



**INTERACTIVE
INTELLIGENCE**
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Interaction Supervisor iPad Edition

Printable Documentation

Interactive Intelligence Customer Interaction Center® (CIC)

2016 R1

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(See Change Log for summary of changes.)

Abstract

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Interaction Supervisor iPad Edition

Interaction Supervisor iPad Edition provides mobile CIC contact center supervisors with the ability to monitor agents and queue activity. Interaction Supervisor iPad Edition gives you immediate access to operational information and automatic notification when special events occur.

- To use this application, your CIC administrator must have granted access rights permitting you to view queue and agent statistics.

Note: Beginning in CIC 4.0 SU 5, CIC administrator can assign access rights to groups of users. However, iPad Supervisor supports only access rights that are assigned to workgroups. For more information on creating workgroups, see the Interaction Administrator help.

- Mobile supervisors can monitor the performance of workgroups and activity in their associated queues while away from the desktop.
- A supervisor with sufficient access rights can select an agent to see interactions and status.
- For a list of document changes, see the [Change Log](#).

Related Products

Interactive Intelligence Customer Interaction Center® (CIC) is the leading all-in-one contact center platform that delivers application-rich IP PBX, messaging, conferencing, collaboration, and business process automation throughout an enterprise. CIC manages multimedia objects such as telephone calls, faxes, email, web chats, and SMS messages with ease. CIC routes and records multimedia interactions while performing real-time speech analytics and other services that are essential to organizations with rigorous communications requirements.

Interaction Supervisor™ is a performance monitoring system for CIC. Use Interaction Supervisor iPad Edition to monitor contact center or business activity. You can display statistics about people and workgroup queues.

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Start Supervisor and log on

To start Supervisor and log on to the server: ↑

1. Tap the Supervisor icon.



2. Enter your CIC user name and password in the User Settings text boxes.

The default connection is *stationless* with the Station switch inactive.

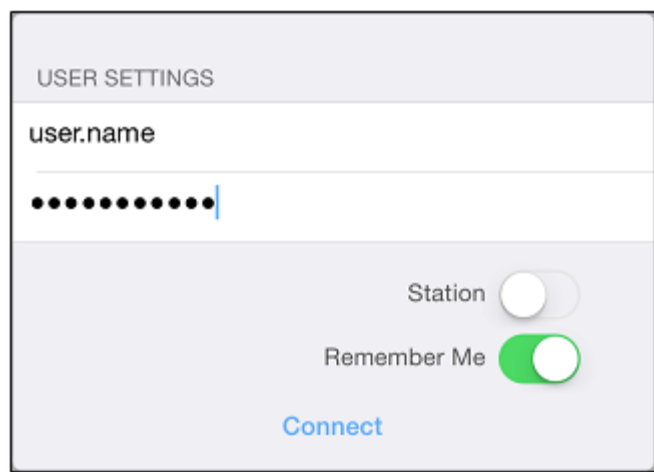
3. To listen to interactions and use other call control functions, activate the Station switch.

The dialog expands to display Station settings.

- a. To choose between Remote Number and Remote Station, tap Station Type to display a popover.
- b. If you want Supervisor to stay connected to the remote number or station, even after the call ends, tap the Persistent switch.
- c. In the text boxes, enter the Remote number or Workstation and Remote number.

For more information, see [Connect to a station](#).

4. If you want Supervisor to remember your logon credentials, activate the Remember Me switch.

**NOTE**

Interaction Supervisor iPad Edition can connect to alternate hosts. If you need to monitor more than one host, see [Use a different host server](#).

5. Tap Connect to log on and monitor workgroup statistics.

Connection error messages

The web server on the IC server requires its own trusted certificate. ↑

If one of the following error messages appears, contact your IC administrator to obtain a certificate.

- The certificate for this server is invalid. You might be connecting to a server that is pretending to be `sessi onManagerName` which could put your confidential information at risk.
- Invalid server certificate error when trying to connect to an https endpoint.

See the *Interaction Supervisor iPad Edition Administrator's Guide* for administrator instructions. This guide is available at the Interactive Intelligence Support website at

https://my.inin.com/support/products/ic40/Documentation/pdfs/Supervisor_iPad_AG.pdf

When your administrator provides a certificate, follow the instructions in [Install a trusted certificate](#).

Use a different host server

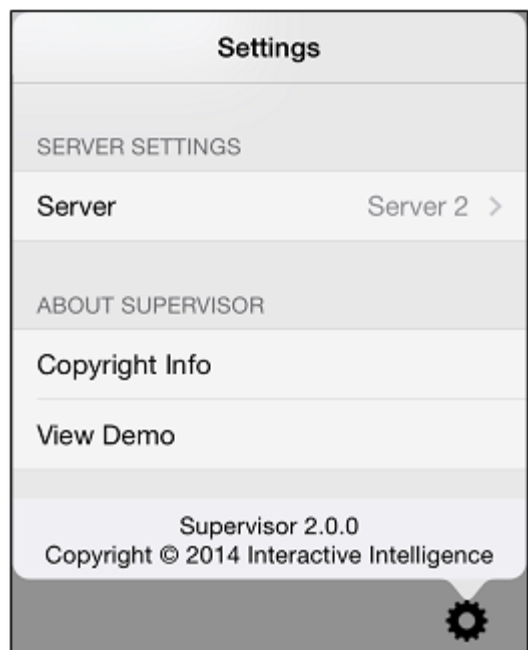
Before logging on, you can configure Interaction Supervisor iPad Edition to display statistics from a different host server. ↑

1. Tap the Gear icon  to open the Settings popover. It displays options for selecting a host server,

viewing help, legal details about the application, and version information.

TIP

A *popover* is a dialog that appears on top of the current view. Popovers can appear when you tap a control or a screen area.



2. Tap Server to display a list of servers.
3. Tap the name of the server for Supervisor to retrieve statistics. If no servers are listed, tap Add **+** to define a new server.
4. Enter the URL and port that correspond to the Session Manager web service of the CIC server and the name of the server as you want it to appear in the Hosts list.
5. Tap Save.
6. To dismiss the Settings popover, tap the Gear icon again or tap away from the popover.

Connect to a station

During the log on process, you can connect to a remote station that supports audio streaming. When connected, you can listen to interactions and use other call control functions. There is no option for streaming audio directly to the iPad. There are two types of station connections:

- Remote number — To connect to a remote number you need to enter the number in the text field. The Persistent switch is optional.
- Remote station — To connect to a remote station you need to enter the name of the workstation and the remote number in the text fields. You must have log on rights for the remote station. The Persistent

switch is optional.

NOTE

If you have any other client connection to the same remote number or remote station, that connection ends when the iPad is connected. If you connect to the remote number or station using any other client during the iPad session, the iPad session is disconnected.

Only one user can have a connection to the same remote number or station at any time. An active iPad session blocks other users from connecting to the remote number or station, and an iPad connection similarly blocks other users from connecting.

When logging on, Supervisor establishes a session then connects to a station if requested. If the station fails to connect for any reason, Supervisor returns to the log on dialog.

During an active session, you can view the current station settings from the Config tab.



NOTE

Station connections are not supported in demo mode. Because the user does not log on to an active server, there are no parameters to add. Other fields, including station settings, indicate **Demo Mode**.

If you attempt to connect to an SU4 server, any station settings are ignored and no effort is made to create a station connection.

Install a trusted certificate

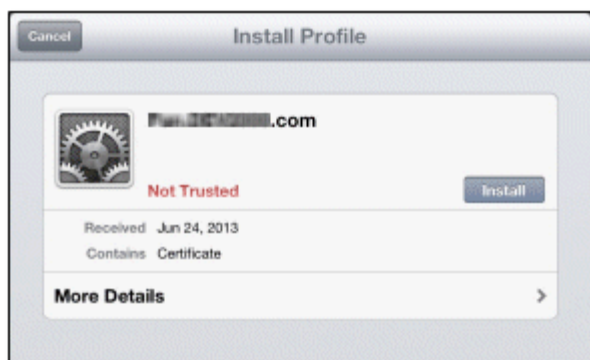
Optional: If the web server requires a trusted certificate, ask your IC Administrator to provide a certificate file to install on the iPad. In most cases, the administrator can email you this file. Opening a certificate installs it locally. Supervisor then uses the certificate to connect securely to IC Web Services on the IC server. ↑

To install the certificate on an iPad:

1. From your iPad, open the email message.
2. Tap the icon for the attached certificate.



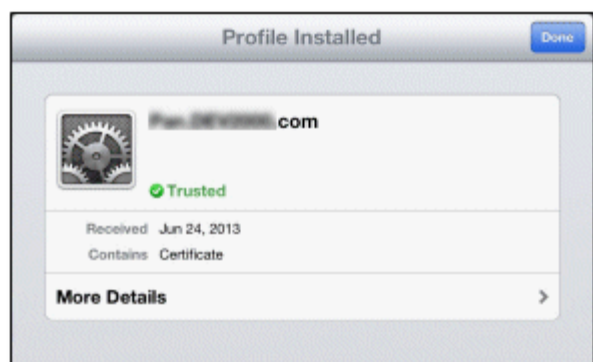
3. In the Install Profile dialog, tap Install.



4. If prompted to verify installation, tap Install.



5. If prompted, enter the numeric code used to unlock your iPad.
6. When the Profile Installed message appears, tap Done.



You can now connect to the server.

Tab bar

Once you have [connected to a host](#), Supervisor displays a tab bar at the bottom of the screen that is available from all views. The icons in the tab bar change to match the current view. [↑](#)

Icon	Feature Description
	Opens the Dashboard to display <i>workgroup graphs</i> and <i>statistics</i> . Statistics and graphs are updated in real-time.
	Opens the Alerts tab to display all <i>active alerts</i> accessible by the logged on user. Alerts are sorted by severity.
	Opens the Locator to <i>find an agent and view their work location</i> on a map or floor plan. Locator displays other details about agents, such as current status and skills.



Opens the [Agents tab](#) to display *agent statistics* for the current period, current shift, previous period, or previous shift.



Opens the [Configuration Settings tab](#) to display *general information* about the app, current connection, help, and tab-specific settings.

To select a feature, tap its icon in the tab bar. You can return to a previously selected feature at any time.

