Cisco Supervisor Desktop User's Guide

Cisco Desktop Product Suite 4.3.1 (ICD)

Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

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Cisco Supervisor Desktop User's Guide

Introduction

Cisco Supervisor Desktop is the portion of the Cisco Desktop Product Suite that resides on the supervisor's desktop.

With Supervisor Desktop, you are able to:

- Monitor agent call activity in real time
- View agent and skill group statistics
- Listen in on agent phone calls
- "Barge in" on calls (join an agent's conversation)
- "Intercept" calls (disconnect an agent from a call and take it over)
- Record and archive agent phone calls
- Use instant messaging to communicate with any and all agents on your team
- Send scrolling marquee messages to all agents on your team to broadcast important news

This document describes the full functionality provided by Enhanced Supervisor Desktop. Enhanced features not available in the Standard and Remote versions of Supervisor Desktop are noted.

Supervisor Desktop Versions

Supervisor Desktop is available in three versions:

Standard Supervisor Desktop. This version does not include the Voice Monitoring, Recording, Barge-In, or Intercept functionality. It is available with or without Media Termination.

Enhanced Supervisor Desktop. This version includes Voice Monitoring, Recording, Barge-In, and Intercept functionality. It is available with or without Media Termination.

Remote Supervisor Desktop. This version enables you to monitor agents outside of the local contact center (Voice Monitoring) but is does not allow you to intervene in any way. It does not include Recording, Barge-In, or Intercept. It does not allow you to change agent states. It is not available with Media Termination.

Media Termination

Standard and Enhanced Supervisor Desktop can include Media Termination.

If the Media Termination feature is included, Agent Desktop with Media Termination is automatically installed when you install Supervisor Desktop. Agent Desktop can function as a soft IP phone so you do not need to have an actual hard IP phone to handle calls.

About This Document

Intended Audience

This document is written for contact center supervisors who use Supervisor Desktop on their computers.

Conventions

In this document, terminology and typographic conventions are as follows:

Terminology

- The word *enter* means to press the sequence of keys specified. For example, an instruction to enter the letter “y” is shown as

  Enter y to continue.

- The word *click* means to use your mouse to execute the action represented by a button. For example, an instruction to click the Next button is shown as

  Click **Next**.

- The words *check* and *uncheck* mean to activate or deactivate a check box. For example, an instruction to deactivate the Dial Number as Entered check box is shown as

  Uncheck the **Dial Number as Entered** check box.

- The word *choose* means to pick an option from a menu or submenu. For example, an instruction to choose the Desktop option from a series of submenus is shown as

  Choose **Start > Programs > Cisco > Desktop**.

- The word *select* means to mark text or other elements to be copied or cut. For example, an instruction to select text is shown as

  Select an entry from the list to edit.

- Simultaneous keystrokes (as when you hold down the first key, then press the second and third keys) are represented as a series of bolded key names joined by dashes. For example, an instruction to press and hold the Alt key while pressing the letter “d” is shown as

  Press **Alt–d**.

- Function keys are represented by the letter F followed by the function key number. For example, an instruction to press function key 3 is shown as

  Press **F3**.

Typography

- Commands and text you type, the names of windows, buttons, menus, and menu options appear in bold type:

  From the **Options** menu, choose **Local Admin**.

- Variables you must enter appear in italics:

  http://*servername*/appadmin

- Terms that are being defined appear in italics:

  Actions are commands that perform a task.

- Menu paths appear in bold type with menu options separated by right angle brackets:

  Choose **Options > Status Bar**.

Starting Supervisor Desktop

Log into Agent Desktop before you start Supervisor Desktop.

▶ To start Supervisor Desktop:

1. Choose Start > Programs > Cisco > Desktop > Supervisor.

   The login screen appears.

2. Enter your Supervisor Desktop ID in the appropriate fields, and then click OK or press Enter.

   NOTE: While Agent Desktop and Supervisor Desktop IDs are the same, your passwords may differ. Consult your system administrator if you have problems logging into either application.

Access Through a Virtual Private Network

Supervisor Desktop is able to connect to Cisco Desktop Product Suite servers through a virtual private network (VPN). This enables a supervisor to work remotely and still have the benefit of Supervisor Desktop's full functionality.

At startup, Supervisor Desktop sends a message through the VPN to a Desktop Product Suite server in the contact center, which returns the IP address that has been assigned by the VPN concentrator. Supervisor Desktop uses this IP address to receive asynchronous messages (required to enable full functionality).

