

# How to add same UCCX Supervisor Desktop...

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[nkobayashi123](#) 32 posts since Dec 14, 2009

**How to add same UCCX Supervisor Desktop fields to Finesse Supervisor Screen** Mar 20, 2017 9:32 AM

Good afternoon,

I noticed that Finesse Supervisor 11.5 screen is much simpler than Uccx Supervisor 9.0 Desktop. Our customers are asking for same view as Uccx Supervisor Desktop screen. For example, how can I add the fields of "Agents Team State with calling party number & duration" to Finesse Supervisor screen? I can only see from "Manage Team with Agent Name, State, Time in State and extension" ....

Please kindly assist me to add those fields to Finesse Supervisor 11.5 I will appreciate all your help.

Thank you,

NK



[Balakrishnan Doraisamy](#) 2 posts since Feb 12, 2014

**Re: How to add same UCCX Supervisor Desktop fields to Finesse Supervisor Screen** Mar 30, 2017 7:39 AM

Hi NK,

Sorry but currently we don't have that feature available on finesse yet.



[nkobayashi123](#) 32 posts since Dec 14, 2009

**Re: How to add same UCCX Supervisor Desktop fields to Finesse Supervisor Screen** Mar 30, 2017 1:21 PM

Do you know when they are planning to bring back the fields to the Finesse?

We've been using the contact center since 4.5 version and all the supervisors have been using the fields.

They feel there is no benefits to the new call center product when the features have been stripped out and I must agree with them about that..

Please the developers know that we would like to keep those fields, team messages, agent s messages and other display features.

Thank you,


NK



[ca\\_reameri](#) 1 posts since Dec 28, 2009

**Re: How to add same UCCX Supervisor Desktop fields to Finesse Supervisor Screen** Jul 5, 2017 11:26 AM

How to add same UCCX Supervisor Desktop...

 in response to [nkobayashi123](#)

Hi NK, can you resolve your problem with Finesse Supervisor Desktop? Actually I have the same issue.

Best Regards.

JCReyes