Dashboard



The Dashboard displays a configurable selection of tiles—visual controls that display statistical categories in various ways. For example, the [Interactions tile](#) displays the number of interactions answered or received, along with abandon counts and abandon rate. It can display information numerically or as a graph. Statistics and graphs are updated in real-time. See [Tiles](#) for descriptions of each tile. [↑](#)

- The Dashboard is pre-loaded with tiles. To enter edit mode, tap and hold anywhere on the dashboard.
- To rearrange tiles, tap and hold a tile to begin dragging it where wanted.
- In edit mode, you can remove tiles by tapping the **X** icon in the upper right corner of each tile.
- Tap Done to end edit mode.

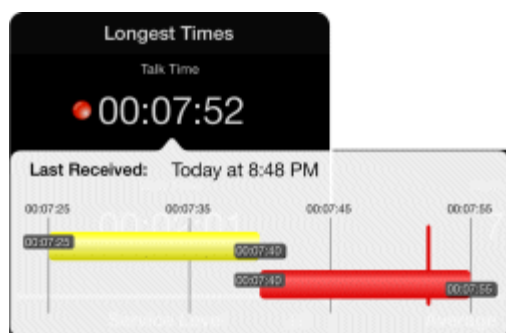
- To add multiple tiles at one time, tap the toolbar Add + icon. You cannot add multiple tiles while in *edit* mode.

Default Workgroup Selection

When you [log on](#) for the first time and open the Dashboard, Supervisor prompts you to select a workgroup, because the Dashboard is based on workgroup statistics. This is the only time the prompt appears and this default workgroup is used again each time you run the app. You can view statistics for any workgroup by tapping the Workgroup icon on the [dashboard navigation bar](#).

Alerts

Tiles display statistics and any alerts set for each statistic. Use alerts to notify a Supervisor user when a statistic enters a user-defined threshold, is within bounds, or is no longer within a range of values. You can configure Alerts to optionally send email notifications or invoke a handler.



Alerts can be based on calls longer than a specific duration, average hold time greater than a specified value, and many other metrics. Alerts can only be created in Interaction Supervisor, a CIC desktop application. You cannot create alerts in Interaction Supervisor iPad Edition.

Tiles show alerts which correspond to their color coded icons. When an alert is present, tap the statistic value for details about the alert.

Related Topics

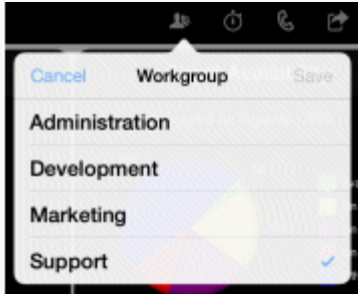
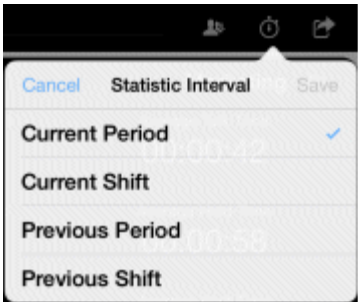
- [Dashboard Navigation Bar](#)
- [Tiles](#)

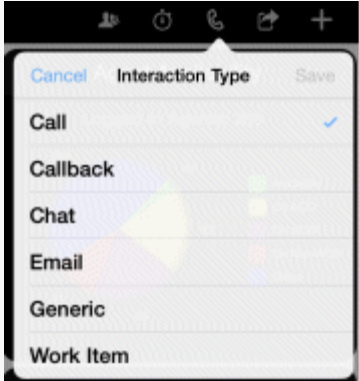
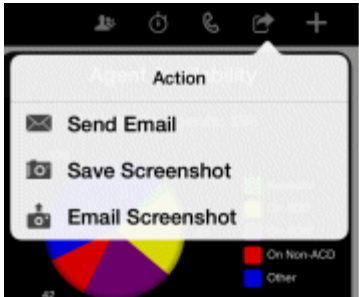
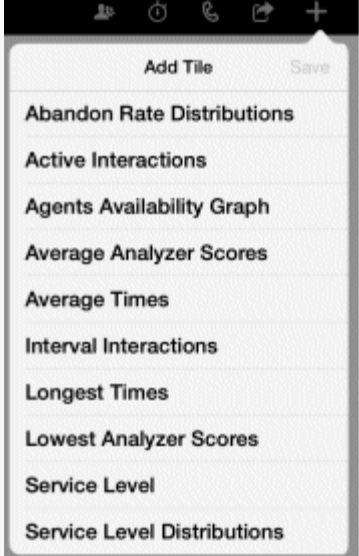
Dashboard Navigation Bar

When the Dashboard is active, a *navigation bar* at the top of the screen displays options that apply to all [Dashboard Tiles](#). ↑



The table explains the purpose of each option on the navigation bar.

Item	Name	Description										
1	Severity of Last Alert	<p>This icon indicates the severity level of alerts triggered on the system, for alerts that the Supervisor has rights to view. Tap this icon to display the Alerts tab.</p> <table border="1"> <thead> <tr> <th>Normal</th> <th>Minor</th> <th>Major</th> <th>Warning</th> <th>Critical</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>The color of the icon matches predefined severity levels. This icon appears in statistic controls when something triggers an alert. By default the icon is not displayed until triggered by an alert.</p>	Normal	Minor	Major	Warning	Critical					
Normal	Minor	Major	Warning	Critical								
2	Title	<p>The name of the currently selected workgroup is prepended to the title of the navigation bar. For example, <i>Support Dashboard</i> indicates that dashboard tiles are displaying statistics for the <i>Support</i> workgroup.</p>										
3	Workgroup	 <p>Displays a popover that lets you change the monitored workgroup. Tap the name of workgroup you want to monitor, then tap Save.</p>										
4	Statistic Interval	 <p>Displays a popover that sets the statistic interval reported. You can display statistics for the Current Period, Current Shift, Previous Period, or Previous Shift. These intervals are defined on the CIC Server.</p> <p>Applies only to Service Level distribution and</p>										

5	Interaction Type		<p>Abandon Rate distribution tiles. Selecting Interaction Type scopes the appropriate tile to display one or more interaction types. The available types include Call, Callback, Chat, Email, Generic, and Work Item. When you change the interaction type, the navigation bar icon changes to indicate the dashboard level selected. For example, if Email was previously active and you select Call, the call icon appears in the dashboard navigation bar instead of the email icon. For more information about identifying tiles, see Dashboard Tiles.</p>
6	Action		<p>Displays a popover of actions that can be performed for this screen. <i>Send Email</i> opens a new email message. <i>Save Screenshot</i> saves an image of the screen to the iPad camera roll. <i>Email Screenshot</i> opens a new email message with an image of the screen in the message body.</p>
7	Add Tile		<p>Displays a popover list of tiles the user can add to the dashboard. Tap to check the names of tiles to add, then tap Save.</p>

Dashboard Tiles

Tiles are visual controls that display statistical categories in various ways. For example, some tiles display

statistics as a graph, as text or numbers, or both. Supervisor updates statistics and graphs in real-time. ↑

The tiles you can display on the dashboard are:

Tile Name	Description
Interactions	Displays the <i>number of interactions</i> answered or received, with abandon counts and abandon rate, as numbers or a graph.
Average Times	Displays the <i>average talk time</i> spent by agents on ACD interactions and the average amount of time that customers waited on hold, as numbers or a graph.
Agent Status	Displays the <i>number of logged on agents</i> with the current status.
Average Analyzer Scores	Displays the <i>result of keyword spotting</i> of the workgroup queue. Statistics display the positive and negative score for all words recognized. Customer counts are provided separately from agent counts. See also Lowest Analyzer Scores tile .
Active Interactions	Displays <i>counts</i> for total interactions answered and interactions waiting to be connected to an agent.
Longest Times	Displays the duration of the <i>longest connected interaction</i> and the duration of the <i>longest currently waiting interaction</i> .
Lowest Analyzer Scores	Displays <i>lowest scores</i> for words recognized by keyword spotting of active interactions in the workgroup queue. Customer counts are provided separately from agent counts. See also Average Analyzer Scores tile .
Service Level	Displays <i>service level target</i> and <i>average wait time</i> for the current period and previous period.
Service Level Distribution	Displays the percentage of interactions that agents <i>picked up</i> within a specified time interval.
Abandon Rate Distribution	Displays the percentage of interactions that agents <i>abandoned</i> within a specified time interval.

See also [Dashboard Navigation Bar](#), which describes options that apply to all tiles.

Interactions tile



Displays the number of interactions that were answered or received with abandon counts and abandon rate, as numbers or a graph. [↑](#)

Received

Total number of interactions that entered the queue.

Answered

Number of interactions answered, calculated as the number of ACD interactions from the specified workgroup that went to a Connected state in the agent's queue.

Abandoned (Count)

Count of interactions that were externally disconnected by the remote party before they could be connected to an agent.

Abandoned (Rate)

Percentage of interactions that were externally disconnected by the remote party before they could be connected to an agent. In graph mode, the chart compares abandon rate percentages by period (previous compared current).

Average Times tile



Displays average talk time spent by agents on ACD interactions and the average amount of time that customers waited on hold, as numbers or a graph. [↑](#)

Average Talk Time

Total amount of time that all agents spent on different ACD interactions, divided by number of ACD interactions handled by all agents.

Average Hold Time

Average amount of time that customers were put on hold by agents.

Agent Status tile



Displays the current status for agents. [↑](#)

Logged on Agents

The number of agents logged on to the specified workgroup. This is also the number of agents who are logged on to the current server. This count does not include agents who are logged on to peer servers for the same workgroup.

Available

The number of agents available to take ACD interactions. An agent is listed as available to take ACD interactions if all of the following apply:

- The agent is not on another interaction.
- The agent has an *available* status.
- The agent is logged on.
- The agent is activated on the specified workgroup. Agent utilization does not apply to this statistic. This statistic assumes that each agent can only take one interaction at a time.

On ACD

Total number of agents on inbound or outbound ACD interactions.

On ACW

Number of agents performing after call wrap-up work to conclude an inbound or outbound ACD interaction.

