



FINESSE SUPERVISOR AGENT RESKILLING TRAINING

UCCE VERSION 12.5

CISCO CONTACT CENTER ENTERPRISE

PRESIDIO™

[PRESIDIO.COM](https://www.presidio.com)

WHAT'S CHANGED IN THIS VERSION?

1. The entire interface has been cosmetically redesigned to match the interface of Finesse and CUIC.


ADMINISTRATION DISCLAIMER

- **Things to Know...**
 - Several agencies use this same portal to manage their own agents.
 - You will only be able to see the agents that you supervise, but you do have the ability to assign them to queues for other agencies.
 - Be sure to only assign your agents to your skills/attributes. If an agent is assigned a skill group/attribute that is not yours, they can and will get a call from another call center.
 - **BE CAREFUL**

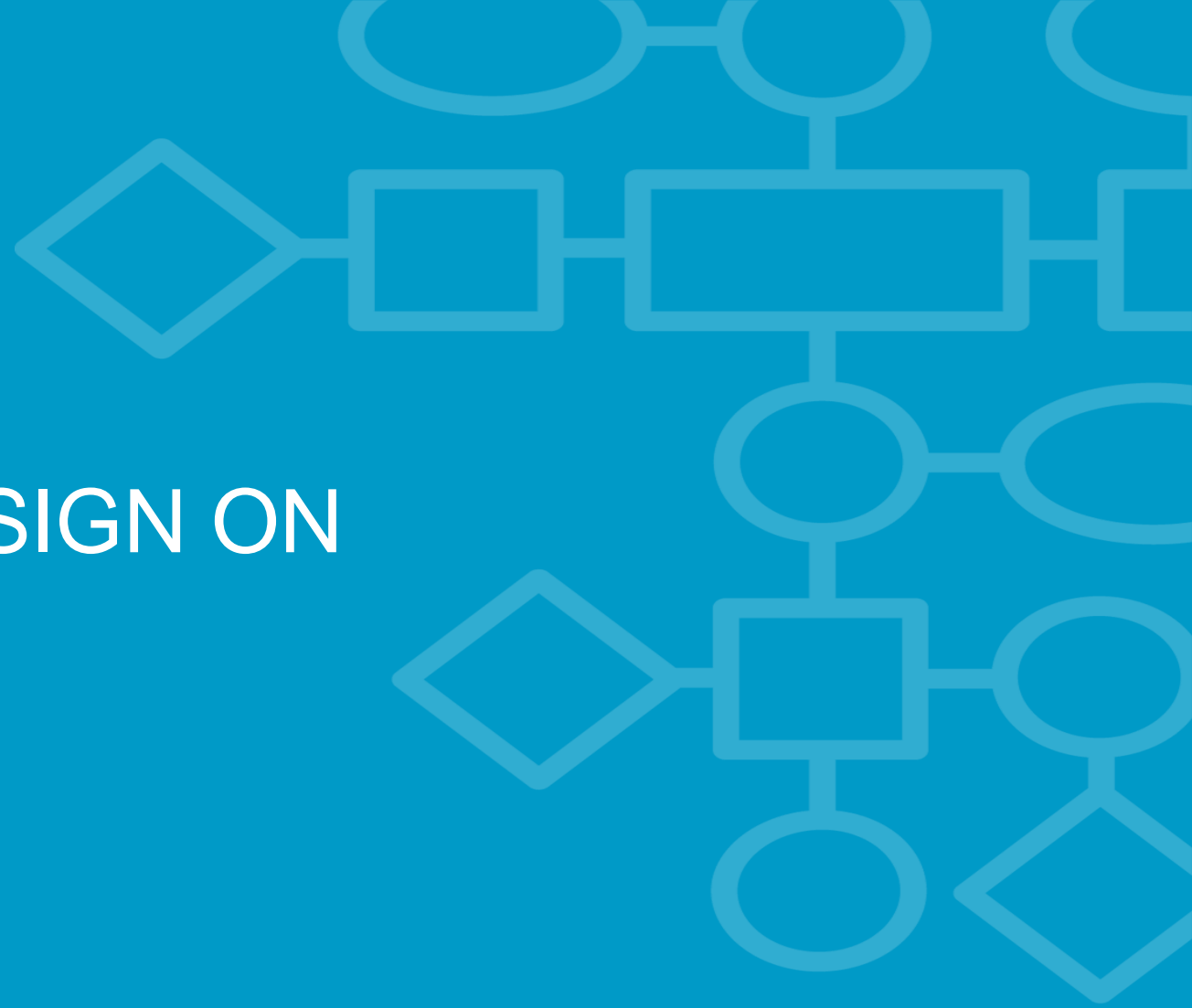
WEB ADMIN LOG-IN

- Open your Mozilla Firefox browser or Internet Explorer and type the following website address <https://ccwebadmin.illinois.gov/cceadmin>



- **NOTE:** If page does not load fully and just a blue page is displayed, refresh the page by clicking on the refresh icon  or hitting F5.

SIGNING IN – SINGLE SIGN ON (SSO)



SIGN-IN: SINGLE SIGN ON (SSO)

If your agency is using **Single Sign On (SSO)**, use the following:

- **Username:** Your illinois.gov username
- **Password:** Your Illinois.gov password

To sign in:


1. Enter your Illinois.gov username into the username field
2. Click Next

Unified CCE Administration

Enter your username

davey.jones@illinois.gov

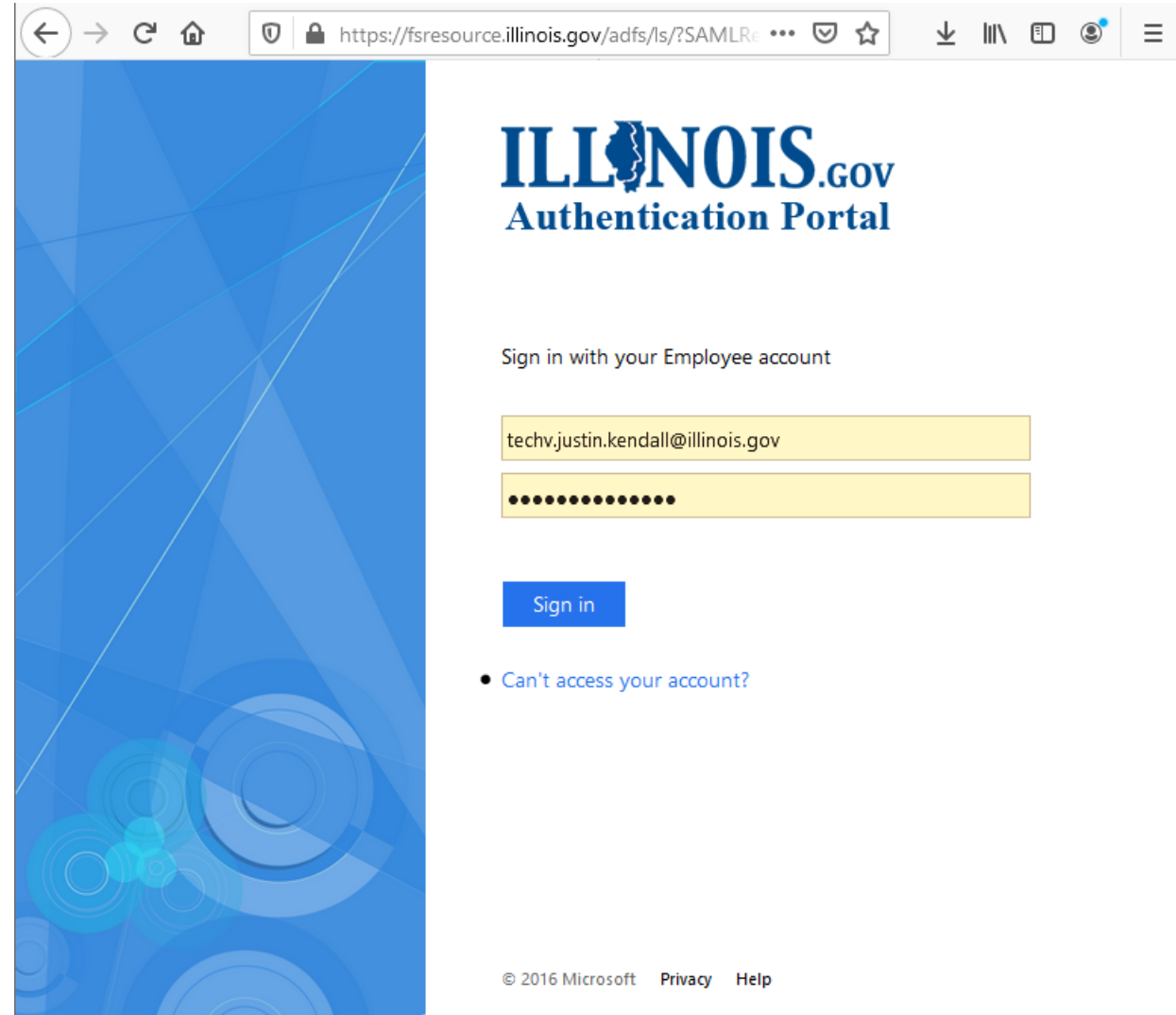
Next

 CISCO

ILLINOIS.GOV AUTHENTICATION PORTAL

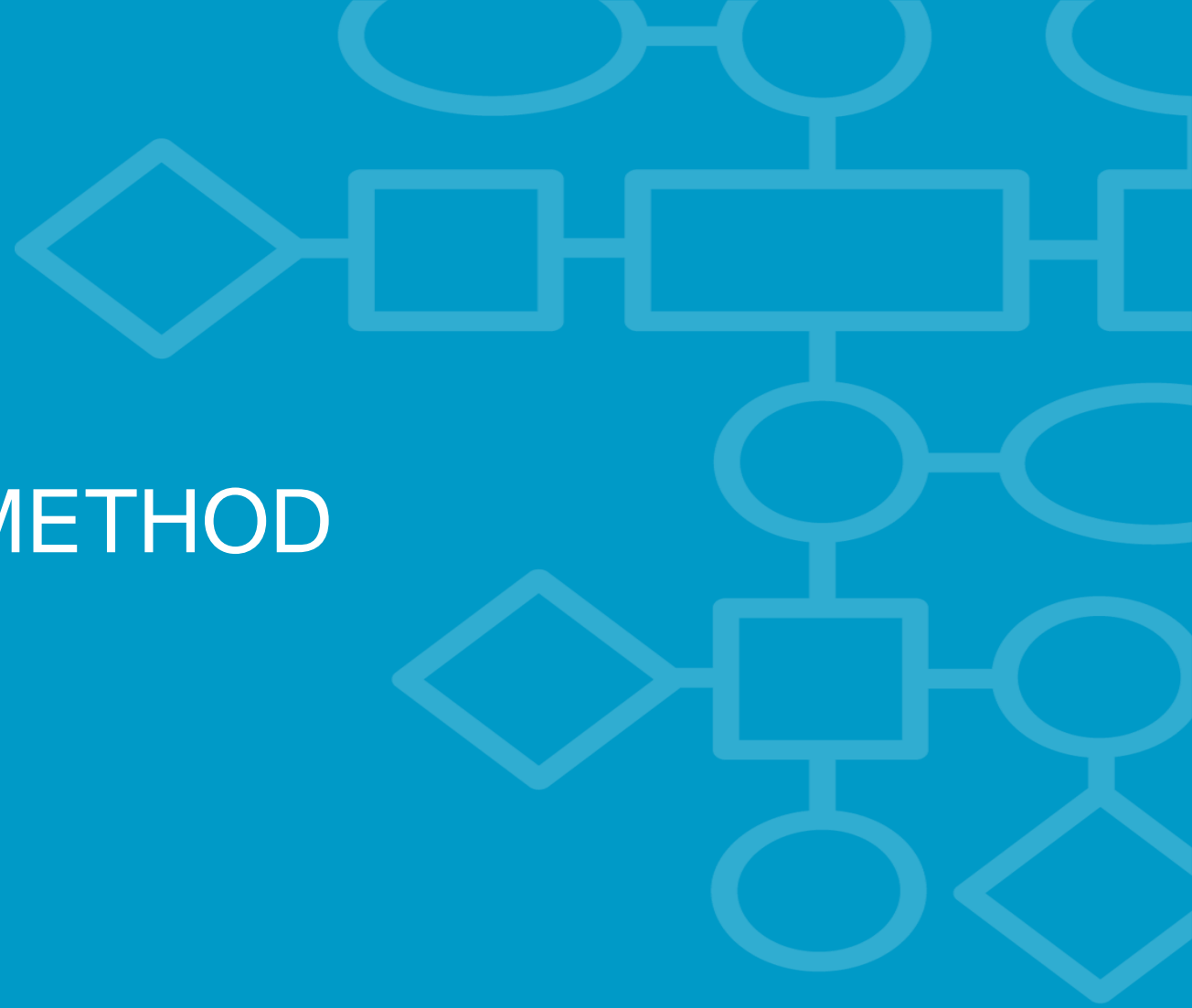
- After clicking Next, you'll be directed to the Illinois.gov authentication portal to enter your Illinois.gov credentials.

Simply enter your credentials into the fields and click "Sign In"



The screenshot shows a web browser window with the URL <https://fsresource.illinois.gov/adfs/ls/?SAMLRe>. The page features the Illinois.gov logo and the text "Authentication Portal". Below the logo, it says "Sign in with your Employee account". There are two input fields: the first contains the email address "techv.justin.kendall@illinois.gov" and the second contains a masked password "••••••••••". A blue "Sign in" button is positioned below the password field. At the bottom of the page, there is a link for "Can't access your account?". The footer includes the text "© 2016 Microsoft Privacy Help".

SIGNING IN – OLDER METHOD (NON-SSO)



SIGN IN: NON-SINGLE SIGN ON (SSO)

Because of the current transition to single sign on, your login information may follow 2 different conventions.

If you're an existing supervisor from prior to this upgrade, your login has not changed from the previous version. Use the same information you were using prior to this version upgrade.

Convention 1

- **Username:** Finesse Agent ID + @illinois.gov (ex. 10934@illinois.gov)

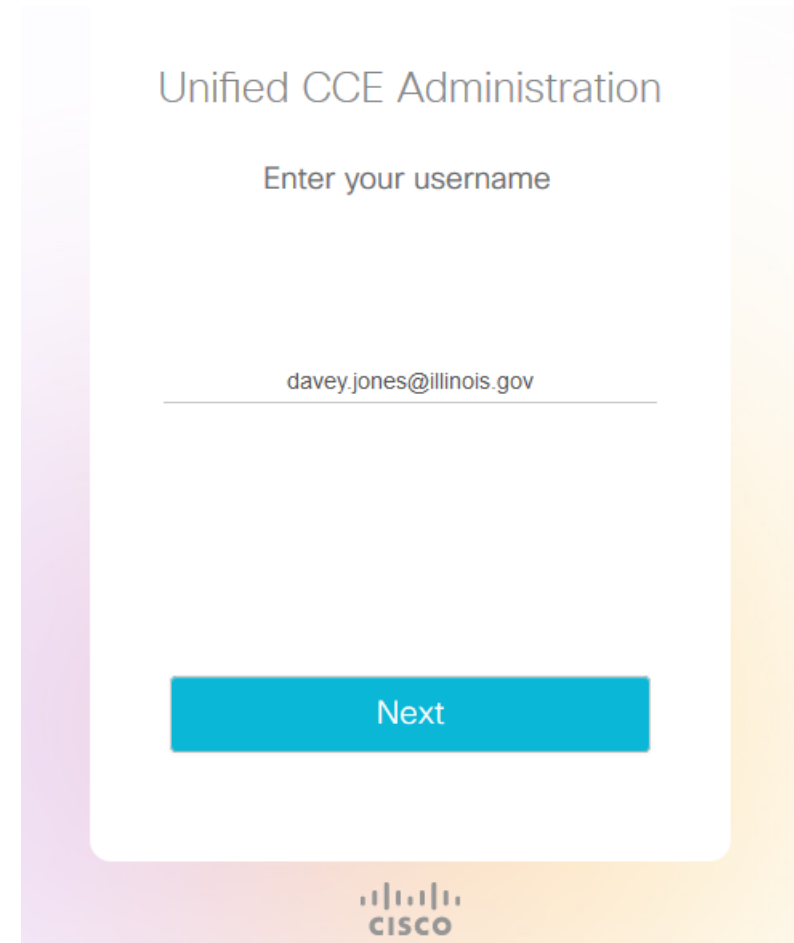
Convention 2

- **Username:** Your real illinois.gov username (ex. Kim.Jones@illinois.gov)

SIGN-IN: NON-SINGLE SIGN ON (SSO)

To sign in:

1. Enter your username into the username field
2. Click “Next”




Unified CCE Administration

Enter your username

davey.jones@illinois.gov

Next

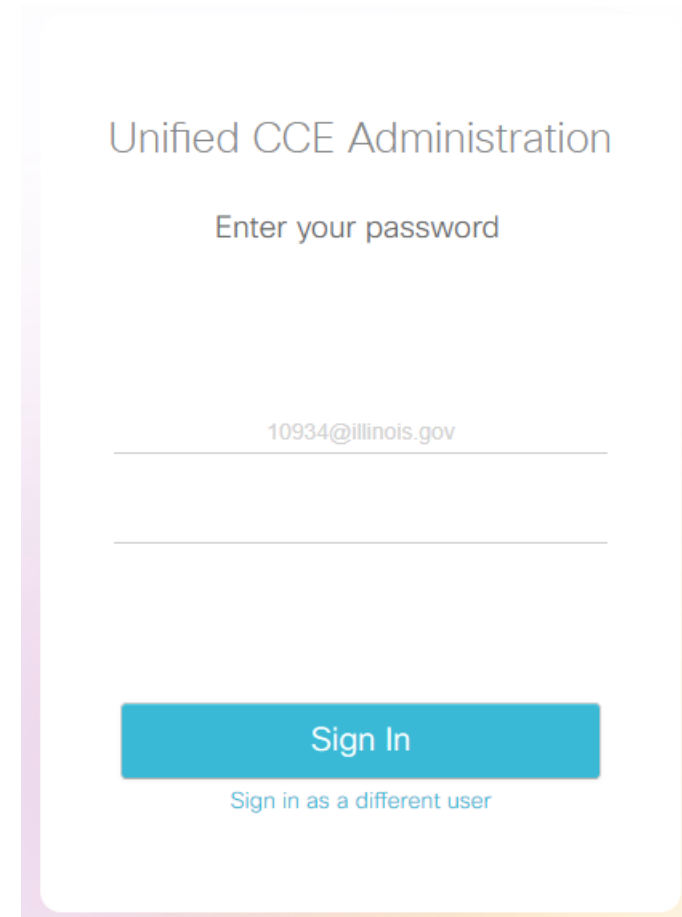
 CISCO

SIGN-IN: NON-SINGLE SIGN ON (SSO) CONTINUED

After clicking “Next”, you’ll be presented with the login box to the right

To Sign In:

- Enter the password assigned to the account into the second entry field
- Click “Sign In”