Cisco VPN 3000 Concentrator and Cisco Soft VPN Client are required for access. Other VPNs may work, but this configuration is the only one that has been verified.

Changing Your Password

Your password should remain confidential. If it becomes known, change it. Passwords may have a maximum of 32 alphanumeric characters.

▶ To change your password:

1. Choose File > Change Password.

   The Change Password dialog box appears.

2. Type your old password, a new password, and then the new password again.

3. Click OK.

   Your password is changed.

Supervisor Desktop Window

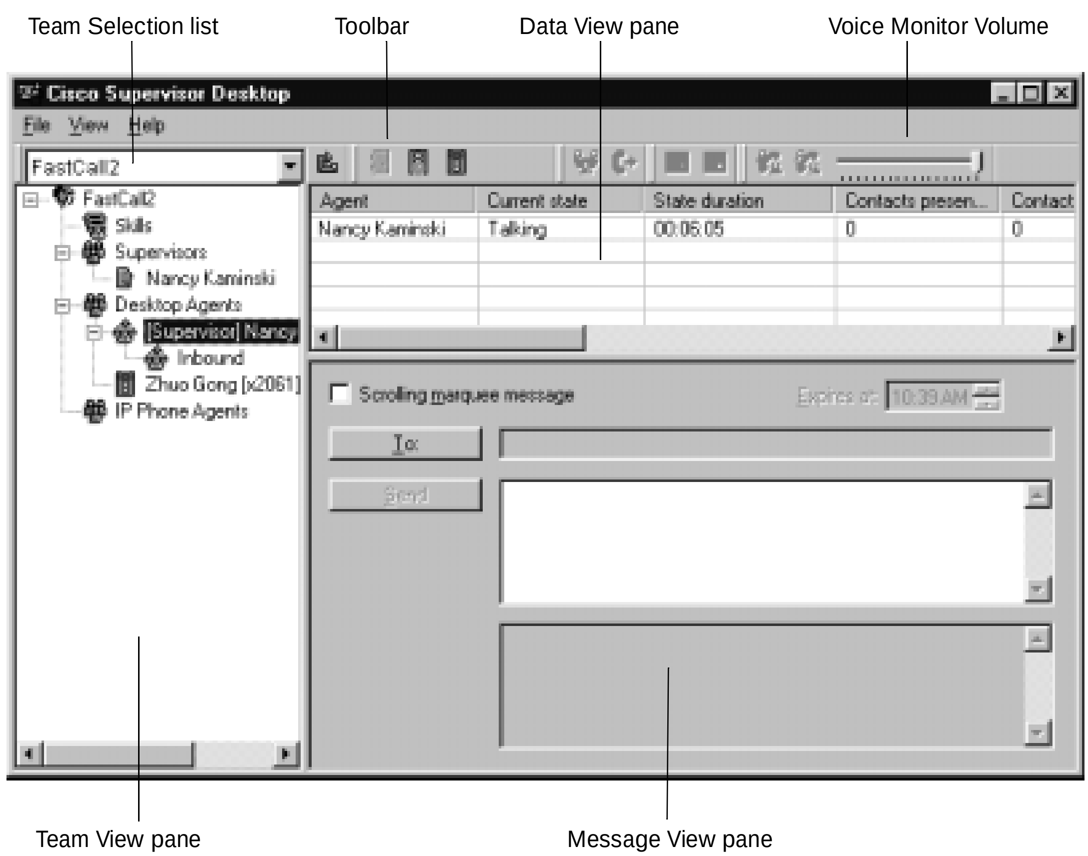
The Supervisor Desktop window is divided into three areas:

- The Team View pane, which displays the team of agents you select from the Team Selection list
- The Data View pane, which displays skill statistics, agent statistics, and call information
- The Message View pane, which enables you to send instant messages and broadcast scrolling marquee messages

Figure 1 shows the Supervisor Desktop window.

The following sections describe the Supervisor Desktop Team Selection list, Team View pane, Data View pane, Message View pane, Toolbar, and Menu Bar.

Figure 1. The Supervisor Desktop window.



Team Selection List

Choose the team of agents you wish to monitor from this drop-down list. The list displays all teams to which you are assigned as a supervisor.

