## Supervisor-specific functionality

1. Skill adjustment for supervisors
   * Day 1 use Webex Contact Center Portal
   * Future phase - custom Webex Contact Center widget if needed
2. Current Dialogs – supervisors need access to each rep’s current call, as well as interaction histories
   * Day 1 Webex Contact Center Widget to view realtime agent state and monitor calls
   * Future phase - Custom Contact Center supervisor widget to view agent state. Connected calls will include order number, name on order and ability to view interaction history for the caller (not order specific). Supervisors should be able to monitor call from this view.

## Agent-specific functionality

Note – First Impressions will work in Webex Contact Center. All other agents will work in Entry Link.

1. entryLINK

* Day 1 – All agents will work in entryLINK with the exception of the First Impressions group. entryLINK to include call control
* Day 1 – Agents to enter notes directly in entryLINK
* Future phase – Quick notes section at the top of entryLINK to write notes directly to entryLINK call history for the caller.

1. Popup of order when call is answered

* First Impressions will use a Webex Contact Center widget that presents the callers phone number and account if found in IVR. Agent will prompt caller for the order number and enter this information prior to transferring to Agent B.
* Agent B working in entryLINK will receive the call and the order will be presented in entryLINK.

1. Agents need a faster way to lookup a callers call history, while on the call and after the call

* First Impressions – history will be included in widget
* All Other Agents – call history will be written to Entry Link

1. Ability to lookup order, pull specific attributes, save order to cisco call data record.

* Addressed in item 2

1. Automatic lookup phone number in entryLINK customer data(multiple tables) and return a result in cisco.

* Call history will be provided in First Impression widget
* Agents using entryLINK will view call history written to EL at end of each call

1. State action dropdown or buttons

* Login, Call Control, Agent State within entryLINK

1. Quick transfer buttons for first impressions agents

* First Impressions Webex Contact Center transfer buttons (static entries)

1. Dropdown consult/transfer options for all teams

* First Impressions will have one click transfer in Webex Contact Center
* entryLINK agents – Is address book a requirement?

1. Wrap-up codes during call and wrap-up time countdown
2. Visibility to teammate states – included in wallboard
3. Visibility to count of ready agents – included in wallboard
4. Visibility to count of calls in queue