Unified CCE Administration

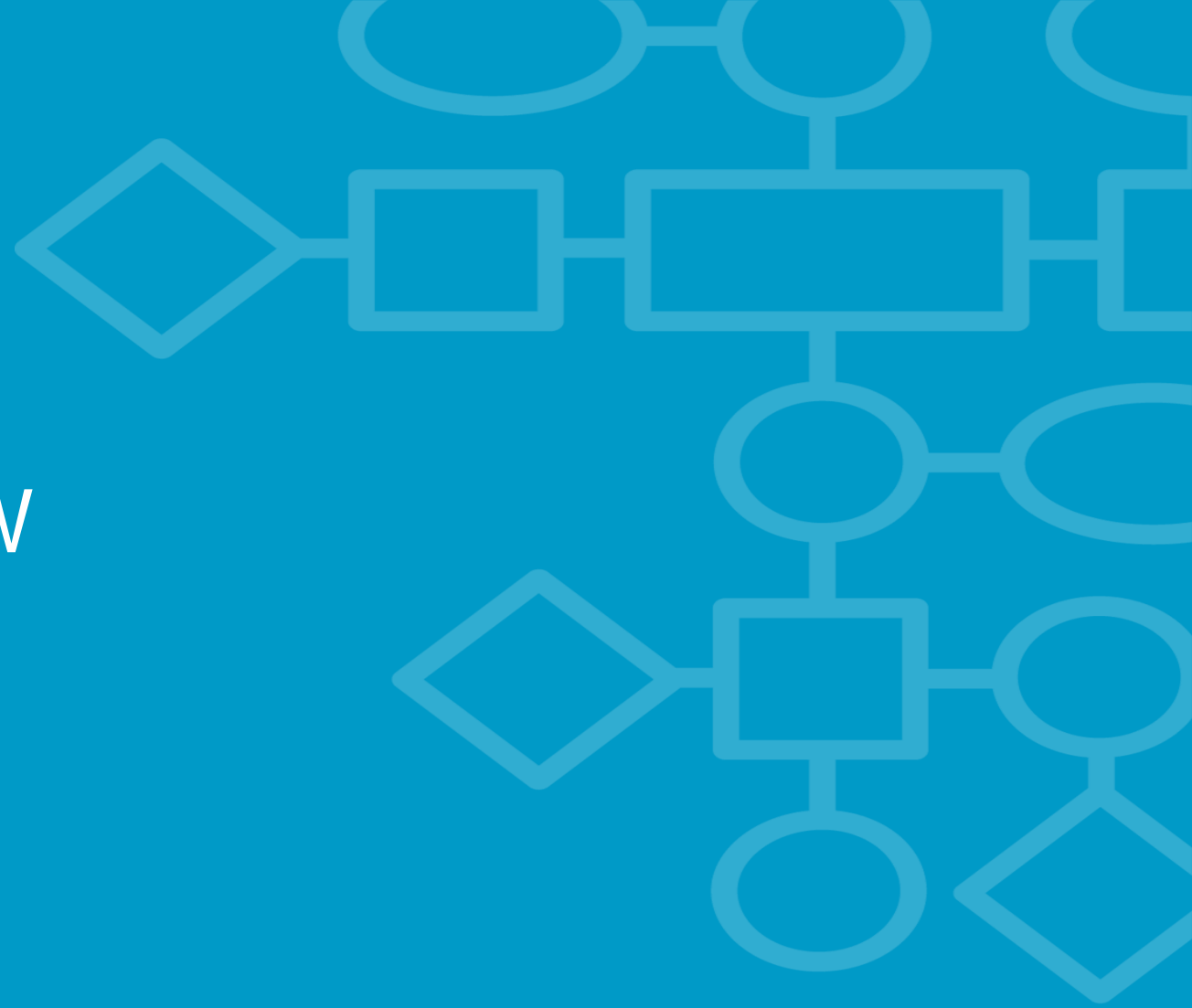
Enter your password

10934@illinois.gov

Sign In

[Sign in as a different user](#)

INTERFACE OVERVIEW

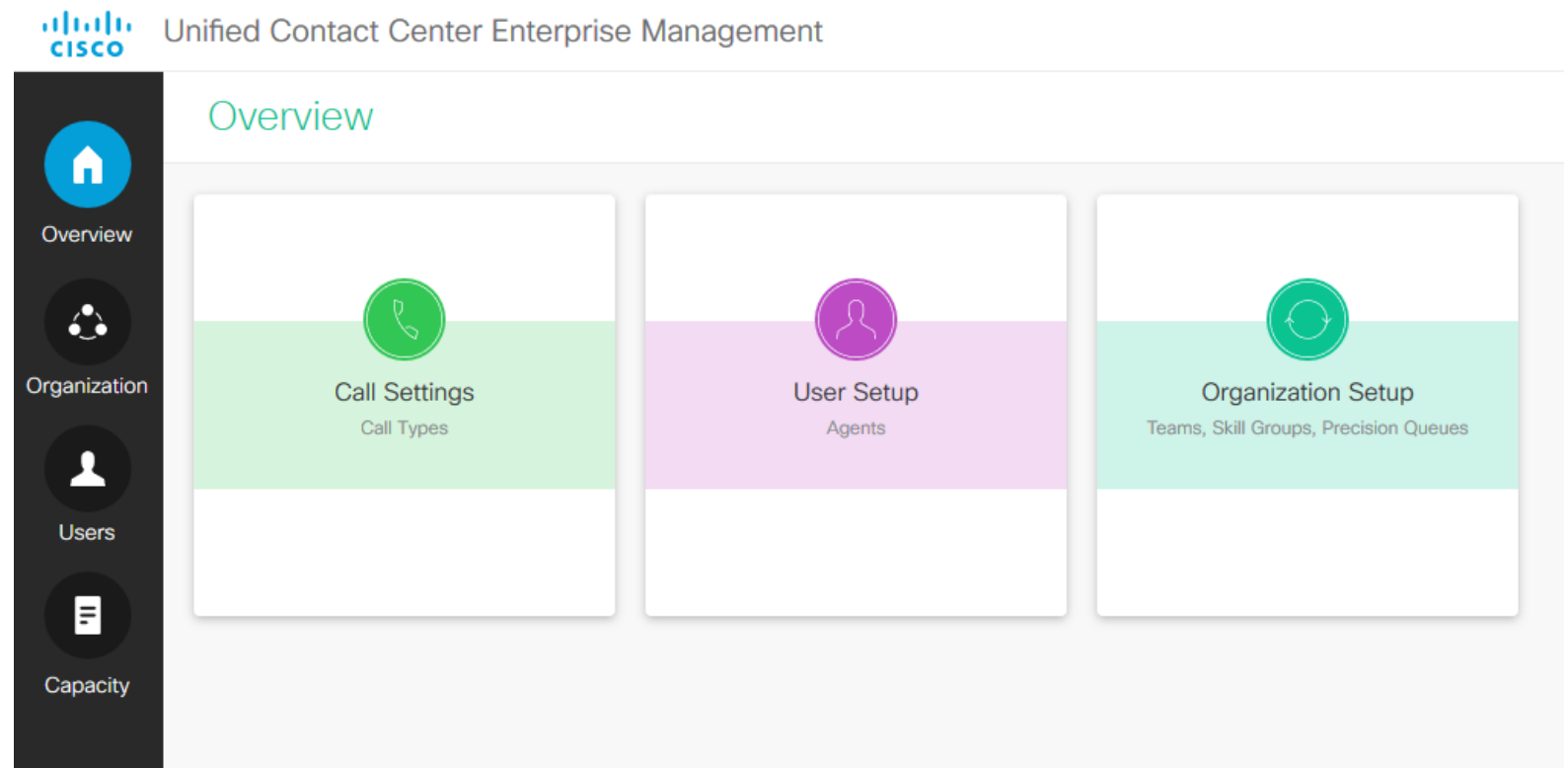


INTERFACE OVERVIEW

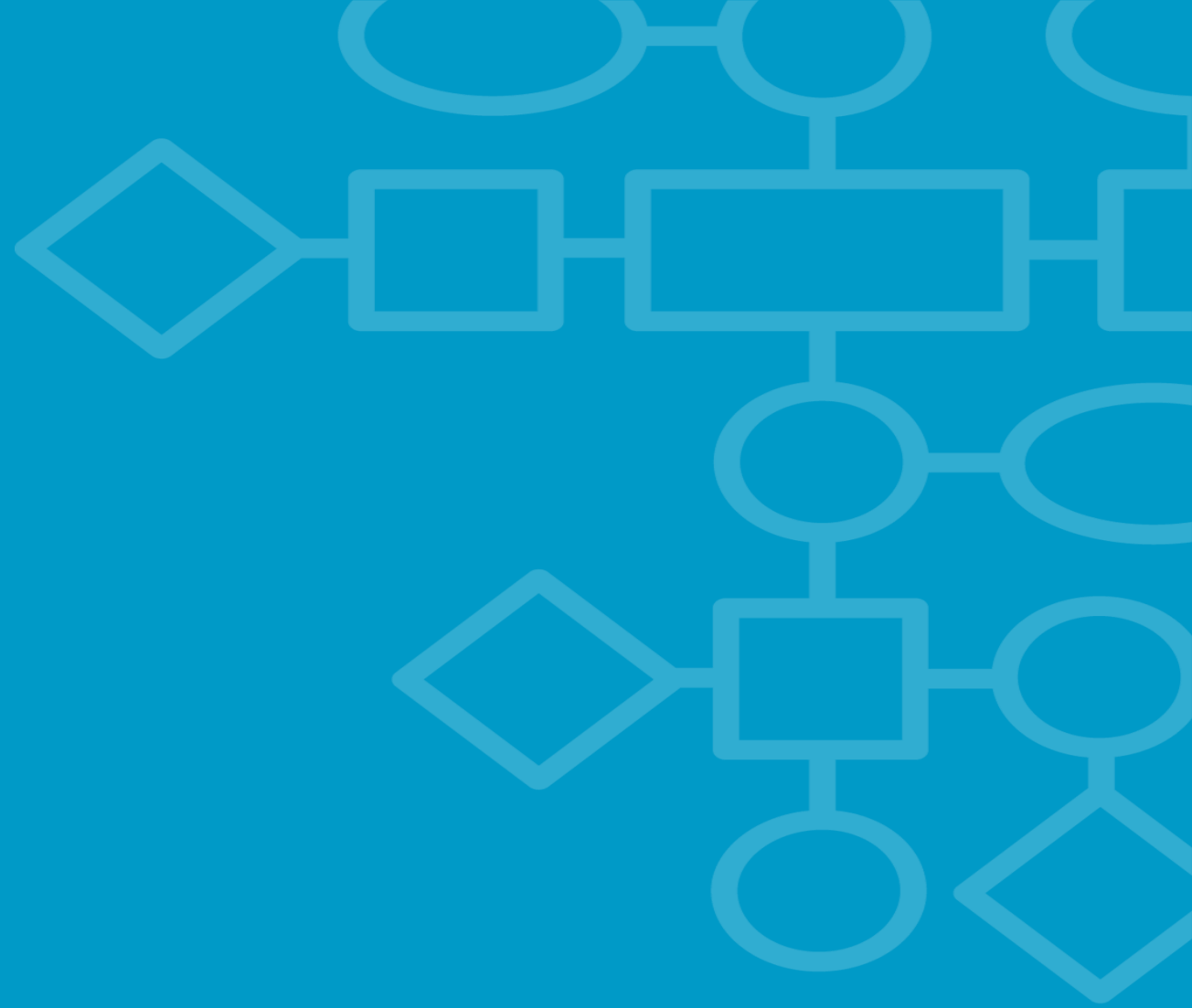
- Once logged in, you'll see the main page