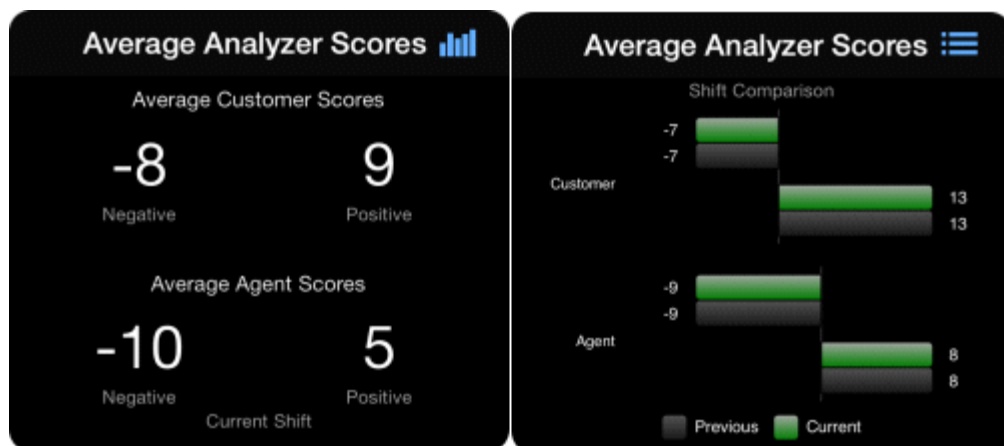
On Non-ACD

Number of agents on non-ACD interactions.

Other

The number of agents logged on minus the number of agents who are Available, on ACD, on ACW, and on non-ACD interactions.

Average Analyzer Scores tile



Displays the result of keyword spotting the workgroup queue. Statistics display the positive and negative

score for all words recognized. Customer counts are provided separately from agent counts, as numbers or a graph. See also [Lowest Analyzer Scores tile](#). ↑

Average Agent Negative Score

Sum of agent negative score divided by the total number of calls in the current/previous period or shift.

Average Agent Positive Score

Sum of agent positive score divided by the total number of calls in the current/previous period or shift.

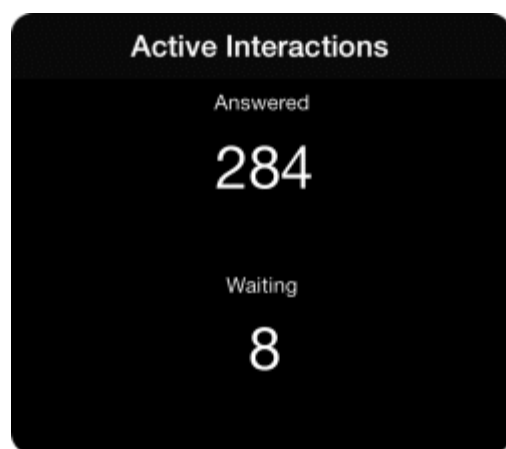
Average Customer Negative Score

Sum of customer negative score divided by the total number of calls in the current/previous period or shift.

Average Customer Positive Score

Sum of customer positive score divided by the total number of calls in the current/previous period or shift.

Active Interactions tile



Displays counts for total interactions answered and interactions waiting to be connected to an agent. ↑

Answered

Total number of interactions answered, which went from *ACD - Wait Agent* to *ACD – Assigned*.

Waiting

Total number of interactions waiting to be connected to an agent. These interactions are currently in the *ACD - Wait Agent* state.

Longest Times tile



Displays the duration of the longest connected interaction and the duration of the longest currently waiting interaction. ↑

Talk Time

Duration of the longest *currently connected* interaction.

Wait Time

Duration of the longest *currently waiting* interaction. This interaction has been in the *ACD - Wait Agent* state the longest. Its duration is the amount of time that the interaction waited to be picked up by an available agent, based on time in queue only. Supervisor workflow statistics always pertain to time in a workgroup or user interaction. Overall time in the system — such as time in IVR — is not counted.

Lowest Analyzer Scores tile



Displays the lowest scores for words recognized by keyword spotting of active interactions in the workgroup queue. Customer counts are provided separately from agent counts. See also [Average](#)

[Analyzer Scores tile](#). ↑

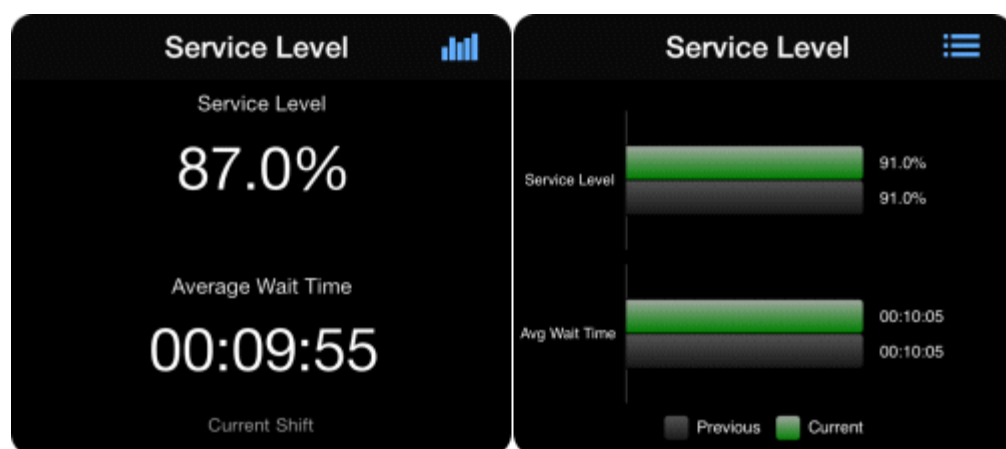
Lowest Agent Score

Lowest agent negative score for active calls.

Lowest Customer Score

Lowest customer negative score for active calls.

Service Level tile



Displays service level target percentage and average wait time for the current period and previous period, as numbers or a graph. The graph shows percentages for the current period compared to the previous period. ↑

Average Wait Time

The total time that different ACD interactions waited in the Workgroup Queue before they were ACD assigned, divided by number of ACD interactions for the period reported. Separate totals are provided for the current period compared to the previous period.

Service Level Distribution and Abandon Rate Distribution

Service level distributions allow the Supervisor to see the percentage of interactions that agents picked up or abandoned within a specified time interval, for a specified *interaction type* such as: Call, Callback, Chat, Email, Generic, or Work Item. ↑

Two distributions are available:

- [Service Level Distribution tile](#) displays the percentage of interactions that agents picked up within

specific time intervals.

- [Abandon Rate Distribution tile](#) displays the percentage of interactions abandoned by the caller within configured intervals in cumulative or partial sums.

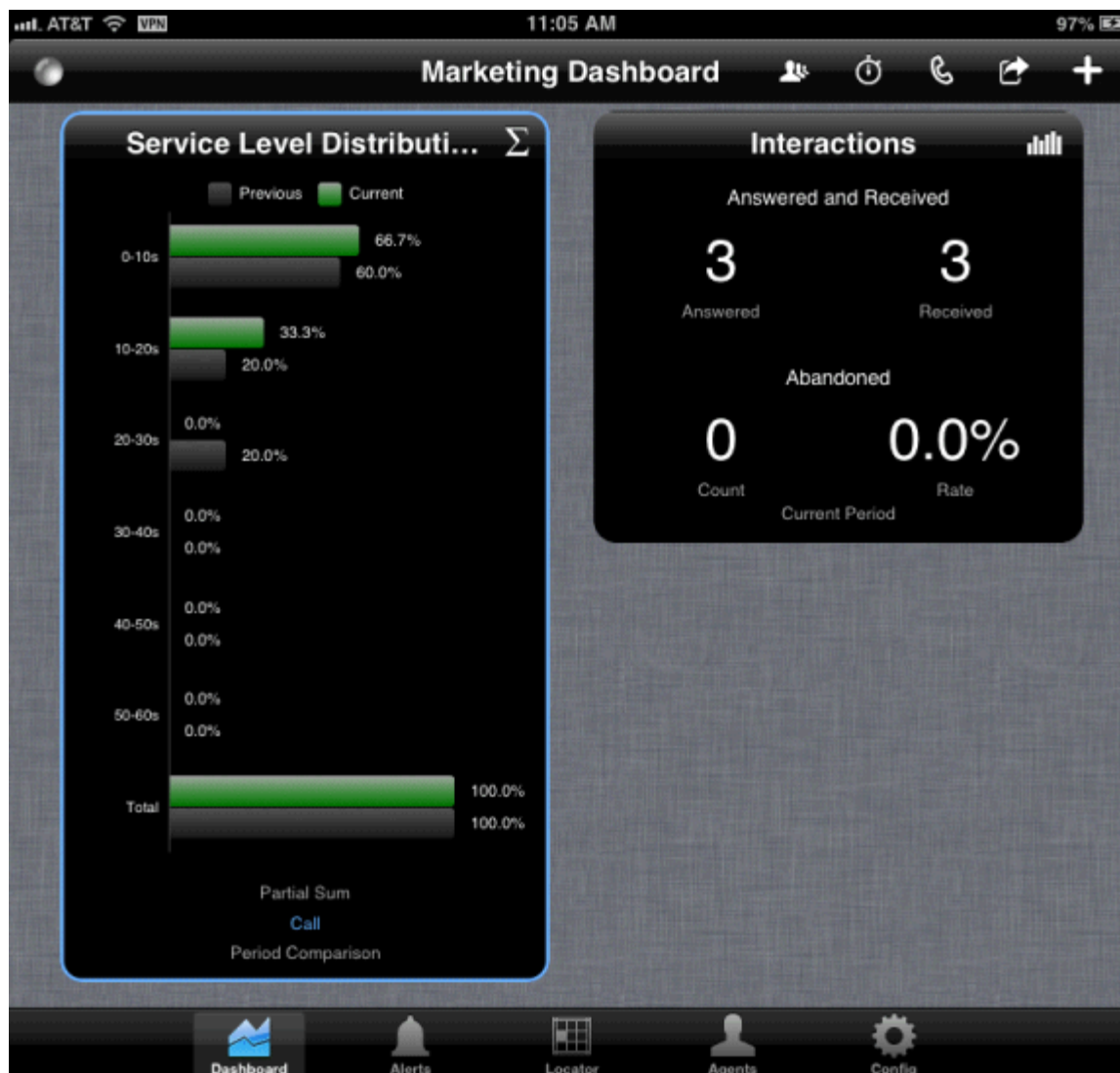
Both tiles let you select [cumulative or partial sum histograms](#).