Team View Pane

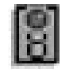
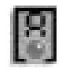
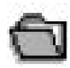
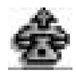
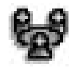
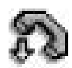
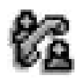
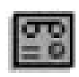
The Team View pane displays the skills, supervisors, agents, and phone calls belonging to the team you have chosen from the Team Selection list.

Supervisor Desktop monitors two types of agent groups: desktop agents, who use Cisco Agent Desktop to manage their calls, and IP phone agents, who use IP Phone Agent for call management. Only agents who are currently logged in are visible.

When you select a skill, desktop agent, or phone call, information about your selection is displayed in the Data View pane. (No information is available when you select IP phone agents or supervisors.)

> NOTE: In terms of call information, Supervisor Desktop assumes that all interaction between agents occurs between agents of the same type (all desktop agents or all IP phone agents). Interaction between the two types of agents can result in missing or additional information in the Team View pane. For example, if a desktop agent receives a call and performs a supervised transfer to an IP phone agent, the IP phone agent appears in the Team View pane as being on the phone but not having an inbound call. Call control is not usually affected unless you attempt to affect one of the additional “phantom” calls.

The Team View pane displays icons next to agent names and phone calls to indicate their agent state and call status. When more than one icon is applicable, audio icons override Call Status icons, which in turn override Agent State icons. For instance, if an agent is in the Ready state, the icon is the Ready icon. If the agent answers a phone call, the Ready icon is replaced by a Talking icon. If the agent’s supervisor listens in on that conversation, the Talking icon is replaced by the Monitoring icon.

Agent State Icons		Not Ready
		Ready
		Work
Call Status Icons		Talking
		Conference Call
		On Hold
Audio Icons		Monitoring
		Recording

Data View Pane

The Data View pane displays different information depending on what you select in the Team View pane:

- If you select Skills, skills statistics are displayed.
- If you select Desktop Agents, a summary list of agent statistics is displayed.
- If you select a particular agent, that agent's agent statistics are displayed.
- If you select a call, call information is displayed.

NOTE: No information is available for IP phone agents or supervisors in the Data View pane.

Call information and skills statistics are real-time and always reflect the current status. The information is refreshed every five seconds. You can click the Refresh button on the toolbar to update the information at any time.

NOTE: When you scroll the Data View pane sideways with the scroll bar, the toolbar icons are disabled. To enable them again, click anywhere in the Team View pane.

NOTE: If you select the Desktop Agents node in the Team View pane, the agent states in the summary information displayed in the Data View pane may not match the agent state icons displayed next to the agents listed under the node. In that case, clicking the Refresh button updates the information so that the agent states match.

Skills Statistics

When you select Skills in the Team View pane, the Data View pane displays statistics for each contact service queue for the current day, starting at midnight. The statistics are automatically refreshed every five seconds.

NOTE: The sum of the number of agents in each contact service queue can exceed the number of agents logged in when one or more of those agents belongs to more than one contact service queue.

Statistic	Description
Agents in Talking	Number of agents currently in the Talking state
Agents in Work	Number of agents currently in the Work state
Agents logged in	Number of agents currently logged in
Agents not ready	Number of agents currently in the Not Ready state
Agents ready	Number of agents currently in the Ready state
Agents Reserved	Number of agents currently in the Reserved state
Average talking	Average time agents spend talking with contacts, excluding hold time
Average waiting	Average amount of time contacts spend waiting before being connected with an agent, excluding any time on hold
Calls abandoned	Total number of contacts that arrived but disconnected before talking to an agent
Calls de-queued	Total number of contacts de-queued from the Skill group

Statistic	Description
Calls Priority 1… Calls Priority 10	Total number of contacts in Priority Queues 1 through 10
Contact Service Queue	Queue's name.
End time	Ending date and time of the current reporting period
Handled today	Total number of contacts connected to an agent in the current reporting period
Longest talking	Longest contact talk duration in the current reporting period
Longest waiting	Duration of the contact with the longest wait time in the current reporting period
Oldest in queue	Elapsed wait time of the longest-waiting contact currently in queue
Start time	Starting date and time of the current reporting period
Total calls	Total number of contacts that have arrived, including contacts waiting, contacts connected to an agent, and contacts that have disconnected

Agent Statistics

When you select Desktop Agents or a desktop agent's name from the Team View pane, the following statistics are displayed in the Data View pane.