As a supervisor, you'll use:

- “User Setup”
 - Here you'll find the agents that you supervise
- “Organization Setup”
 - Here you'll find queue configurations



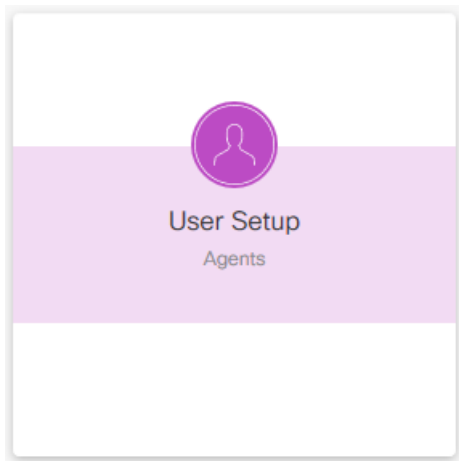
NAVIGATION



NAVIGATING AREAS

- To navigate between areas of the site, you can either click on the square section “card” on the main page or click the appropriate section in the left-hand navigation

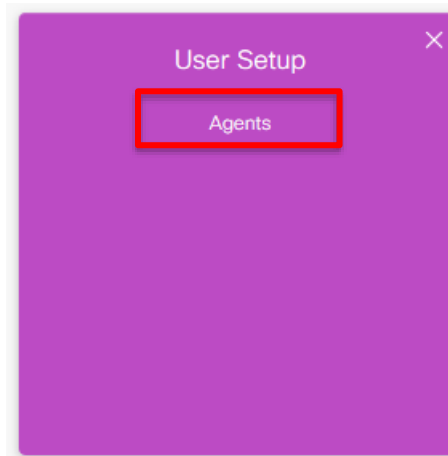
Clicking the card



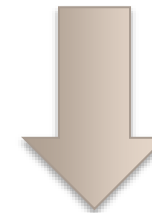
Opens the submenu



Clicking an item in the submenu



Opens the section



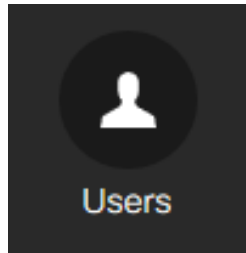
Agents

<input type="checkbox"/> Username	Peripheral	Last Name	First Name	Description
<input type="checkbox"/> 20000	PG1.UCM	Agent1	Test	
<input type="checkbox"/> 20002	PG1.UCM	Agent2	Test	
<input type="checkbox"/> doit.v.justin.purkey@illinois.gov	PG1.UCM	Purkey	Justin	
<input type="checkbox"/> jim.thomas@illinois.gov	PG1.UCM	Sup1	Test	
<input type="checkbox"/> Michael.Caldwell@illinois.gov	PG1.UCM	Caldwell	Michael	
<input type="checkbox"/> techv.justin.kendall@illinois.gov	PG1.UCM	Kendall	Justin	
<input type="checkbox"/> techv.marie.mucciante@illinois.gov	PG1.UCM	Sup4	Test	

NAVIGATING WITH DRAWERS

- Alternatively, you can navigate with the drawers on the left-hand navigation:

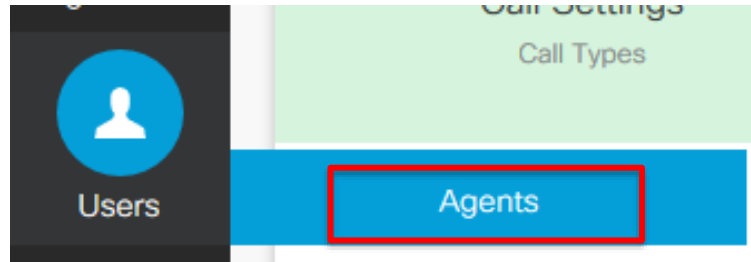
Clicking a drawer



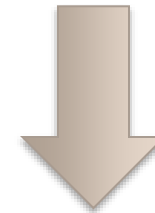
Opens the submenu



Clicking an item in the submenu



Opens the section



Agents

<input type="checkbox"/> Username	Peripheral	Last Name	First Name	Description
<input type="checkbox"/> 20000	PG1.UCM	Agent1	Test	
<input type="checkbox"/> 20002	PG1.UCM	Agent2	Test	
<input type="checkbox"/> doit.v.justin.purkey@illinois.gov	PG1.UCM	Purkey	Justin	
<input type="checkbox"/> jim.thomas@illinois.gov	PG1.UCM	Sup1	Test	
<input type="checkbox"/> Michael.Caldwell@illinois.gov	PG1.UCM	Caldwell	Michael	
<input type="checkbox"/> techv.justin.kendall@illinois.gov	PG1.UCM	Kendall	Justin	
<input type="checkbox"/> techv.marie.mucciante@illinois.gov	PG1.UCM	Sup4	Test	

AGENT QUEUE ASSIGNMENTS



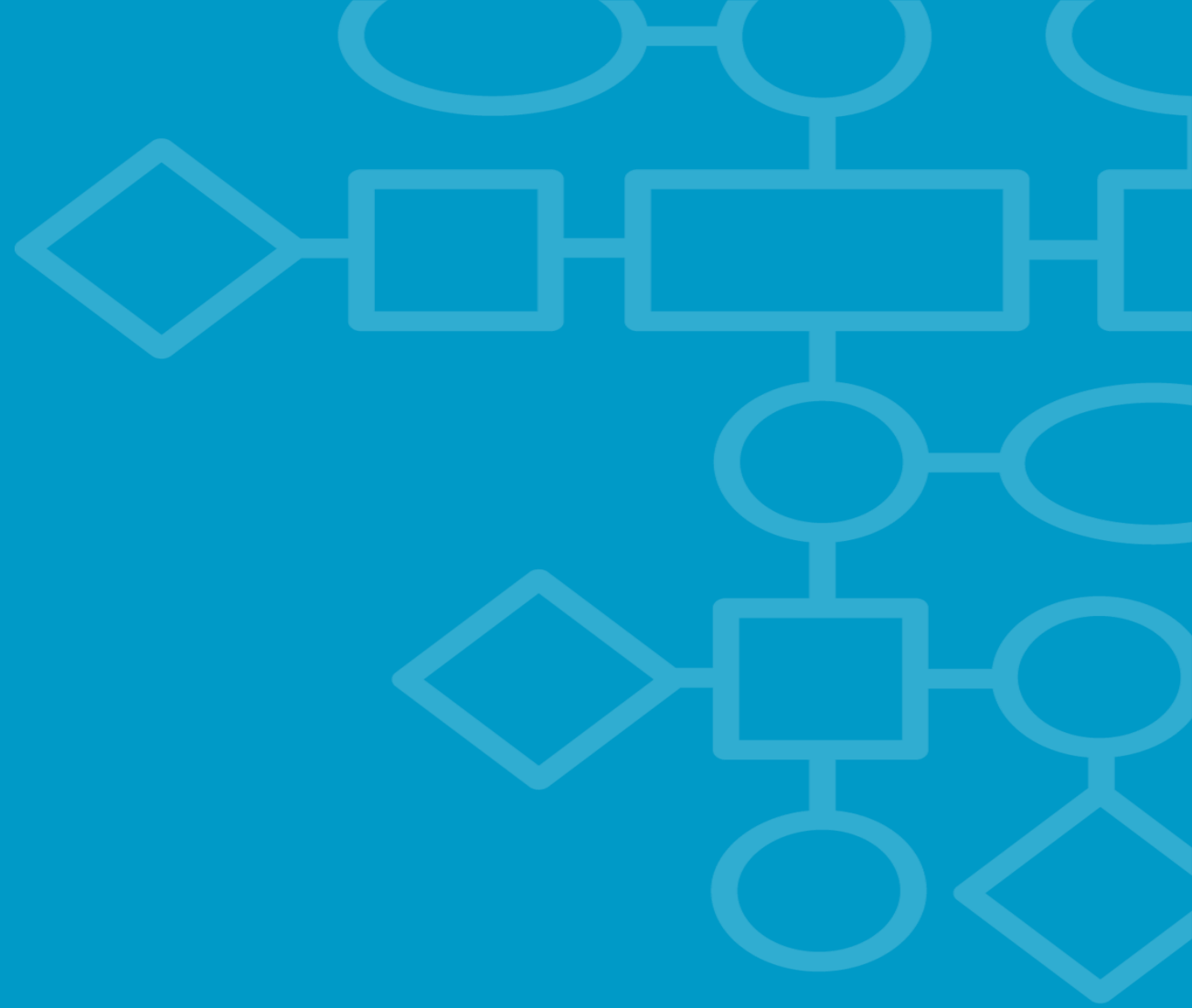
SKILL GROUPS VS PRECISION QUEUES

Depending upon your agency, you may be using Precision Queues or Skill Groups for your queues.

Depending upon which one is being used by your agency, proceed to the following “Precision Queues” or “Skill Groups” section accordingly.

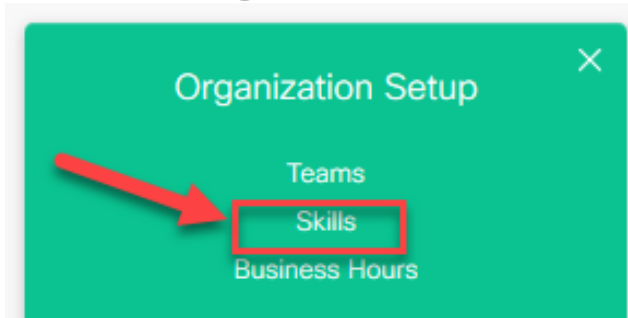
- **If you have not previously assigned agents to queues and do not know which is being used for your agency, please consult with an existing supervisor, manager, or telecom coordinator that currently assigns agents to queues**

PRECISION QUEUES



FIND PRECISION QUEUES

- Select **Organization Setup** → **Skills**



- Select **Precision Queues** on the right-hand side

Skills

Search:

Navigation: Skill Groups | **Precision Queues** | Attributes


Name	ID	Attributes	Agents	Description
PG1.test.PrecisionQueue	5000	PG1.Test.PQAttribute	3	test pq
PG1.test.PrecisionQueue2	5001	PG1.test.PQAttribute2	0	
Test.CCB.Task	5002	PG1.Test.PQAttribute	3	

LIST OF PRECISION QUEUES

1. Use the search to find or scroll to the Precision Queue you're looking for.
2. Click on the Precision Queue you would like to view in the list.