How to identify tiles affected by dashboard navigation bar selections

Options on the dashboard navigation bar allow you to change Workgroup, Statistic Interval, or the Interaction Type. For example, you can set Interaction type by clicking the Interaction Type icon.

To help you remember which tile is impacted by an interaction type change, the tile is temporarily highlighted with a blue border. ↑

Changing the interaction type affects both the Service Level Distribution and Abandon Rate Distribution tiles on the dashboard.



A blue border also appears when workgroup or statistic intervals change. For example, if you change the

statistic interval, then all the tiles based on a statistic interval temporarily have a blue border.

The Statistic Interval label on those tiles is also temporarily highlighted in blue, to remind you of what changed.

Service Level Distribution tile

The Service Level Distribution tile displays the percentage of interactions that agents picked up within specific time intervals. [↑](#)

The time intervals, called *distributions*, are configured in Interaction Administrator on the Workgroup Queue Service Level Configuration dialog. A typical distribution interval might be 0-10 seconds. The distribution is graphed to compare the previous period to the current period.

Distributions are scoped to a workgroup queue, queue interval, and interaction type. For instance, you may want to see calls picked up in the Marketing queue within 5 seconds, but you only want to see Marketing emails picked up within 5 minutes.

On average, six to eight distributions are defined in Interaction Administrator. Customers can define any number of distributions. For this reason, distributions are represented by a tall graphical tile.

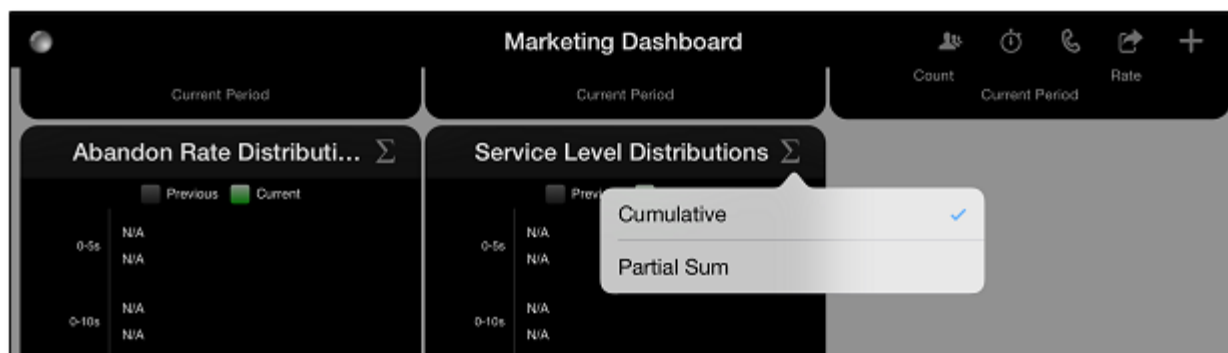
The dashboard wraps smaller tiles around tall tiles to maximize space. If you move a tile, the dashboard wraps other tiles around it to use screen space as efficiently as possible. The tile scrolls as needed to display a potentially large number of distributions. When scrolling applies, the scroll indicator flashes.

Abandon Rate Distribution

The Abandon Rate Distribution displays the percentage of interactions abandoned by the caller within configured intervals in cumulative or partial sums. See [Cumulative or Partial Sum histograms](#). [↑](#)

Cumulative or Partial Sum histograms

When tiles are displayed for [Service Level](#) or [Abandon Rate](#) distributions, users can select Cumulative or Partial Sum histograms: [↑](#)



Cumulative distribution includes historical counts for the current period, current shift, and so on.

Partial sum distribution includes only the most recent values.

Cumulative summarizes interactions abandoned or serviced in particular intervals. For example:

0-10 seconds	Interactions abandoned/serviced in the first 10 seconds.
0-20 seconds	Interactions abandoned/serviced in the first 20 seconds.
0-30 seconds	Interactions abandoned/serviced in the first 30 seconds.
0-40 seconds	Interactions abandoned/serviced in the first 40 seconds.

Partial Sum alters the reporting interval to summarize interactions in the first n seconds:

0-10 seconds	Interactions abandoned/serviced in the first 10 seconds.
10-20 seconds	Interactions abandoned/serviced between 10 and 20 seconds.
20-30 seconds	Interactions abandoned/serviced between 20 and 30 seconds.
30-40 seconds	Interactions abandoned/serviced between 30 and 40 seconds.

If you change the Cumulative/Partial Sum option, the app highlights the label that changed.

Alerts tab

The Alerts tab displays all alerts available based on your current logon credentials. Alerts are real-time

notifications generated when a statistic enters a user-defined threshold, is within bounds, or is no longer within a range of values. For example, you can create alerts for call interactions longer than a specific duration, average hold time greater than a specified value, and other metrics. [↑](#)

Alerts are sorted by severity, from most to least severe. Each row represents an alert configured in Interaction Supervisor. You cannot configure alerts in Interaction Supervisor iPad Edition. For information about setting alerts, open the IC Business Manager application on a desktop computer, select Interaction Supervisor Help from the Help menu, and navigate to the Manage Alerts topic.

Each row represents one active alert, with indicators that identify statistic parameter values.

Name of statistic alert is based on.

Longest Talk Time
Support; Current Period
Today at 8:56 PM

00:07:43

Time of Alert

Name of Workgroup and Period Interval

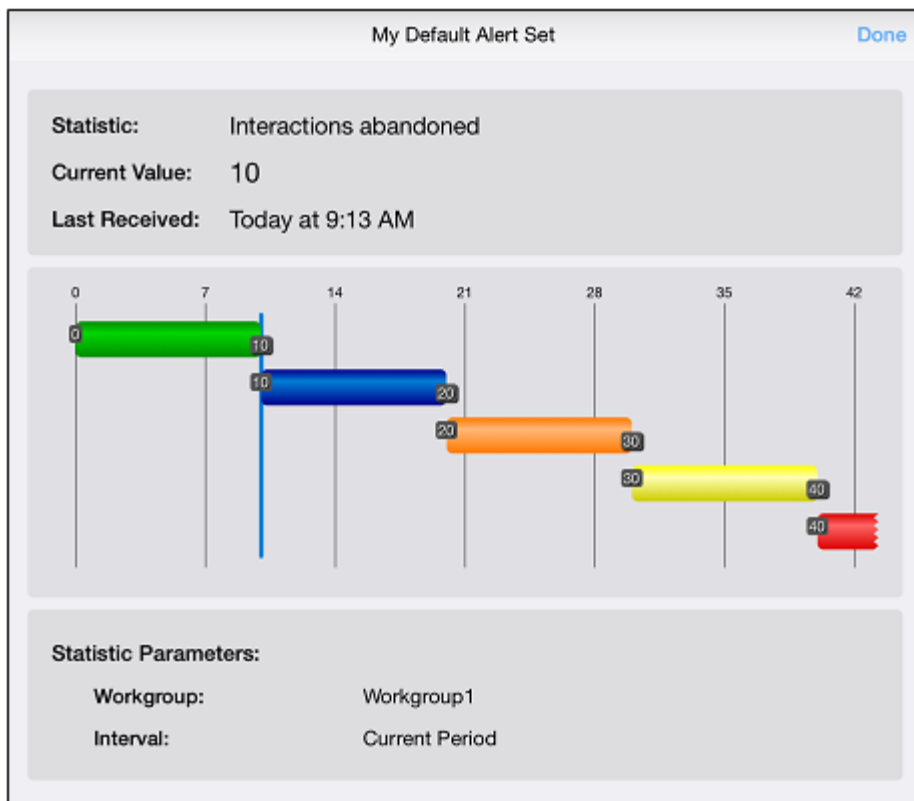
Value of Statistic

Normal	Minor	Major	Warning	Critical
●	●	●	●	●

The severity of each alert is indicated by a color coded icon.

