 1000 character limit. The compose box displays the current character count in the bottom-right corner. For example, 150/1000.
4. Click **Send**.

   If the agent replies to your message, a notification appears at the top-right corner. Click the notification to view the message in Webex App.

Change an agent's state

On the Team Performance Details page, you can change an agent state.

1. Click .
2. Click  in the **Actions** column.
3. Change the agent state as required.

Note: The **Agent State** column displays the new status of the agent. When you hover over the Agent State column, it displays the name of the supervisor who changed the agent state. For more information, visit Understand agent states for Webex Contact Center.

Change skill profile

On the Team Performance Details page. you can change an agent's skill profile.

1. Click .
2. Click **Change skill profile** in the **Actions** column.

   The Change skill profile pop-up appears.

Note: This option appears in the Actions column only if the administrator selects the **Manage skill profile assignments** checkbox in the **User Profiles** section of Control Hub. For the current skill profile, the available skills are listed.

3. From the **Select profile** drop-down list, choose a new skill profile.

The system enables the **Review changes** button and displays a message at the bottom after the skill listing. This has three scenarios:

- **Manual update**—details about who made the change. This is for transparency and accountability.
- **Autoupdate**—labelled as System, this is displayed when automatic update happens like routine maintenance or other automated adjustments.
- **No result**—When a source can't be identified due to sync issues or changes to deleted accounts. It's a sort of integrity check.

4. Click **Review changes**.

The system highlights the summary of changes at the top and lists the number of queues added and removed as part of the skill profile change.

5. Click **Confirm changes**.

   A notification displays the successful skill profile change with the new agent name. When you click the **Cancel** button or close the pop-up window after changing the skill profile. the system prompts you to either reconsider your action and proceed or discard the changes.

Other scenarios

Some other scenarios that you may encounter when you're changing the agent skill profile include:

- **Search for the skill profile**—Type three characters in the search box. and the system populates the options for selection. If no skill profiles match. no data populates.
- **Assign none as a skill profile**—During a skill change. if you select None and confirm the changes, the system displays a warning message stating that the agent isn't routed using queue-assigned skills but is still routed using flow-assigned skills.
- **Assign a new skill profile when none exists currently**—If you select a different skill profile from None, the system displays the respective number of queues added and removed.
- **Only one agent with the skill profile**—If you attempt to change the skill profile of an agent who is the sole owner of that profile, the system displays a warning. It alerts you to proceed with caution. as removing the skill profile could leave critical tasks unassigned. It highlights the affected queue with a warning icon.
- **Show or hide column**—Click **Settings** > **Show/Hide Columns** to display or hide columns.
- **No change in skill profile on queue assignment changes**—If a skill profile change doesn’t include any related queue assignment changes, the system keeps the agent's queue assignments unchanged.
- **Error messages**—The system displays an error message when the skill profile update fails due to network issues or an invalid selection.

Sign out an agent

On the Team Performance Details page, you can sign out an agent who isn’t actively interacting with a customer. You can sign out the agents who have left for the day while in a wrap-up state, are still marked as available (causing calls to be routed to them), or have accepted an asynchronous interaction, such as an email.

When the agent is involved in an active interaction, you can sign out the agent only after the active interaction ends.

Note: When a sign out request is being processed, and the agent receives a call or interaction, a "Confirm Force Sign Out" pop-up appears. Signing out may end or redirect these interactions.

1. Click .
2. Click in the **Actions** column.
3. Click **Sign Out Agent**. The Confirm Sign Out pop-up appears.
4. Click **Sign Out** to proceed.

Note: If the system fails to sign out an agent, an error icon appears on until the supervisor retries.

Export a list of your agents

Export a list of agents assigned to your teams in an Excel or CSV format.

1. Click .
2. Click the **Export** icon.
3. Choose Excel or CSV to download a file to your local folder.

View interactions

The **Interactions** tab in Webex Contact Center provides a comprehensive view of customer engagements. This tab allows supervisors to monitor and manage ongoing and past interactions.

Following are the interaction types:

- **Interaction States:** The tab organizes interactions into distinct categories:
  - **Active:** Displays interactions currently in progress.
  - **Queued:** Shows interactions waiting to be handled by an agent.
  - **Completed:** Lists interactions that have concluded.
- **Interaction Count:** A summary indicates the total number of interactions in the currently selected state (e.g., "60 interactions" for the Active tab).
- **Filtering and Sorting:** Options are available to filter and sort the interactions list based on various criteria.

Details displayed for each interaction in the list view include:

- **Customer ID:** A unique identifier for the customer involved in the interaction.
- **Channel:** The communication method used for the interaction, indicated by specific icons:

    - Email (envelope icon)
    - Messenger (Facebook Messenger icon)
    - Chat (speech bubble icon)
    - Call (phone icon)
    - SMS (SMS icon)
    - WhatsApp (WhatsApp icon)
- **Queue:** The specific queue to which the interaction was routed.
- **Team:** The team assigned to handle the interaction.
- **Contact status:** The current connection status of the interaction (e.g., "Connected").
- **Agent:** The name of the agent currently handling or who handled the interaction.
- **Handle time:** The duration of the interaction.
- **Actions:** Provides options to perform actions related to the interaction, such as "View" for more details or play recording for call recordings.

You can customize the columns displayed in the interactions window by using the settings button. Below is a list of available columns you can choose from:

Direction	**Recipients**	**Transfer**	**Timestamp**
Channel	CC Recipients	Transferred to queue	Total contact duration
Site	Attachments	Transferred by agent	Handle time
Entry point	Customer name	Transfer reason	Interaction duration
Skills	Interaction ID	Blind transfer	Hold time
Queued from	Customer ID	Agents assisting wrap up	Wrap up time
Queue	Business ID	Wrap up reason	Wrap up summary
Team	Contact status	Wait time	CSAT
Agent	Consulting agents	Start time	Sentiment
Email subject	Conferencing agents	End time	Sentiment confidence
CAD Variables			