Skills

Skill Groups Precision Queues Attributes

PRECISION QUEUE SETTINGS

- Once you've selected the Precision Queue from the list, you'll see a read-only view of the current settings.

Skills Skill Group

View PG1.test.PrecisionQueue

Name

Description

Media Routing Domain

Service Level Type

Service Level Threshold seconds

Agent Order

Bucket Interval

ID 5000

Steps

Name	Criteria	Agents (Config)	Wait Time
Step 1	(PG1.Test.PQAttribute >= 5)	3	n/a

PRECISION QUEUE SETTINGS CONTINUED

- Settings Fields:
 - **Steps:** The attribute criteria required in order for a call to be presented to an agent.
 - **Agent Order**
 - Longest Available Agent
 - Most Skilled Agent
 - Least Skilled Agent

The combination of the **Steps** settings and **Agent Order** settings should be used to determine which attributes and which attribute values should be assigned to agents.

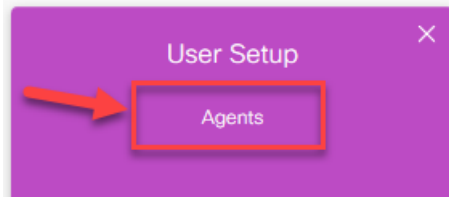
- **Service level Settings**
 - Service Level Type
 - Service Level Threshold

PRECISION QUEUE AGENT ORDER EXPLAINED

- Precision Queues will search for agents that have specific attributes by one of three methods:
 - **Most Skilled Agent (Used by 95% of queues):** The agent who has the highest attribute value will be selected for the next call. If there are multiple “Ready” agents with the same attribute value, ties are broken by selecting the agent who has answered a call least recently.
 - **Longest Available Agent:** The agent who has answered a call least recently, regardless of attribute value, will be selected for the next call.
 - **Least Skilled Agent:** The agent who has the lowest attribute value will be selected for the next call. If there are multiple “Ready” agents with the same attribute value, ties are broken by selecting the agent who has answered a call least recently.

ASSIGN ATTRIBUTES

- In order to assign attributes to an agent:
 1. Navigate to **Manage** → **Agents**



2. Search for or scroll to the agent you'd like to assign

Agents

<input type="checkbox"/> Username	Peripheral	Last Name	First Name	Description
<input type="checkbox"/> 20000	PG1.UCM	Agent1	Test	
<input type="checkbox"/> 20002	PG1.UCM	Agent2	Test	

3. Select the agent from the list by clicking anywhere on that row

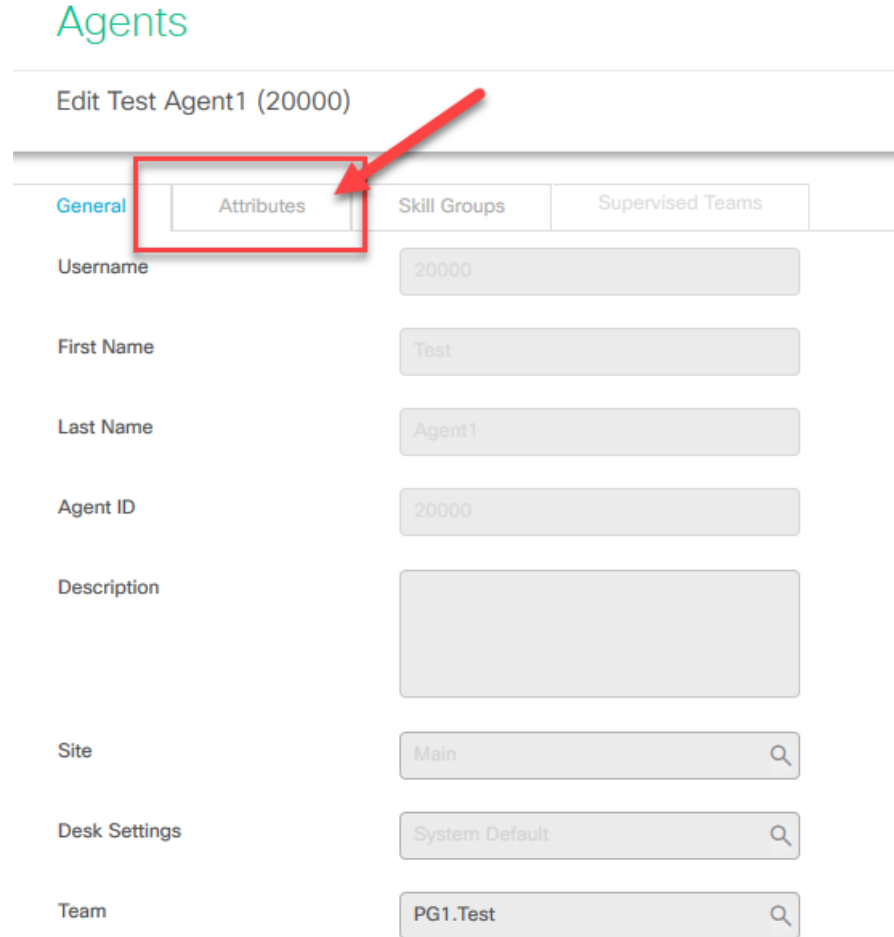
ASSIGN ATTRIBUTES CONTINUED

4. On the agent settings page, select the Attributes Tab

Agents

Edit Test Agent1 (20000)

General	Attributes	Skill Groups	Supervised Teams
Username	20000		
First Name	Test		
Last Name	Agent1		
Agent ID	20000		
Description			
Site	Main		
Desk Settings	System Default		
Team	PG1.Test		



ASSIGN ATTRIBUTE CONTINUED

5. Click the “plus” button

6. Search for your specific agency or, if applicable, bureau or department

7. Select the attribute name

Edit Test Agent1 (20000)

General | **Attributes** | Skill Groups | Supervised Teams

List of Attributes

Name	Value
PG1.Test.PQAttribute	5

1 items

5. Click the plus icon

6. Search for the attribute you want

Add Attributes

Name	Value
PG1.Test.PQAttribute	5
PG1.test.PQAttribute2	1

7. Click on the attribute you want

2 items

ASSIGN ATTRIBUTE CONTINUED

8. Click the drop-down box and select value

9. Click Save in the bottom right corner of the page when complete



Edit Test Agent1 (20000)

General | **Attributes** | Skill Groups | Supervised Teams

List of Attributes +

Name	Value	
PG1.Test.PQAttribute	5	✕
PG1.test.PQAttribute2	1	✕

1
2
3
4
5
6
7
8
9
10

2 items



REMOVE ATTRIBUTE

- Click the “x” button to remove the attribute

Edit Test Agent1 (20000)

General **Attributes** Skill Groups Supervised Teams

List of Attributes +

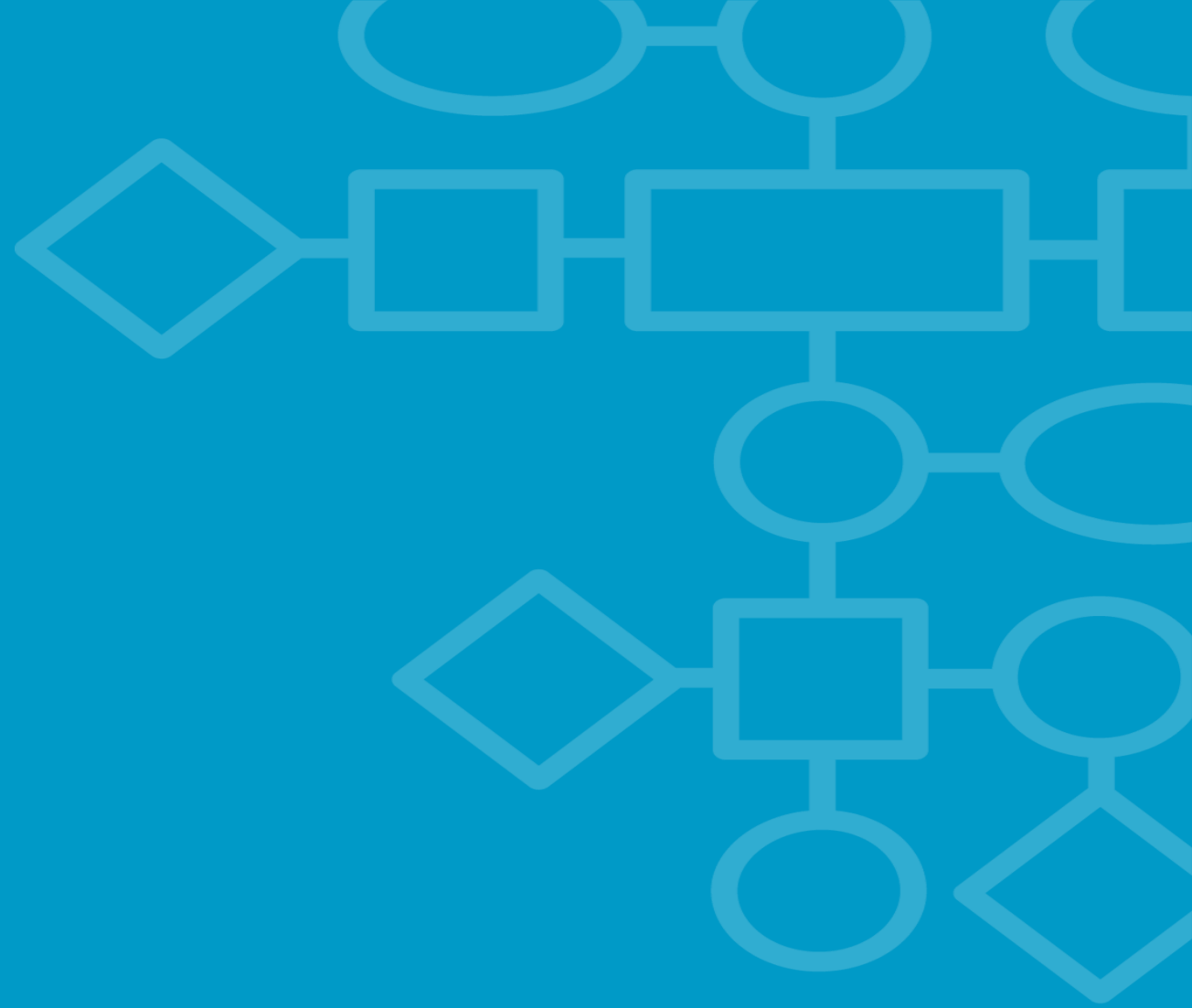
Name	Value	
PG1.Test.PQAttribute	5	
PG1.test.PQAttribute2	1	