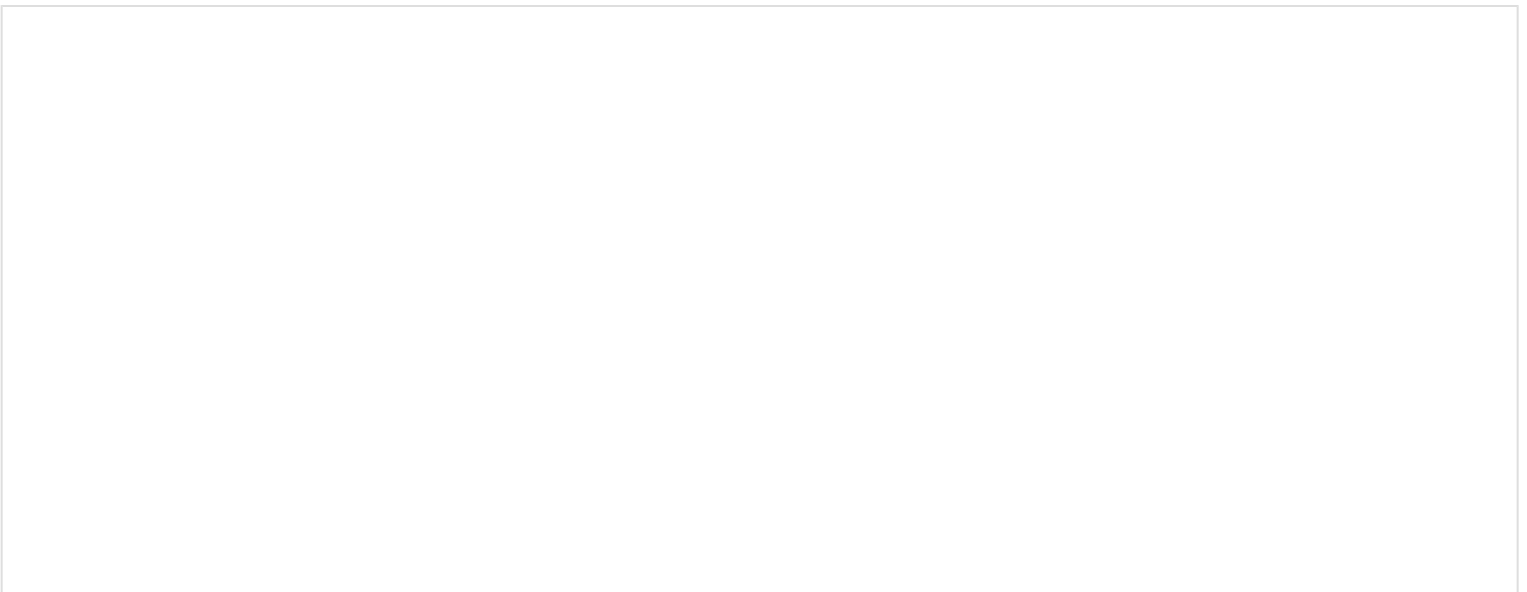
Alert Details modal

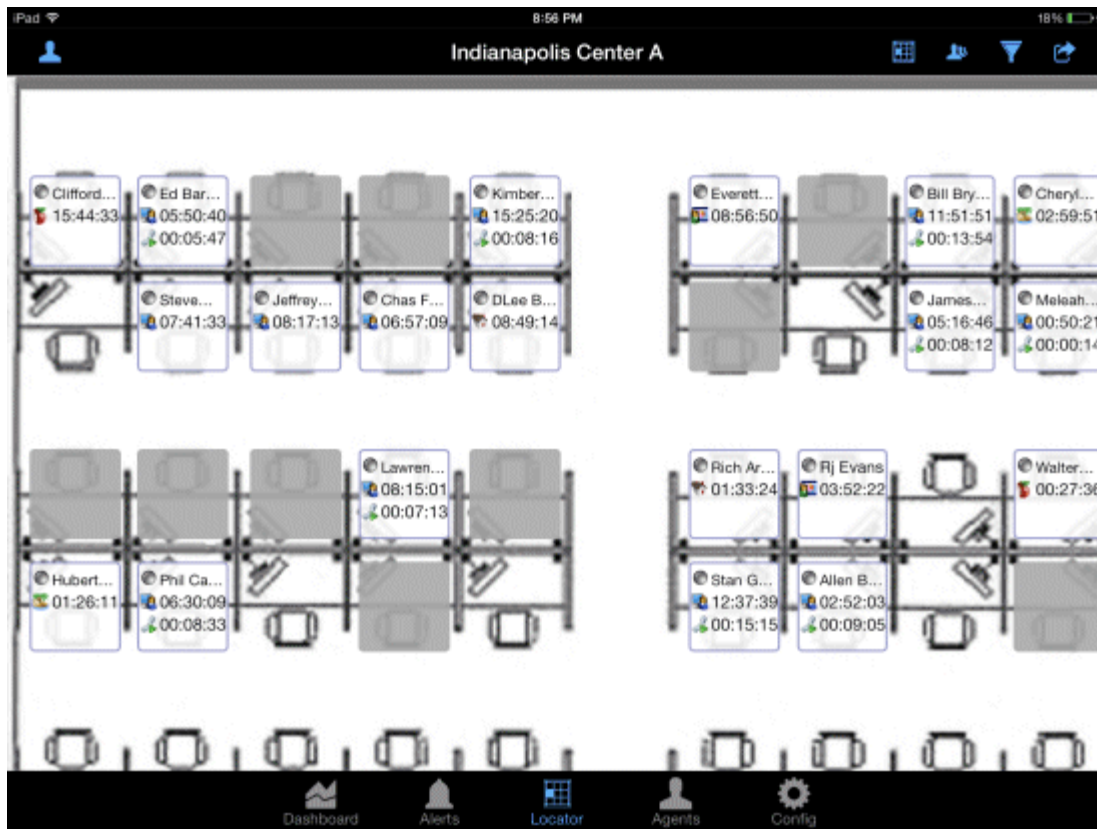
Tap an alert to display details such as: parameters, current value, alert set, alert conditions, and so on. Tap Done to return to the previous view. [↑](#)



Each colored bar corresponds to an alert condition set in Interaction Supervisor. Each alert condition specifies how the alert is triggered such as between two values, exceeds a value, and so on. Vertical lines indicate the statistic's current value within the graph. For more information, see [Manage Alerts in Interaction Supervisor Help for IC Business Manager](#).

Locator tab





The Locator displays a layout (floor plan) that shows where agents are working at any given time. Layouts are defined in Interaction Administrator by your IC Administrator. Use Locator to find an agent, their work location, current status, and skills. [↑](#)

Gestures

- Pinch open to zoom in. Pinch close to zoom out.
- To pan a layout, zoom in. Then swipe with one finger to view a different part of the floor plan.

Information available in the Locator Map



Each agent location is shown by icons over the work area. When you zoom out, a generic icon appears for each logged on agent.

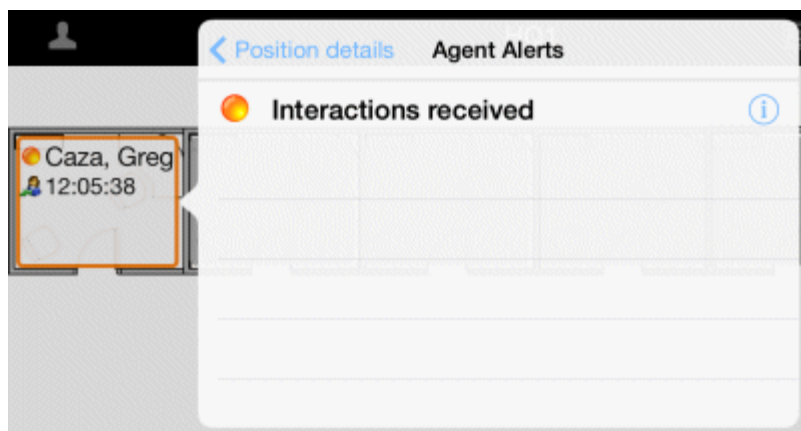
When you zoom in, each agent's name and time in status appear, with an icon indicating their current status. You can also display more [details about the agent](#) such as the agent's photo, or details about the agent's [position](#). [↑](#)




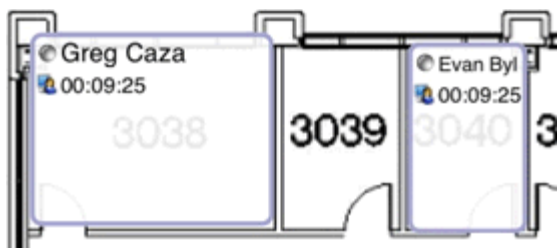
You must have sufficient rights to view both Layouts and Positions, granted by the CIC administrator in Interaction Administrator (IA).

Alert icons appear in the Locator for each occupied position with an active session. The [color of the alert](#) represents the highest level alert for the agent. If there is an alert of any severity, the border of the position matches the color of the alert. Tap the alert icon to open a popover showing a snapshot of the agent's

alerts with the highest severity:



To display [Alert Details](#), tap the Info icon  nearest the alert. If there are no alerts, the icon is disabled. For example, this Locator shows two agents with no current alerts:



Multiple station logons are not supported

If the IC server is set up to allow multiple station logons, it is possible for multiple users to have active sessions on the same station. Multiple sessions at one position are supported by a server parameter called *AllowMultipleStationLogins*, which currently defaults to **true**. [↑](#)

Interaction Supervisor iPad Edition does not currently support display of multiple sessions at the same station/position. If there is more than one active session, the latest one is shown. If that session ends, the next latest is shown, and so on.

Related Topics

- [Navigation Bar](#)
- [Position Details](#)
- [Agent Details](#)

Locator Navigation Bar

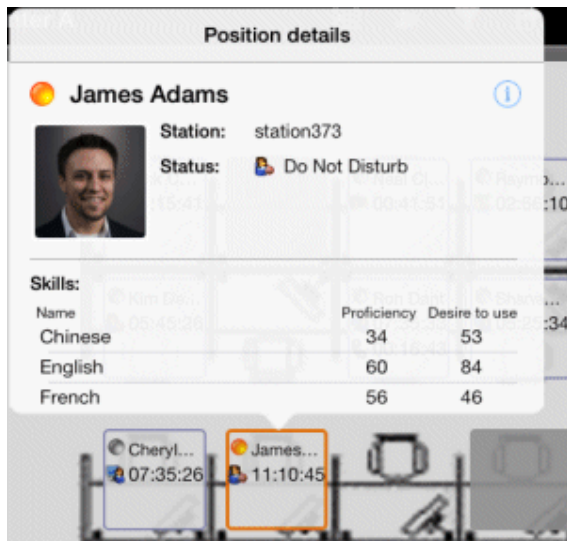
The table describes each option on the navigation bar at the top of the locator screen. [↑](#)

Icon	Purpose	Popover	Description
	Find an Agent on the current layout		<p>To open this popover, swipe right or tap the navigation bar icon. Swipe left to close the list. To locate an agent, tap the name of a person. The agent's position is highlighted if the agent is logged on at a station on the current layout. If needed, the image pans to make the position visible.</p>
	Select Layout		<p>Displays a popover list of layouts to choose from. Layouts are defined on the CIC server by your administrator. Your ACL rights determine which layouts are listed.</p>
	Select Workgroup		<p>Tap to filter positions by workgroup. A position is shown if the user logged on to a station is also a member of the selected workgroups.</p>
	Filter layout positions by status		<p>You can filter positions by user status. A position is shown only for agents whose status matches your selection and whose position matches the current layout.</p>
	Perform an Action		<p>Displays a popover of actions that can be performed for this screen. Send Email opens a new email message. Save Screenshot saves an image of the screen to iPad's camera roll. Email Screenshot opens a new</p>

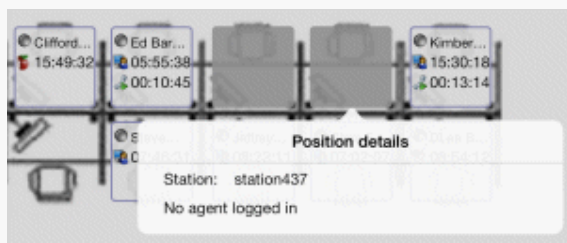
email message with an image of the screen in the message body.