NOTE: No agent statistics are available for IP phone agents.

Statistic	Description
Agent	Agent's name
Avg not ready	Average time spent in the Not Ready state
Avg ready	Average time spent in the Ready state

<table>
<tr><th>Statistic</th><th>Description</th></tr>
<tr><td>Avg talking</td><td>
Average talk time of all contacts completed
Talk time is based on the time the agent is in the Talking state, and includes time on hold
Example:
Supervised transfer scenario: A calls B; B calls and consults with C; B completes the transfer of call to C

A’s talk time is the time connected with B, including the time B is consulting with C
B has two talk times: one for the talk time of the call with A, including the time the A–B call is on hold while B consults with C, and one for the talk time while consulting with C
C’s talk time includes the consulting call with B and the eventual call with A, once the transfer is complete

</td></tr>
<tr><td>Calls completed</td><td>
Number of calls answered at or made from the agent’s directory number during the current session
Includes all calls connected, inbound or outbound:

Counts consulting and non-consulting calls
Counts consulting calls for the agent making the call, not the agent receiving the call
Blind transfer and blind conference calls not counted

Note: Displays -1 if Agent Desktop hasn’t received any calls in the current day or if there are no calls recorded in the Recording and Statistics server for this agent.
Examples:
Supervised transfer/conference scenario: A calls B; B consults C; C answers; B completes the transfer or conference.
<table>
<tr><th></th><th><u>A</u></th><th><u>B</u></th><th><u>C</u></th></tr>
<tr><td>Calls presented:</td><td>0</td><td>1</td><td>1</td></tr>
<tr><td>Calls completed:</td><td>1</td><td>2</td><td>1</td></tr>
</table>
Blind transfer scenario: A calls B; B blind transfers to C; C answers.
<table>
<tr><th></th><th><u>A</u></th><th><u>B</u></th><th><u>C</u></th></tr>
<tr><td>Calls presented:</td><td>0</td><td>1</td><td>1</td></tr>
<tr><td>Calls completed:</td><td>1</td><td>1</td><td>1</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Statistic</th><th>Description</th></tr>
<tr><td>Calls completed (cont’d)</td><td>Blind conference scenario: A calls B; B blind conferences to C; C answers.
<table>
<tr><th></th><th>A</th><th>B</th><th>C</th></tr>
<tr><td>Calls presented:</td><td>0</td><td>1</td><td>1</td></tr>
<tr><td>Calls completed:</td><td>1</td><td>1</td><td>1</td></tr>
</table>
C counts an incoming consult call as completed. A calls B; B consults with C; C answers; C hangs up.
<table>
<tr><th></th><th>A</th><th>B</th><th>C</th></tr>
<tr><td>Calls presented:</td><td>0</td><td>1</td><td>1</td></tr>
<tr><td>Calls completed:</td><td>1</td><td>2</td><td>1</td></tr>
</table></td></tr>
<tr><td>Calls presented</td><td>Number of calls delivered to the agent’s directory number during the current session

Includes every call delivered to the agent, including consult calls, answered or not

Note: Displays 0 if Agent Desktop hasn’t received any calls in the current day or if there are no calls recorded in the Recording and Statistics server for this agent</td></tr>
<tr><td>Current state</td><td>Agent’s current agent state</td></tr>
<tr><td>Max not ready</td><td>Single longest time spent in the Not Ready state</td></tr>
<tr><td>Max ready</td><td>Single longest time spent in the Ready state</td></tr>
<tr><td>Max talking</td><td>Off-hook time for the single longest call completed during the current session</td></tr>
<tr><td>State Duration</td><td>Length of time the agent has been in the current state

Note: The duration shown in this field just after Supervisor Desktop starts is not necessarily correct. The duration shown is calculated from the time the application was opened, not from when the current agent state was entered. When the agent state changes, the duration counter starts again and the time shown is accurate.</td></tr>
</table>

Call Information

When you select a call from the Team View pane, the Data View pane displays the following information for each call participant.

> NOTE: Supervisor Desktop displays <Unavailable> if any of this information is not available to the system.

Statistic	Description
Call Status	Status of the call participant
Duration	Length of time the participant has been in the call
Name	Call participant's name
Number	Call participant's phone number

Message View Pane

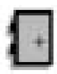
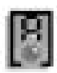
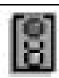
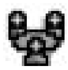
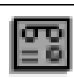
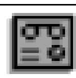
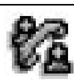
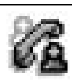
The Message View pane enables you to send instant messages to individual agents or all agents on the team you are viewing. It also enables you to broadcast scrolling marquee messages to all agents on the selected team.