2 items

- Click Save on the bottom right corner of the page when complete

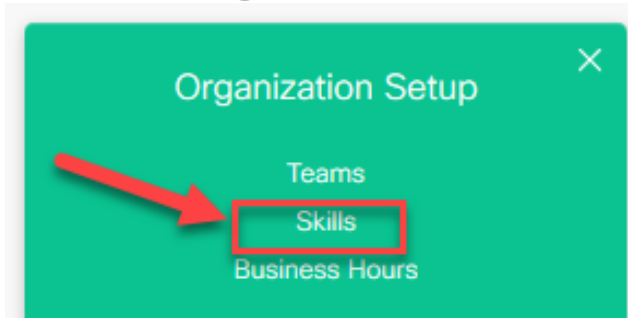
Save

SKILL GROUPS

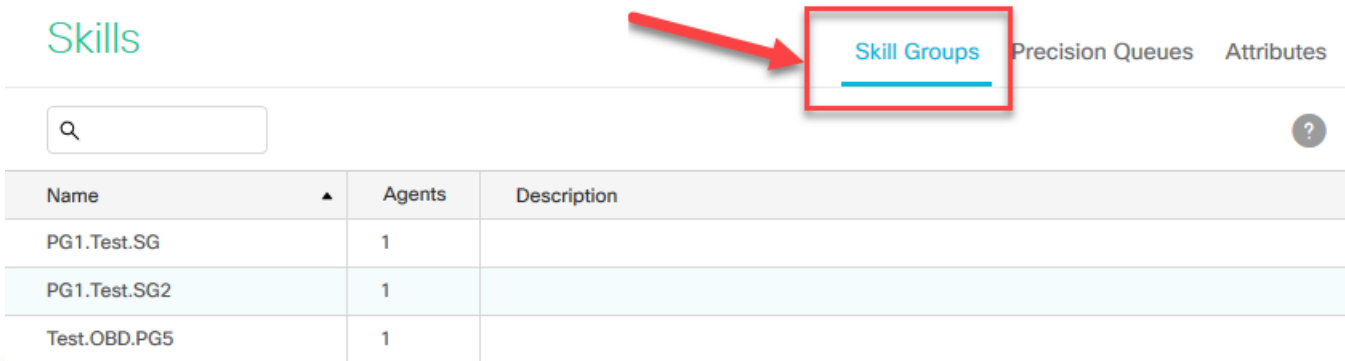


FIND SKILL GROUPS

- Select **Organization Setup** → **Skills**



- Select **Skill Groups** on the right-hand side

A screenshot of the 'Skills' page. At the top, there are three tabs: 'Skill Groups', 'Precision Queues', and 'Attributes'. The 'Skill Groups' tab is selected and highlighted with a red rectangular box, with a red arrow pointing to it from the left. Below the tabs is a search bar with a magnifying glass icon and a help icon. Below the search bar is a table with three columns: 'Name', 'Agents', and 'Description'.

Name	Agents	Description
PG1.Test.SG	1	
PG1.Test.SG2	1	
Test.OBD.PG5	1	

LIST OF SKILL GROUPS

1. Search for or scroll to the Skill Group you would like to view
2. Click anywhere on the row of the Skill Group

Skills

Skill Groups Precision Queues Attributes

?

Name ▲	Agents	Description
PG1.Test.SG	1	
PG1.Test.SG2	1	
Test.OBD.PG5	1	

SKILL GROUP SETTINGS

The Skill Group settings page contains two tabs:

- General
 - General settings for the Skill Group
 - Can view Service Level Settings
 - Other settings can be ignored
- Members
 - Contains the list of agents that have been assigned to the Skill Group

Edit PG1.Test.SG

General Members

Name: PG1.Test.SG

Description:

Site: Main

Media Routing Domain: Cisco_Voice

Bucket Interval: BuiltIn

Service Level Threshold: System Default (Unknown) seconds

Service Level Type: Ignore Abandoned Calls

Peripheral Number: 5000

SKILL GROUP QUEUE ASSIGNMENTS

Agents can be assigned to a Skill Group via three methods:

1. By Queue

- This method is most useful when assigning multiple agents to the same queue

2. By Agent

- This method is most useful when assigning multiple queues to the same agent

3. By Multiple Agents

- This method is most useful when assigning multiple agents to the same multiple queues

The following slides go through each of these methods

SKILL GROUP QUEUE ASSIGNMENT – BY QUEUE

1. Navigate to the Members tab of the Skill Group

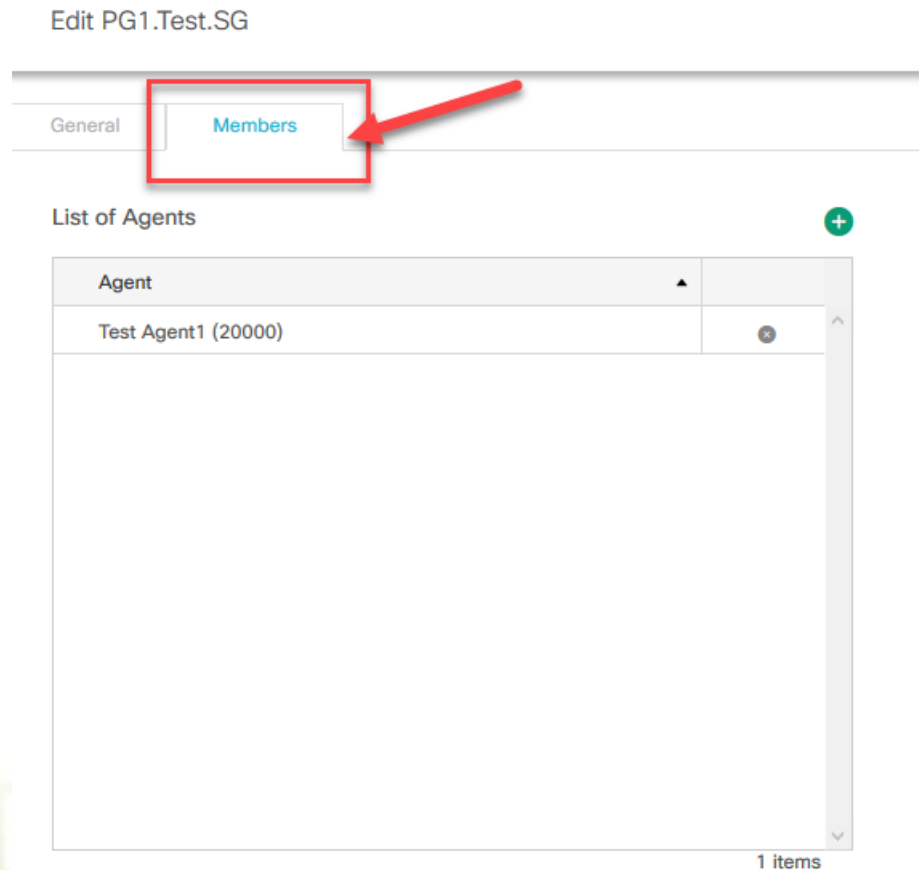
Edit PG1.Test.SG

General **Members**

List of Agents +

Agent
Test Agent1 (20000)

1 items

The screenshot shows a web interface for editing a skill group. At the top, it says "Edit PG1.Test.SG". Below this is a tabbed interface with two tabs: "General" and "Members". The "Members" tab is selected and highlighted with a red box, and a red arrow points to it from the right. Below the tabs is a section titled "List of Agents" with a green plus icon in the top right corner. This section contains a table with one row: "Test Agent1 (20000)". At the bottom right of the table, it says "1 items".

SKILL GROUP QUEUE ASSIGNMENT – BY QUEUE CONTINUED

2. Click the plus icon to add skills and search for your department
3. Search for or scroll to the agent in the list of agents
4. Click on the agent in the list
5. Click Save on the bottom right corner of the page when complete

Edit PG1.Test.SG

2. Click the plus icon

3. Search for the agent

4. Select the agent

General Members

List of Agents

Agent
Test Agent1 (20000)

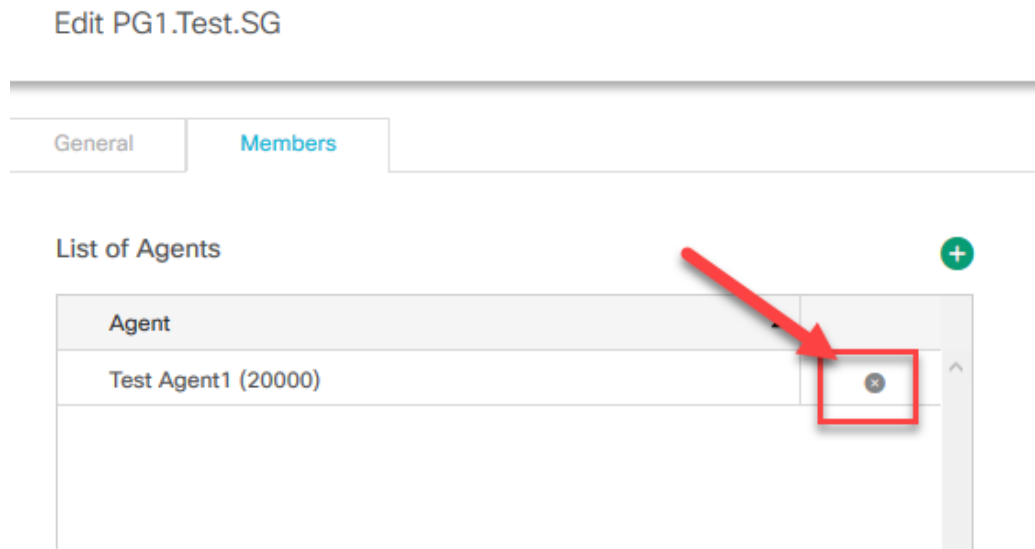
Add Agents in Main Site

Username	Last Name	First Name
20000	Agent1	Test
20002	Agent2	Test
doit.v.justin.purkey@illinois.gov	Purkey	Justin
jim.thomas@illinois.gov	Sup1	Test