Position Details popover

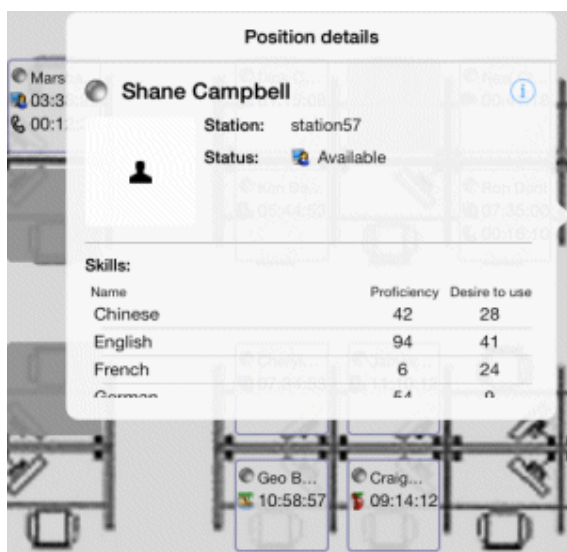
To display details about a locator position, including a photo of the agent, tap the agent's position in the Locator. This opens the Position Details popover. ↑



If there is an active session, Interaction Supervisor displays the agent's photo from the CIC server. Each agent's highest-level alert is shown next to their name in the popover. The [color of the alert icon](#) represents the severity of the highest severity alert. Tap Info ⓘ to display more details about the agent. See [Agent Details modal](#).



No photo appears if there is no active session.



A placeholder image appears if agent photos are not defined on the IC server, or the photo for the agent cannot be found.

Related Topics

- [Display Agent Details from Position Details](#)
- [Display Agent Queue Activations from Position Details](#)
- [How images are configured for the Locator](#)

Display Agent Details from Position Details

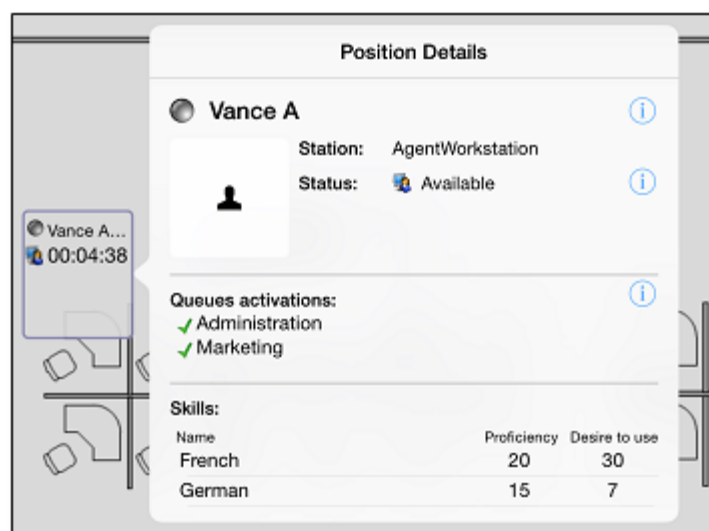
Agent Details displays the agent's skills. ↑

1. From Locator, tap the agent's position to open the Position Details popover.
2. Tap Info ⓘ to open the [Agent Details](#) modal.

Display Agent Queue activations from Position Details

Agent Queue activations is a table of workgroup queues in which the agent is activated. Queues in which the agent is deactivated do not appear in this table.

Current queue activations are shown in position details.



This table is only displayed to supervisors with the *activated* directory status column access right, or the access right to *activate self/other agents* for at least one workgroup. Individual queues only appear in the table if the supervisor has the view right for that workgroup.

Configure agent photos for Agent and Locator tabs

Supervisor, if configured to do so, displays agent photos in the Agent tab and Locator tab.

To view agent photos, the CIC server must be configured by a system administrator to store the location where agent photos are hosted on a web server. [↑](#)

To support the agent photo viewing, the CIC administrator adds a CIC server parameter in Interaction Administrator (IA). The parameter specifies a URI with a string replacement for the user ID of the current agent which points to the agent's photo.

Location of Agent Photos

Server Parameter	Example
INTERNAL_USER_PIC_URL	http://intranet.foo-corp.com/users/{0}.png


IMPORTANT

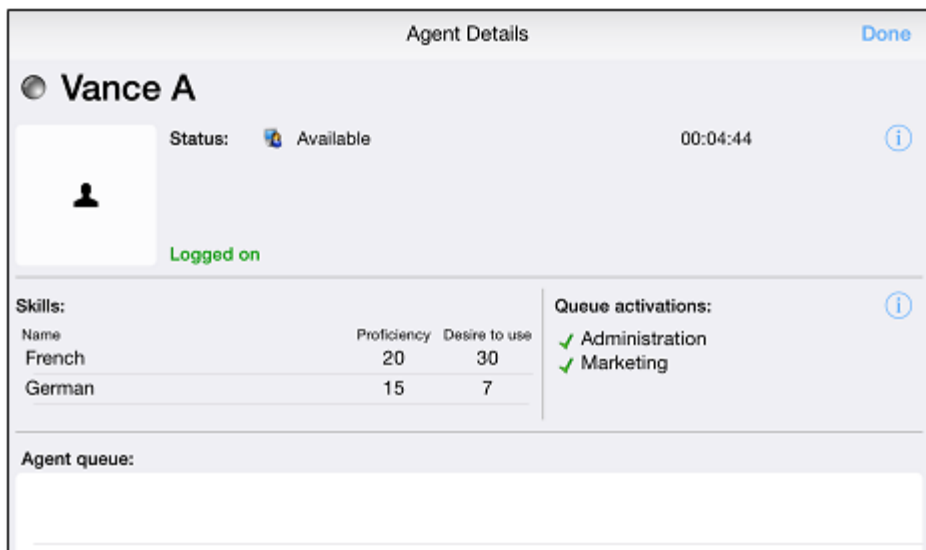
Specifying {0} in the URI string causes the currently selected user's ID to be substituted into the URL string. Once the placeholder is processed, the resulting value is fully qualified URI pointing to the agent's photo.

Image Sizing Guidelines: Photos are limited to 128 x 128 pixels. Larger photos are scaled down to 128 x 128 pixels.

No security rights are associated with this feature. The feature is enabled for all users by specifying a valid server parameter. Since the parameters point to image locations, the administrator is responsible for hosting images at each specified URI.

Agent Details modal

Agent Details is a modal popover that displays more information about the agent such as skills and queue activity. To view Agent Details, tap Info  next to the agent's name. [↑](#)



Open this modal from the Locator tab or Agent Statistics tab. See [Display Agent Details from the Position Details popover](#) and [Display Agent Details from the Agents tab](#).

NOTE

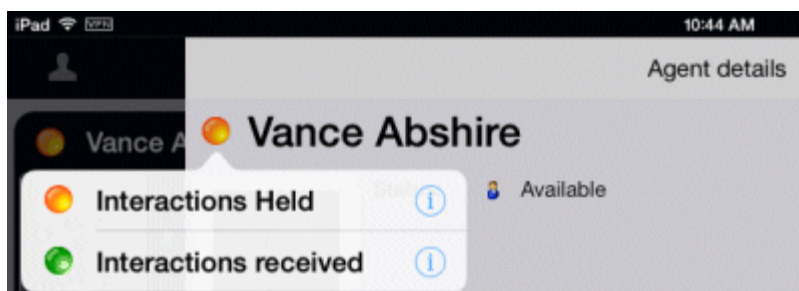
If the Supervisor does not have view rights for the agent's queue, the Agent Details modal opens but does not display the agent's skills.

Element Description

Done Tap close the Agent Details modal.

The color of this icon shows the agent's alert status, and the severity (by color) of the most severe active alert. Tap the alert icon to display a popover of the agent's alert details in order of severity.

Alert icon



Tap Info ⓘ to display [alert details](#) such as: parameters, current value, alert set, alert conditions, and so on.

Name The agent's name from CIC.

Photo The agent's photo, if available from CIC.

Agent Status	The agent's current status.
Time	The agent's elapsed time at this status setting.
Logged On / Out	Text indicating whether the agent is logged on to CIC.
Skills	List of agent skills. Each skill includes the agent's proficiency and desire to use the skill, both on a scale of 0 to 100.
Queue activations	Lists the workgroup queues for which the agent is activated.

Agent queue

All interaction types appear in the agent queue, but the Supervisor can only take call control actions on call interactions. Each row displays attributes for all interaction types such as *remoteld*, *remoteName*, *duration*, and *call state*. The Agent queue also displays the equivalent of the Details column from the CIC desktop client — which shows the last chat text, the description of a callback, or the subject of an email.

Agent Details Done

Vance A

Status: Available 00:20:08

00:01:38

Logged on

Skills:			Queue activations:
Name	Proficiency	Desire to use	
French	20	30	
German	15	7	

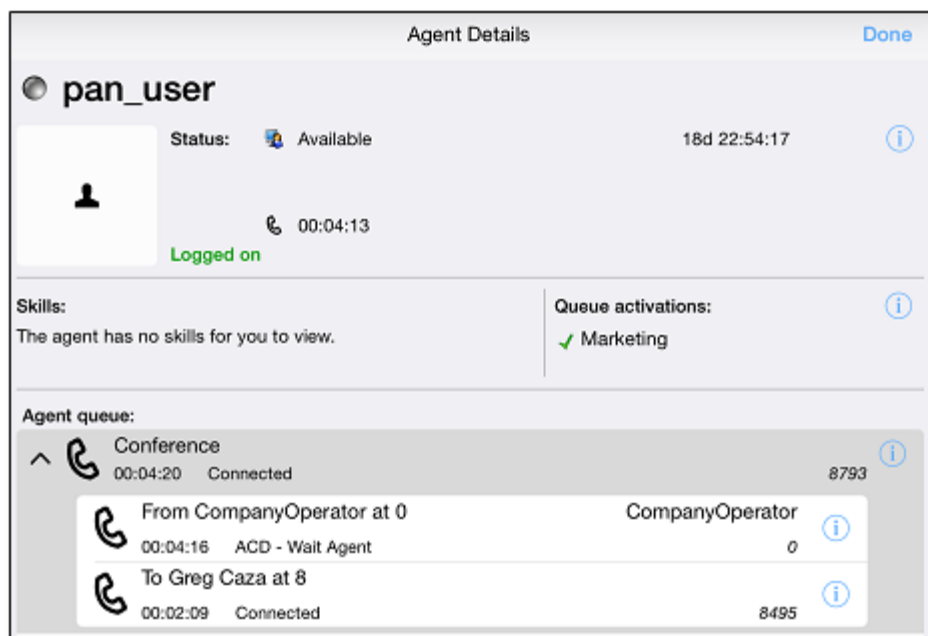
Agent queue:

To Mark D (Mark)

00:01:46 Connected Vance A: Thank you for cho...