Messages are archived in the chat log (the gray text box area) for the duration of the session. The log can hold up to 50 lines of chat. Once that limit is reached, the earliest line is dropped off as the most recent is added.

> NOTE: When you scroll the Message View pane sideways with the scroll bar, the toolbar icons are disabled. To enable them again, click anywhere in the Team View pane.

Toolbar

The Supervisor Desktop toolbar consists of the following buttons. Move your mouse pointer over a button to view a tooltip that shows its function.

Button	Name	Shortcut Key	Description
	Refresh	Ctrl-F	Refreshes the information in the Data View pane.
	Logout	Ctrl-L	Logs the selected agent out of the Integrated Contact Distribution (ICD) server.
	Ready	Crtl-E	Puts the selected agent in the Ready agent state.
	Not Ready	Ctrl-N	Puts the selected agent in the Not Ready agent state.
	Barge-In	Ctrl-B	Enables you to join an agent's phone conversation.
	Intercept	Ctrl-I	Enables you to intercept a phone call while disconnecting the agent from the phone call.
	Start Recording	Ctrl-R	Starts recording the selected phone call.
	Stop Recording	Ctrl-S	Stops recording the selected phone call.
	Start Voice Monitoring	Ctrl-A	Starts voice monitoring of the selected phone call.
	Stop Voice Monitoring	Ctrl-P	Stops voice monitoring of the selected phone call.

Menu Bar

The Supervisor Desktop menu bar contains the following options:

File		
	Change Password	Enables you to change your Supervisor Desktop password.
	Exit	Closes Supervisor Desktop.
View		
	UserID	Hides/shows the agent's user ID in the Team View pane.
	Ext.	Hides/shows the agent's extension in the Team View pane.
	Both UserID & Ext.	Hides/shows both the agent's user ID and extension in the Team View pane.
	Recorded Files	Opens the Supervisor Log Viewer. (See "Supervisor Log Viewer" on page 21.)
Intervention		This option is available when you select an agent or phone call in the Team View pane.
	Start Voice Monitoring	Starts monitoring a call.
	Stop Voice Monitoring	Stops monitoring a call.
Help		
	Contents	Accesses the online help file.
	About Supervisor	Displays the version and copyright information.

Supervisor Desktop Functions

Monitoring a Phone Call

NOTE: Voice Monitoring is not available with Standard Supervisor Desktop.

The Voice Monitor buttons enable you to silently listen in on an agent's phone conversation.

The Voice Monitor is enabled whenever an agent is logged in, whether or not the agent is on the phone. It is disabled when:

- You are a participant in a phone call.
- You use the Barge-In or Intercept function.

The volume slider allows you to control the volume when monitoring an agent's phone conversation. The system remembers your last volume setting and uses it the next time you log in.

▶ To start monitoring a call:

1. Choose an agent in the Team View pane.
2. Click the Start Voice Monitor button.

   You may adjust the volume with the volume slider.

▶ To stop monitoring a call:

- Click the Stop Voice Monitor button.

Barging In on a Call

NOTE: Barge-In is not available with Remote and Standard Supervisor Desktop.

The Barge-In feature enables you to join an agent's phone conversation. When you click the Barge-In button, you are automatically added to the phone call.

The agent sees a message that you are attempting to join the call, then sees a message that you have successfully joined it.

When you use the Barge-In feature, the Voice Monitoring feature is disabled.

You can't barge in to conference calls. You can't barge in if an agent is on hold, is on two calls, or is an IP phone agent. You can't barge in on an agent that you are remotely supervising. You can't barge in if your phone is off-hook.

▶ To barge in:

1. Choose an agent call in the Team View pane.
2. Click the Barge-In button.

   You are added to the call.

   At any time during the phone call, you may click Intercept to disconnect the agent from the phone call and continue talking with the third party yourself.

Intercepting a Call

NOTE: Intercept is not available with Remote and Standard Supervisor Desktop.

The Intercept feature enables you to intercept a phone call while disconnecting the agent from that phone call.

The agent sees a message that you are attempting to intercept the phone call, then sees a further message when the interception is successful.