REMOVE AGENT – BY QUEUE

While in the Skill Group Members page:

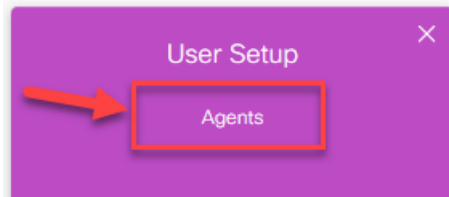
- Click the “x” button to remove the agent from the queue



- Click Save on the bottom right of the page when complete

SKILL GROUP QUEUE ASSIGNMENT – BY AGENT

- In order to assign skill groups to an agent:
 1. Navigate to **Manage** → **Agents**



2. Search for or scroll to the agent you'd like to assign

Agents

<input type="checkbox"/> Username	Peripheral	Last Name	First Name	Description
<input type="checkbox"/> 20000	PG1.UCM	Agent1	Test	
<input type="checkbox"/> 20002	PG1.UCM	Agent2	Test	

3. Select the agent from the list by clicking anywhere on that row

SKILL GROUP ASSIGNMENT – BY AGENT CONTINUED

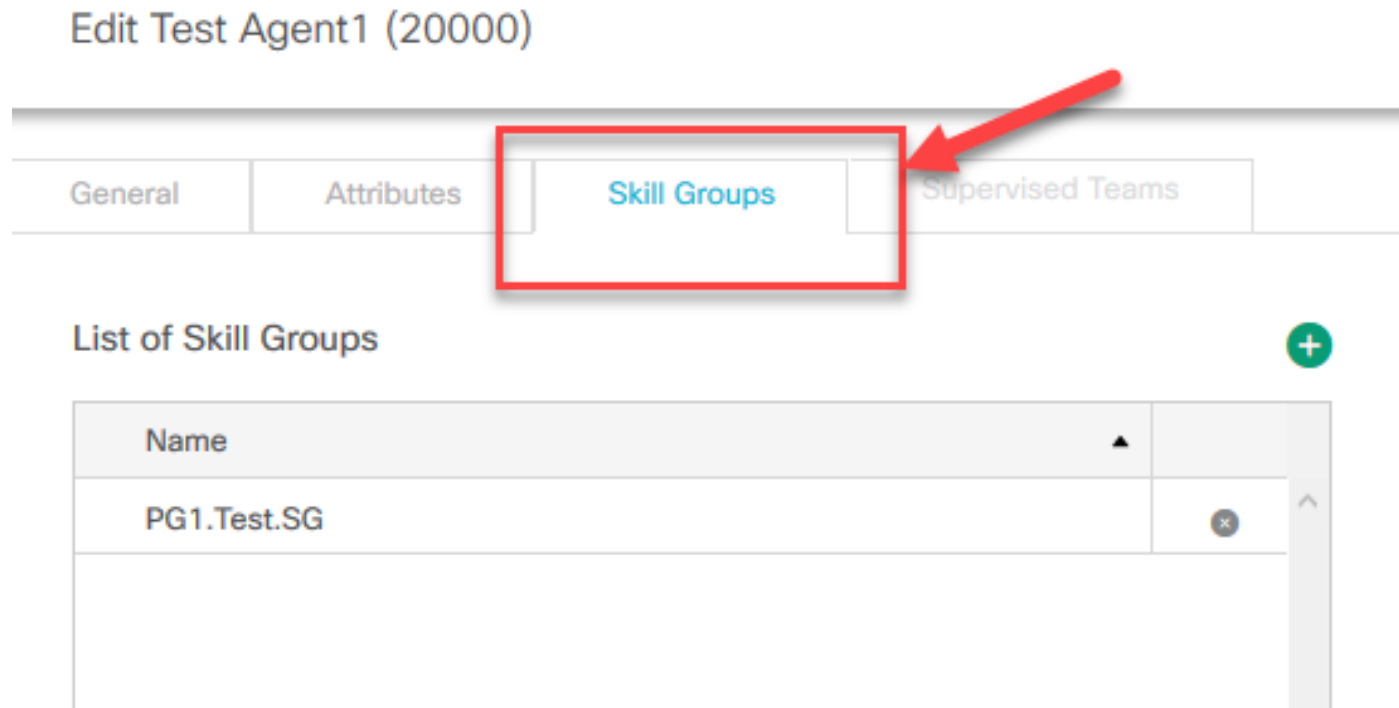
4. Select the Skill Groups tab

Edit Test Agent1 (20000)

General Attributes **Skill Groups** Supervised Teams

List of Skill Groups +

Name	
PG1.Test.SG	×



SKILL GROUP ASSIGNMENT – BY AGENT FINAL

5. Click the **Add** button
6. Search for your agency and/or, if applicable, your appropriate department or bureau
7. Click on the Skill Group
(You'll see the selected skill group populate in the list of Skill Groups for the agent)
8. Click Save on the bottom right corner of the page when complete

Edit Test Agent1 (20000)

The screenshot displays a web application interface for editing an agent's profile. At the top, there are four tabs: 'General', 'Attributes', 'Skill Groups', and 'Supervised Teams'. The 'Skill Groups' tab is active. Below the tabs is a 'List of Skill Groups' table with one entry: 'PG1.Test.SG'. To the right of this table is a modal window titled 'Add Skill Groups in Main Site'. This modal contains a search bar with a magnifying glass icon and a vertical list of skill group names: 'PG1.Test.SG', 'PG1.Test.SG2', and 'Test.OBD.PG5'. Red annotations with arrows point to specific elements: a plus icon in a green circle in the top left of the modal (labeled '5. Click the plus icon'), the search bar (labeled '6. Search for the Skill Group'), and the 'PG1.Test.SG2' entry in the list (labeled '7. Select the Skill Group').

5. Click the plus icon

6. Search for the Skill Group

7. Select the Skill Group

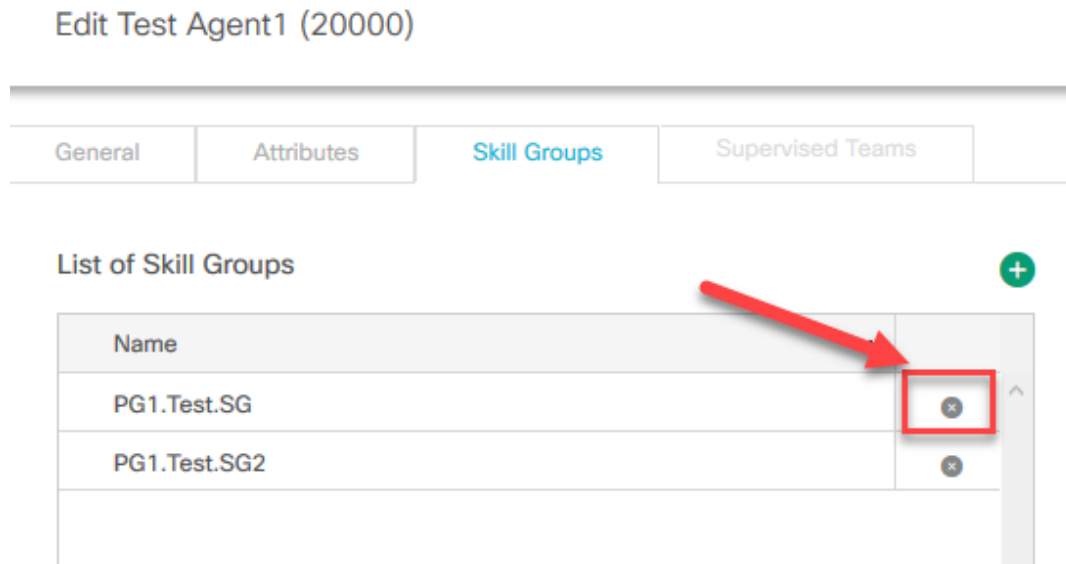
Name
PG1.Test.SG

Name
PG1.Test.SG
PG1.Test.SG2
Test.OBD.PG5

REMOVE SKILL GROUP

To remove a Skill Group assignment from an agent:

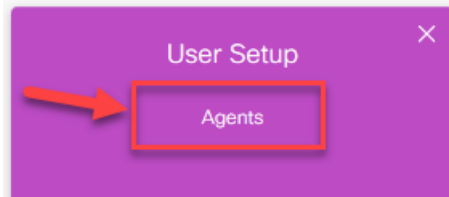
1. Click the “x” button beside the Skill Group



2. Click Save on the bottom right corner of the page when complete

SKILL GROUP QUEUE ASSIGNMENT – MULTIPLE AGENTS

- In order to assign skill groups to an agent:
 1. Navigate to **Manage** → **Agents**