Conferences

The Agent queue shows Conference activity for all interaction types. Tap the arrow at the beginning of the row to display and hide Conference details.



Agent Details Done

pan_user

Status: Available 18d 22:54:17 i

00:04:13
Logged on

Skills:
The agent has no skills for you to view.

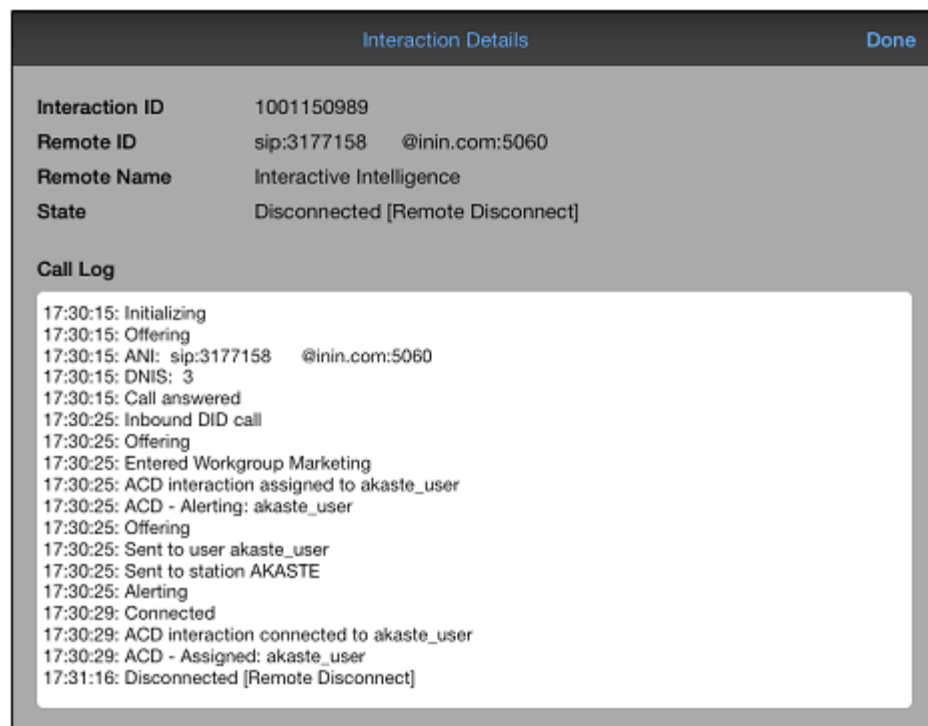
Queue activations: i
✓ Marketing

Agent queue:

- Conference 00:04:20 Connected 8793 i
- From CompanyOperator at 0 00:04:16 ACD - Wait Agent 0 i
- To Greg Caza at 8 00:02:09 Connected 8495 i

Interaction Details

Tap Info i in any row to view more details about the interaction, such as the call log.



Interaction Details Done

Interaction ID 1001150989

Remote ID sip:3177158 @inin.com:5060

Remote Name Interactive Intelligence

State Disconnected [Remote Disconnect]

Call Log

```

17:30:15: Initializing
17:30:15: Offering
17:30:15: ANI: sip:3177158 @inin.com:5060
17:30:15: DNIS: 3
17:30:15: Call answered
17:30:25: Inbound DID call
17:30:25: Offering
17:30:25: Entered Workgroup Marketing
17:30:25: ACD interaction assigned to akaste_user
17:30:25: ACD - Alerting: akaste_user
17:30:25: Offering
17:30:25: Sent to user akaste_user
17:30:25: Sent to station AKASTE
17:30:25: Alerting
17:30:29: Connected
17:30:29: ACD interaction connected to akaste_user
17:30:29: ACD - Assigned: akaste_user
17:31:16: Disconnected [Remote Disconnect]

```

Call Control

The call control toolbar appears at the bottom of the Agent details modal.



Use the toolbar to run commands on the currently selected *call* interaction in the queues table. The toolbar commands are disabled unless you select a *call* type interaction. The toolbar only displays commands for which you have security rights. Supervisor monitors the interaction to enable and disable commands when the state of the interaction changes.

Available call control actions include *listen*, *coach*, *join*, and *connect*.

Listen

Tap Listen to start or stop listening to a call interaction.



To listen to a call, you must meet the following conditions:

- Select a call interaction with the *listen* capability. The *listen* capability is not available if you do not have appropriate rights to the queue.
- You must have an active station connection.

While listening to a call, the live audio for the call is sent to the station specified in the iPad session's current station connection. The Listen button remains highlighted as long as you are listening to the call.

Tap the Listen button again to stop listening.

Listening also ends if the call is disconnected at the destination station, or if the interaction is disconnected.

The Listen button is only displayed if you have the *show listen* security right.

Coach

Tap Coach to start or stop coaching a call interaction.



To coach a call, you must meet the following conditions:

- Select a call interaction with the *coach* capability. The *coach* capability is not available if you do not have appropriate rights to the queue.
- You must have an active station connection.

Tap Coach to begin coaching a call. Once coaching is initiated, your session station is connected to *listen* and *feed audio* with the agent. The Coach and Listen buttons remain highlighted as long as you are coaching the call.

Tap Coach again to stop coaching. Coaching also ends if it is disconnected at the destination station, or if the interaction is disconnected.

The Coach button is only displayed if you have the *show coach* security right.

Join

Tap Join to create and join a conference with an agent's existing call interaction.

To join a conference, you must meet the following conditions:

- You must select a call interaction that has the *join* capability. The *join* capability is not available if you do not have appropriate rights to the queue.
- You must have an active station connection.

Once you have created and joined a conference interaction, the live audio streams to the station specified in the iPad session's current station connection.

You cannot end the conference using Supervisor.

The Join button is only displayed if you have the *show join* security right.

Connect

Tap **Connect** to connect to or pickup an agent's call interaction, transferring the call to yourself.

To connect, you must meet the following conditions:

- You must select a call interaction that has the *pickup* capability. The *pickup* capability is not available if you do not have appropriate rights to the queue.
- You must have an active station connection.

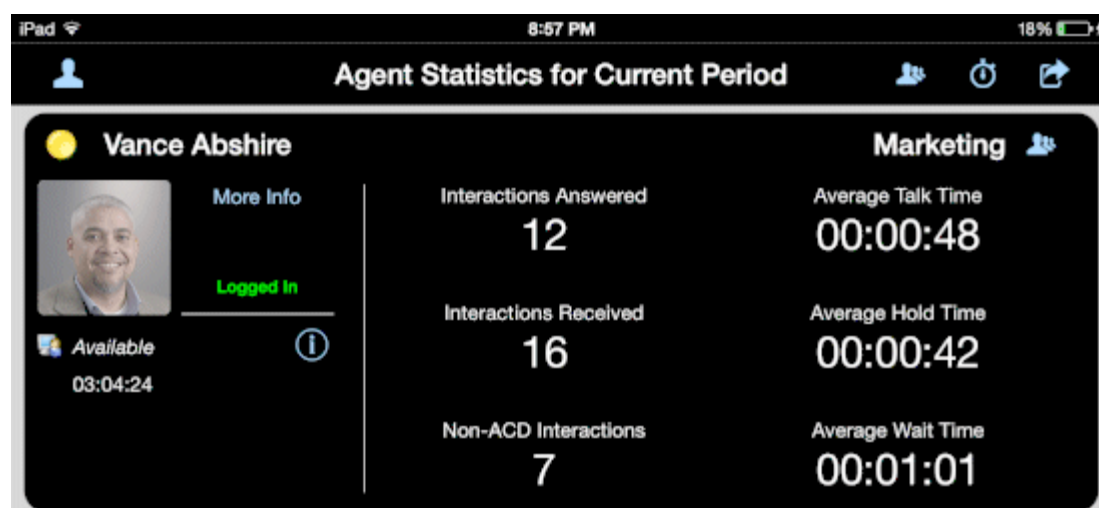
When you tap **Connect**, Supervisor sends the interaction to the station connection currently active on your iPad.

You cannot end the call interaction using Supervisor.

The **Connect** button is only displayed if you have the *show pickup* security right.

Agents tab

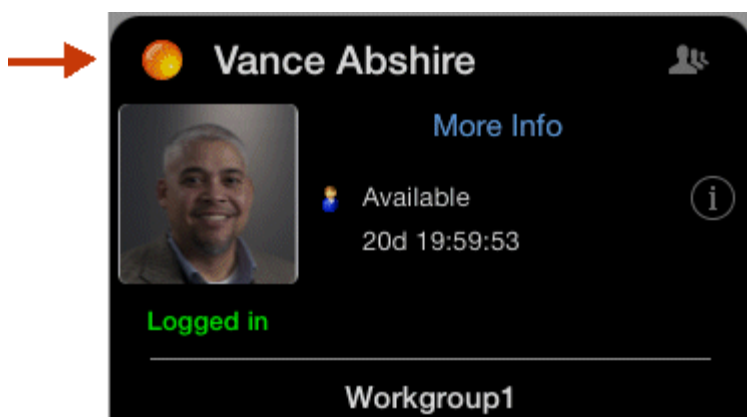
The Agents tab displays agent statistics for the current period, current shift, previous period, or previous shift. You can also view status and alerts for each agent. Statistics are updated in real-time. [↑](#)



Each tile is associated with one agent and one workgroup. While the agent always stays the same, the workgroup is configurable for each tile and across the entire dashboard. To specify a specific agent tile's workgroup, use the workgroup option button on the [navigation bar](#).