When you use the Intercept feature, the Voice Monitoring feature is disabled.

You can't intercept a call if the agent is on hold, is on two calls, or is an IP phone agent. You can't intercept an agent's call if you are remotely supervising the agent. You can't intercept an agent's call if your phone is off-hook.

▶ To intercept a phone call:

1. Click an agent call in the Team View pane.
2. Click the Intercept button.

   The call is transferred to you.

Recording a Call

NOTE: Call Recording is not available in Remote and Standard Supervisor Desktop.

You can use Enhanced Supervisor Desktop to record, save, and play back calls handled by desktop agents (but not calls handled by IP phone agents). Multiple recordings can be in progress at the same time, although only one recording may be made per agent at any one time. You use the Supervisor Log Viewer to review recorded calls.

You can use the Barge-In, Intercept, and Voice Monitor features while recording.

NOTE: When recording a call, keep in mind the following:

- Although you select a specific call from the Team View pane when recording, you are actually recording all voice activity to and from that particular agent; it is not limited to the call you selected. For instance, if the agent puts the selected call on hold and switches to another call, the recording will record both calls.
- The recording will end when the selected call terminates, or when you manually click Stop Recording, whichever comes first.

▶ To record a call:

1. Choose the call you wish to record from the Team View pane.
2. Click the Start Record button.
3. Click the Stop Record button to end the recording.

   If the agent terminates the call before you click Stop Record, the recording is automatically ended.

   The call is archived to the Supervisor Log Viewer, where it is automatically saved for seven days. If you want to save it for a longer period, you may do so for up to 30 days, after which it is deleted.

NOTE: If a recording fails, you will not see a failure message. You will know that a recording succeeds if the icon next to the phone call in the Team View pane changes to the Recording icon.

Changing Agent States

> NOTE: Changing agent states is not available in Remote Supervisor Desktop.

You can use Standard or Enhanced Supervisor Desktop to change the agent state of an agent on your team, including logging the agent out.

▶ To change an agent's agent state:

1. From the Team View pane, select the agent whose state you want to change.
2. Click the appropriate Agent State button on the toolbar.

NOTE: If an agent state change fails, you will not see any failure message. You will know that an agent state change succeeds if the icon next to the agent's name in the Team View pane changes to the current Agent State icon.

Sending an Instant Message

The Message View pane enables you to send messages to individual agents or to all agents on the team you are currently viewing.

▶ To send a message to one or more agents on your team:

1. Click To.

   The Select Agents window appears.

2. From the left pane, select either:
   - an individual agent's name
   - ALL agents to send the message to all agents on your team
3. Click To to add your selection to the right pane.

   If you wish to remove an agent from the right pane, select the name and click Delete.

4. When the right pane displays the names of the agents you want to receive your message, click OK.
5. Type your message in the text box.
6. Click Send.

   The message is sent to the agents.

Sending a Scrolling Marquee Message

You can send a scrolling marquee message to all agents on a team.

▶ To send a scrolling marquee message to all agents on a team:

1. From the Team Selection list, choose the team to which you want to send the marquee message.
2. Check the Scrolling marquee message check box.
3. In the Expires at field, choose a specific time for the message to expire.

   By default, the message runs for 30 minutes.

4. Type your message in the text box.
5. Click Send.

   The scrolling marquee message is sent to the team for the length of time you chose.