2. Search for or scroll to the agent you'd like to assign

Agents

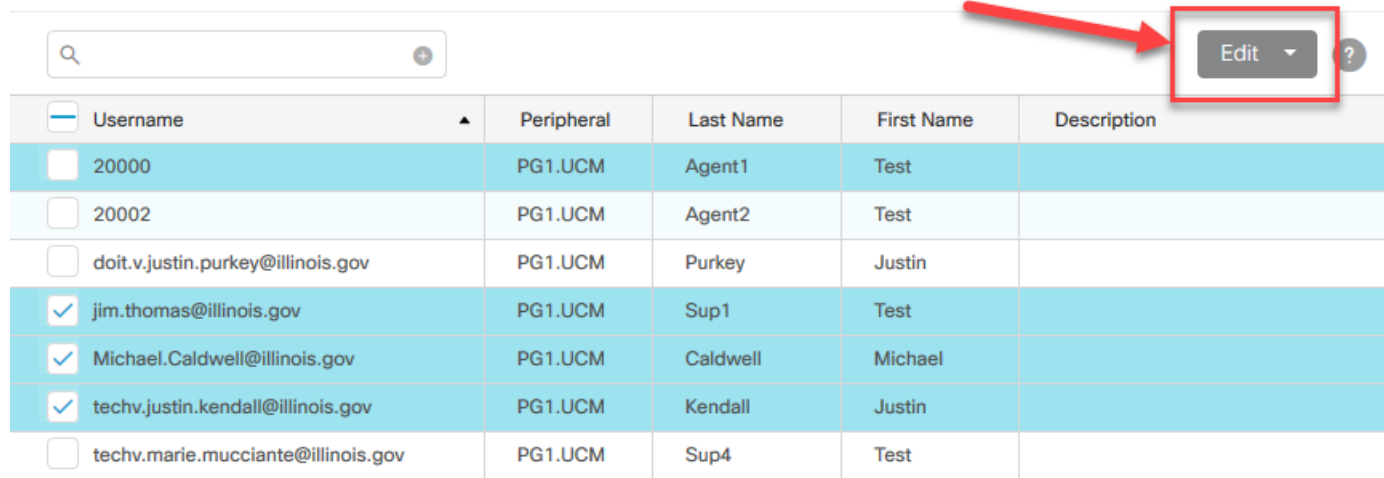
<input type="checkbox"/> Username	Peripheral	Last Name	First Name	Description
<input type="checkbox"/> 20000	PG1.UCM	Agent1	Test	
<input type="checkbox"/> 20002	PG1.UCM	Agent2	Test	

3. Select the checkbox on the left side of each of the agents to be modified.

SKILL GROUP ASSIGNMENT – MULTIPLE AGENT CONTINUED

4. After selecting the agents, click the “Edit” button on the right side of the screen

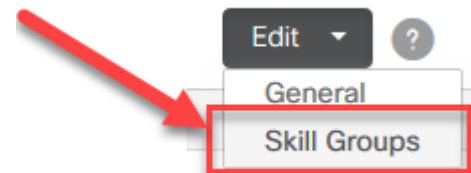
Agents



A screenshot of a web application interface showing a table of agents. The table has columns for Username, Peripheral, Last Name, First Name, and Description. Several rows are highlighted in light blue, indicating they are selected. A red box highlights the 'Edit' button in the top right corner, with a red arrow pointing to it.

<input type="checkbox"/>	Username	Peripheral	Last Name	First Name	Description
<input type="checkbox"/>	20000	PG1.UCM	Agent1	Test	
<input type="checkbox"/>	20002	PG1.UCM	Agent2	Test	
<input type="checkbox"/>	doit.v.justin.purkey@illinois.gov	PG1.UCM	Purkey	Justin	
<input checked="" type="checkbox"/>	jim.thomas@illinois.gov	PG1.UCM	Sup1	Test	
<input checked="" type="checkbox"/>	Michael.Caldwell@illinois.gov	PG1.UCM	Caldwell	Michael	
<input checked="" type="checkbox"/>	techv.justin.kendall@illinois.gov	PG1.UCM	Kendall	Justin	
<input type="checkbox"/>	techv.marie.mucciante@illinois.gov	PG1.UCM	Sup4	Test	

5. In the dropdown, select “Skill Groups”



SKILL GROUP ASSIGNMENT – MULTIPLE AGENT SG SELECTION

6. In the dialog, select the plus or X icon as appropriate for the changes to be made

The screenshot shows a dialog box titled "Edit Skill Groups of 3 Agents". It features a search bar at the top left. Below it is a table with three columns: "Name", "# of Selected Agents", and "Action". The table contains three rows of data. The "Action" column for each row contains a plus (+) icon, a plus (+) icon, and both plus (+) and minus (-) icons respectively. A red box highlights the "Action" column, and a red arrow points from the search bar to this column. At the bottom of the dialog, there is a status bar with an information icon, "Adding 0 skill groups", "Removing 0 skill groups", and "3 items". The bottom right corner has "Cancel" and "Save" buttons.

Name	# of Selected Agents	Action
PG1.Test.SG	None	+
PG1.Test.SG2	None	+
Test.OBD.PG5	1	+ -

SKILL GROUP ASSIGNMENT – MULTIPLE AGENT FINAL

7. For each change indicated, you'll see:

- An “undo” arrow in the action column that you can press to undo your selected change
- If you removed a skill group, you'll see the name of the Skill Group crossed out
- A summary at the bottom indicating what will be added or removed.

Name	# of Selected Agents	Action
PG1.Test.SG	All	↶
PG1.Test.SG2	None	⊕
Test.OBD.PG5	1	↶

3 items

Adding 1 skill group Removing 1 skill group

Cancel Save

8. When finished, click “Save”

SUPERVISOR SETTINGS



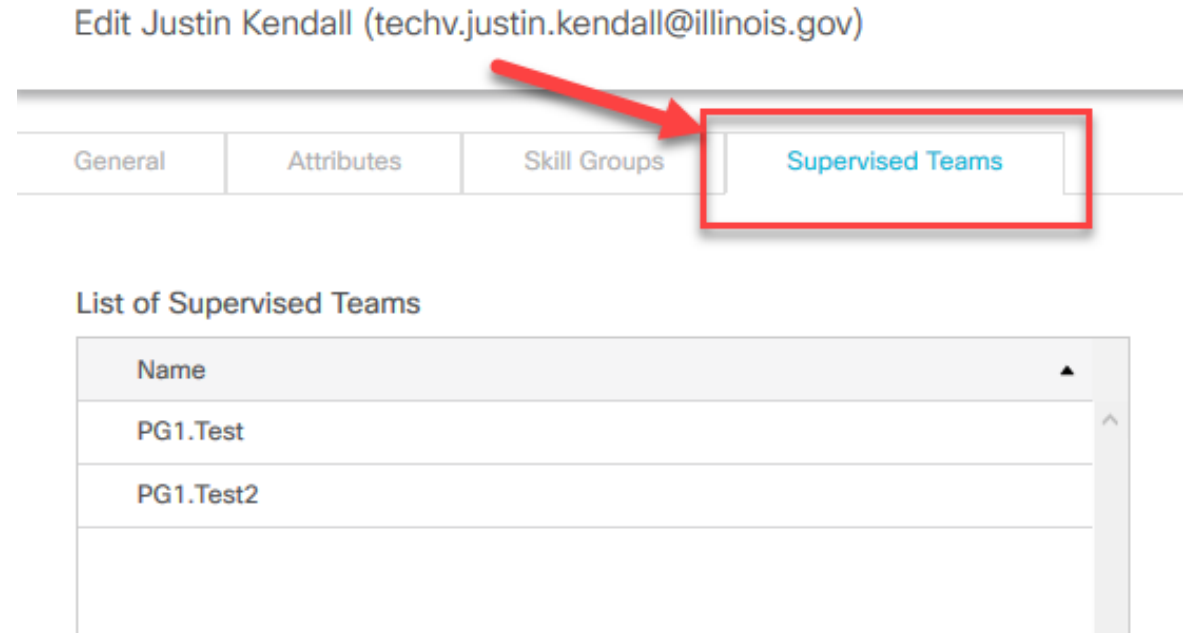
SUPERVISED TEAMS

From the **Supervised Teams** tab, you can see:

- List of teams supervised by the supervisor

****This page is read only and cannot be edited****

Edit Justin Kendall (techv.justin.kendall@illinois.gov)



The screenshot shows a user profile page for Justin Kendall. At the top, it says "Edit Justin Kendall (techv.justin.kendall@illinois.gov)". Below this is a horizontal navigation bar with four tabs: "General", "Attributes", "Skill Groups", and "Supervised Teams". The "Supervised Teams" tab is highlighted with a red box, and a red arrow points to it from the left. Below the navigation bar is a section titled "List of Supervised Teams" which contains a table with two rows of data.

Name
PG1.Test
PG1.Test2

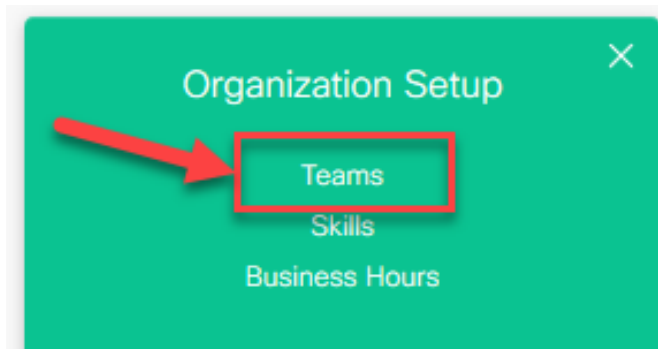
TEAM SETTINGS



FIND TEAMS

To find teams:

- Select **Organization Setup** → **Teams**



TEAM SETTINGS

To view team settings:

1. Search for or scroll to the Team you would like to view
2. Click on the team in the list

Teams

Name ▲	# Agents	# Supervisors	Description
PG1.Test	2	2	
PG1.Test2	5	3	

TEAM SETTINGS

Team Settings are broken down into three tabs:

- **Basic Details**
 - Team Name
 - Description
- **Team Members**
 - Contains the list of agents that have been assigned to the team
- **Supervisors**
 - Contains the list of agents that have been configured to supervise the team

TEAM SETTINGS - MEMBERS TAB

- Read-only list of agents that are members of the team

View PG1.Test

Basic Details

Team Members

Supervisors

List of Agents

Agent
Justin Purkey (doit.v.justin.purkey@illinois.gov)
Test Agent1 (20000)

TEAM SETTINGS - SUPERVISORS TAB

- Read-only list of agents that supervise the team

View PG1.Test

Basic Details	Team Members	Supervisors	
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List of Supervisors

Supervisor
Justin Kendall (techv.justin.kendall@illinois.gov)
Justin Purkey (doit.v.justin.purkey@illinois.gov)