Alert indicator

Each agent's highest-level alert is shown. The color of the alert icon indicates the highest severity of all alerts triggered for the agent, for alerts that the Supervisor user has rights to view. Gray indicates no active alerts.

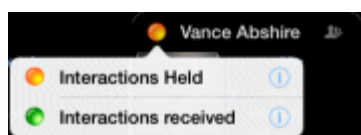


Colors representing the severity of alerts

The color of the alert icon near each agent's name indicates whether any alerts are active for this agent's statistics. If this icon is gray, there are no active alerts. Otherwise, icon color indicates the highest severity of all alerts triggered for the agent, for alerts that the Supervisor user has rights to view. The severity levels are:

Normal	Minor	Major	Warning	Critical

If you tap the icon near agent name, a popover of active alerts is displayed, allowing selection of an alert to view its details.



If no alerts are active, the popover displays *No Active Alerts*. For active alerts, more details can be displayed, including alert parameters, current value, alert set, alert conditions, and so on. To view an alert's details, tap

Each colored bar corresponds to an alert condition set in Interaction Supervisor. Each alert condition specifies how the alert is triggered (between two values, exceeds a value, and so on). When you finish examining these details, tap Done to return to the view. For an example alert, see [Alert Details modal](#).

TIP

For more information, see *Manage Alerts* in *Interaction Supervisor Help* for IC Business Manager.

Agent Name and Photo

The name of the agent, and a photograph (if available) are displayed.

Workgroup

The name of the workgroup for which statistics are being displayed.

Agent Status

Indicates the agent's current status. Examples include *Available*, *At Lunch*, and *Away from Desk*.

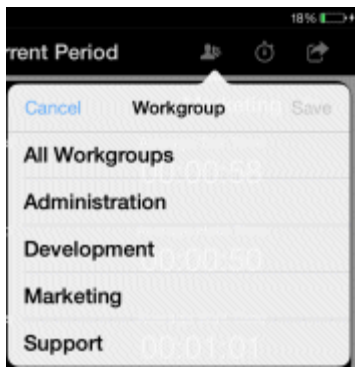
Agent Statistics

The statistics displayed for each agent are:

Interactions Answered	Number of interactions answered, calculated as the number of ACD interactions from the specified workgroup that went to a Connected state in the agent's queue.
Interactions Received	Total number of interactions that entered the queue.
Non-ACD interactions	Number of interactions answered by an agent that were not routed to the agent by ACD. These are interoffice interactions, transfers, and other person-to-person interactions.
Average talk time	Average time the agent has spent on interactions for the specified workgroup. In technical terms, this is the average time all interactions on the agents queue for the specified workgroup have been in the ACD - Assigned state.
Average hold time	Average hold time in queue for all interactions for the period specified in the agents queue for the specified workgroups.
Average wait time	Average wait time in queue of all interactions. In other words, the average time an interaction from the specified workgroup has alerted the agent in the current period. This is the average time all interactions have been in the ACD - Alerting state on the agents queue for the specified workgroup.


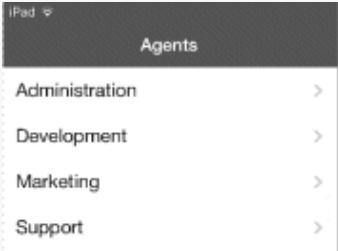

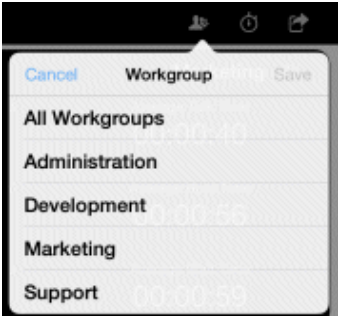
Select Workgroup

Sets the scope of this tile to the selected workgroup.



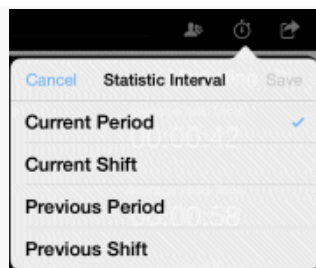
Agents Tab Navigation Bar

The table explains the purpose of each option on the navigation bar. [↑](#)

Icon	Purpose	Image	Description
	Add Agents		Use Add Agents to include more agents in the view, regardless of workgroup. Tap this button to display a popover list of workgroups. Then select a workgroup. A second popover appears, listing names of agents who belong to the selected workgroup. Tap to place a check mark next to agents you want to add. Tap Save.
	Select Workgroup		This option is similar to the <i>Select Workgroup</i> button described previously. Filters statistics observed for agents. The workgroup selection does not filter tiles based on logged on status or workgroup. The agents tab workgroup toolbar item sets the workgroup displayed by all currently visible agent tiles. For example, if a supervisor is monitoring 4 agents who belong to 3 workgroups, and wants to see statistics about all 4 people for one given workgroup. Instead of changing each agent's workgroup, the supervisor can select that workgroup using this navigation bar option. If an agent is not in the workgroup specified at the dashboard level, Supervisor displays an appropriate message.



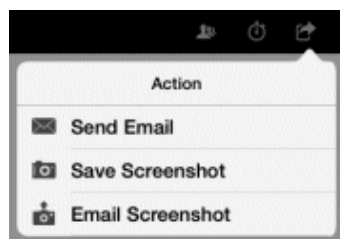
Select Period



Displays a popover of period intervals to choose from. Intervals are defined on the CIC server by your administrator.



Perform an Action



Displays a popover of actions that can be performed for this screen:

- * Send Email opens a new email message.
- * Save Screenshot saves an image of the screen to iPad's camera roll.
- * Email Screenshot opens a new email message with an image of the screen in the message body.

Related Topics

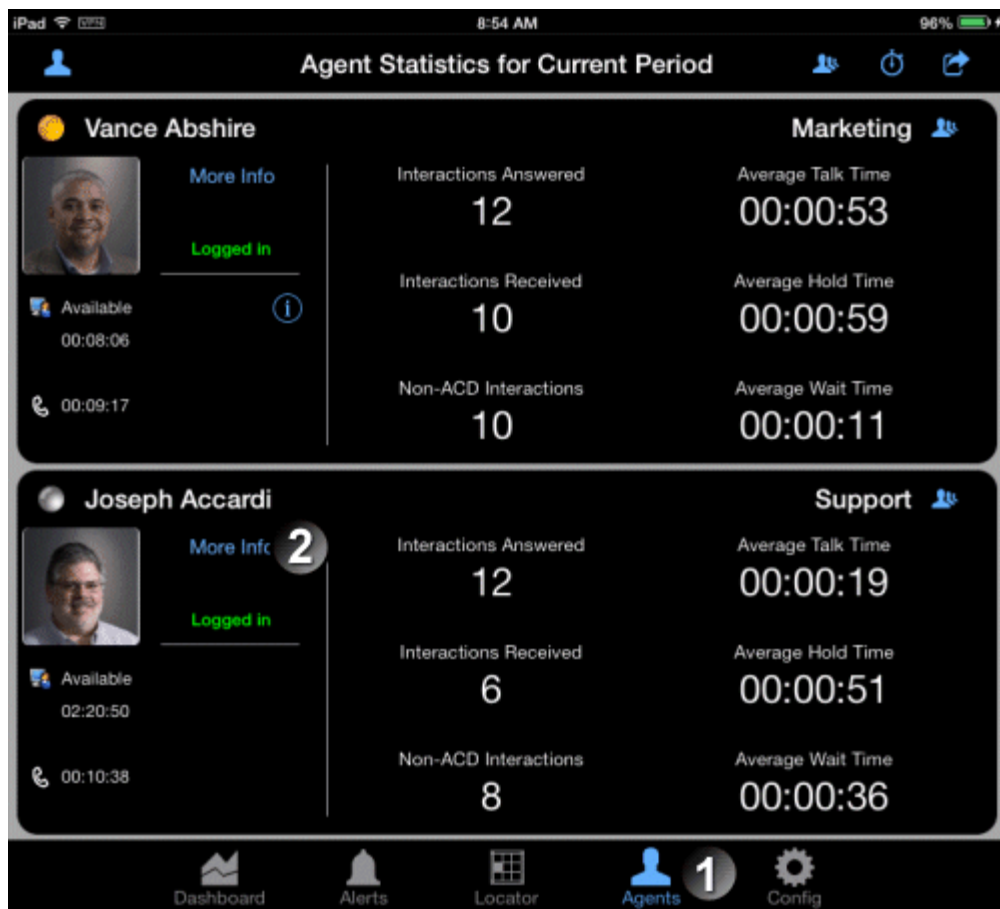
- [Display Agent Details from the Agents tab](#)

Display Agent Details from the Agents tab

Navigate to Agent Details to view agent skills. [↑](#)

To navigate from the Agents tab to Agent Details:

1. From the tab bar near the bottom of the panel, tap Agent to display Agent Statistics.



2. Tap More Info to open the [Agent Details](#) modal.

Configuration Settings tab

This tab displays general information about the app, current connection, help, and tab-specific settings. Settings are organized by category: [↑](#)

Category	Setting	Description
General	About Supervisor	Displays the app version, build number, and station settings.
	User Account	Displays the app user's name as defined in CIC.
	Server Settings	Displays the URI of the Session Manager server and host name.
	Station Settings	Displays information about the station in use during the current session.

Locator	Position opacity	Sets the visibility level of information displayed for a floor plan position in Locator. This controls the extent to which the floor plan is visible behind an agent's position details.
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Help	User Assistance	Displays this help system.

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Change Log

Version 2.1

This document includes the following changes for version 2.1: [↑](#)

Date	Change
April 25, 2014	Added Connect to a station . During the log on process, you can connect to a station using a remote number or a remote station. When connected to a station, you can listen to interactions and use other call control functions.
April 25, 2014	Added Display Agent Queue Activations from Position Details . Agent Queue activations are shown in position details.
April 25, 2014	Changed Configure agent photos for Agent and Locator tabs . Removed locator floor plan image and server parameters.
April 25, 2014	Added Call Control . Call control features appear at the bottom of the Agent Details modal including <i>listen</i> , <i>coach</i> , <i>join</i> , and <i>connect</i> .
July 24, 2015	Added a note about iPad Supervisor's support of access rights for workgroups. Updated the image for the rebranded product icon.

[↑](#)