Supervisor Log Viewer

Overview

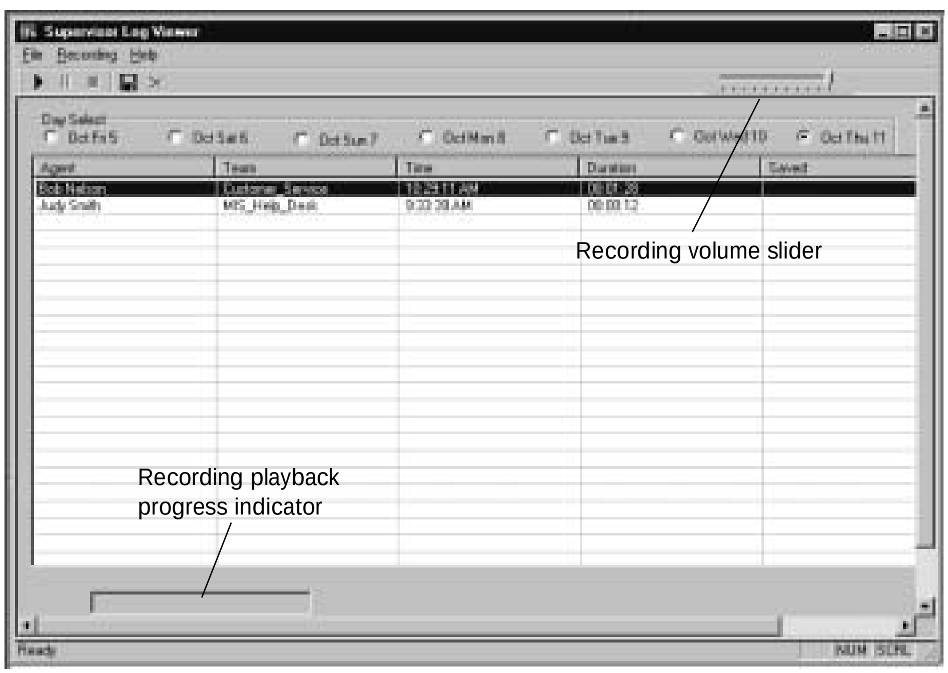
The Supervisor Log Viewer displays all recordings made over the last seven days as well as those you save for up to 30 days. Figure 2 shows the Supervisor Log Viewer window.

> NOTE: Supervisor Log Viewer works only with Enhanced Supervisor Desktop. If you have Remote or Standard Supervisor Desktop, you can launch Supervisor Log Viewer but it will display no data.

Unless they are saved, recordings are automatically deleted after seven days. If a recording is saved (flagged with a “Yes” in the Saved column), and then deleted before the 30-day save period expires, the recording is deleted in the next daily folder cleanup (daily at midnight).

All recordings made in the logical contact center are included in the list. Recorded files are stored in the AudioFiles folder in the same location as the Desktop Administrator configuration files.

Figure 2. Supervisor Log Viewer window.

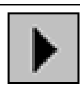
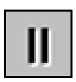
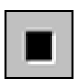
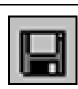
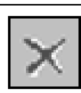


The log view displays the following information:

Column	Description
Agent	The agent whose call is recorded.
Team	The team to which the agent belongs.
Time	The time the recording was made.
Duration	The duration of the recording.
Saved	Displays "Yes" if the recording has been saved.

Toolbar

The Supervisor Log Viewer toolbar enable you to play and save recordings.

Button	Name	Description
	Play	Starts playing a selected recording.
	Pause	Pauses a selected recording.
	Stop	Stops playing a selected recording.
	Save	Flags the selected recording so that it is saved for 30 days.
	Delete	Deletes the Saved flag from a recording. The recording is not deleted immediately; it is deleted after seven days according to the normal deletion schedule.

Working with Recordings

▶ To listen to a recording:

1. From the **View** menu, choose **Recorded Files** to open Supervisor Log Viewer.
2. From the Day Select section of the window, click the radio button of the date of the recording you want to review.

   You can also click the **Saved** radio button to view a list of all recordings that have been saved.
3. Select the recording you want to review.
4. Click the **Play** button, or, from the menu bar, choose **Recording > Play**.

▶ To save a recording:

1. Select the recording you want to save.
2. From the menu bar, choose **File > Save**, or click the **Save** button.
3. The recording will be saved for 30 days.

   A saved recording is indicated by the word "Yes" in the Saved column.

▶ To delete a saved recording:

1. Select the saved recording you want to delete.
2. From the menu bar, choose **File > Delete**, or click the **Delete** button.

   The "Yes" flag is removed from the Saved column next to the recording, and the recording is deleted seven days after it was recorded, or at midnight, if it is more than seven days after the recording was recorded.

▶ To copy a recording file:

1. In Windows Explorer, navigate to the directory where the Desktop Administrator configuration files are stored.
2. In the AudioFiles folder, locate the particular .wav file you wish to copy. The file name is in the format:

   <recording date YYYYMMDD> <recording time HHMMSS>
   <type of device recorded N> <user extension NNNN>.wav

For instance: 2001100817100512101.wav where

- 20011008 = Oct. 8, 2001
- 171005 = 17:00 hours, 10 minutes, 5 seconds
- 1 = agent (2 = supervisor)
- 2101 = agent's extension

3. Copy the file and save it to the desired location.