
Supervisor



The supervisor screen provides the necessary tools to manage the entire operation.

Automatic Refresh

The automatic refresh button is located on the top of the supervisor screen. When Auto Refresh is “On” updates will be refreshed in real-time.

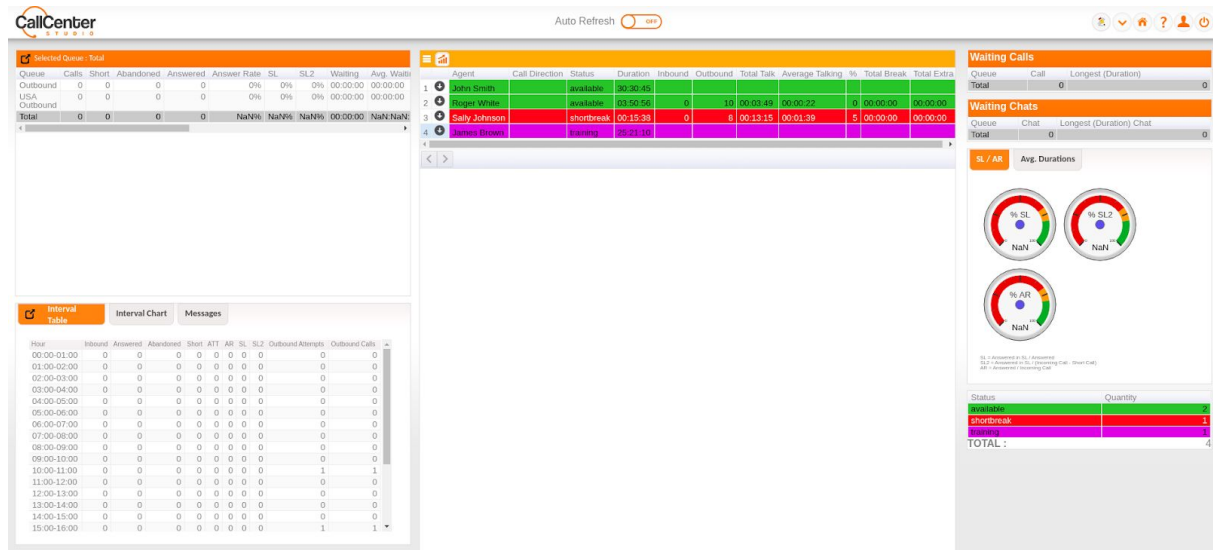


Auto Refresh can be turned off by clicking the refresh button. As shown below:



Agent Default Screen

The agent default screen is the first screen that appears when the Supervisor tab is clicked from this screen; multiple contact center matrixes are provided.




Queue Performance Table

Located in the top left-hand corner of the supervisor default screen is the Queue Performance table, as shown below:

Selected Queue : Total										
Queue	Calls	Short	Abandoned	Answered	Answer Rate	SL	SL2	Waiting	Avg. Waiting	
inbound	9	5	0	4	44%	100%	100%	00:00:16	00:00:04	
Total	9	5	0	4	44%	100%	100%	00:00:16	00:00:01	

This table provides queue metrics based on individual queues. Multiple queues can be compared at a glance, and decisions can be made based on the information provided. Number of calls, number of short calls, number of abandoned calls, number of answer calls, the answer rate, service level, waiting time and average waiting time, outbound attempts, talk times, and chat details are provided.

Also, when the expand button, , is clicked. The table above will appear in a pop-up window format, as shown below:

Queue	Calls	Short	Abandoned	Answered	Answer Rate	SL	SL2	Waiting	Avg. Waiting	Talk	Avg. Talk	Release	Out
outbound	0	0	0	0	0%	0%	0%	00:00:00	00:00:00	00:00:00	00:00:00	0	
inbound	6	0	1	5	83%	60%	50%	00:02:09	00:00:21	00:08:29	00:01:41	0	
Total	6	0	1	5	83%	60%	50%	00:02:09	00:00:21	00:08:29	00:01:41	0	

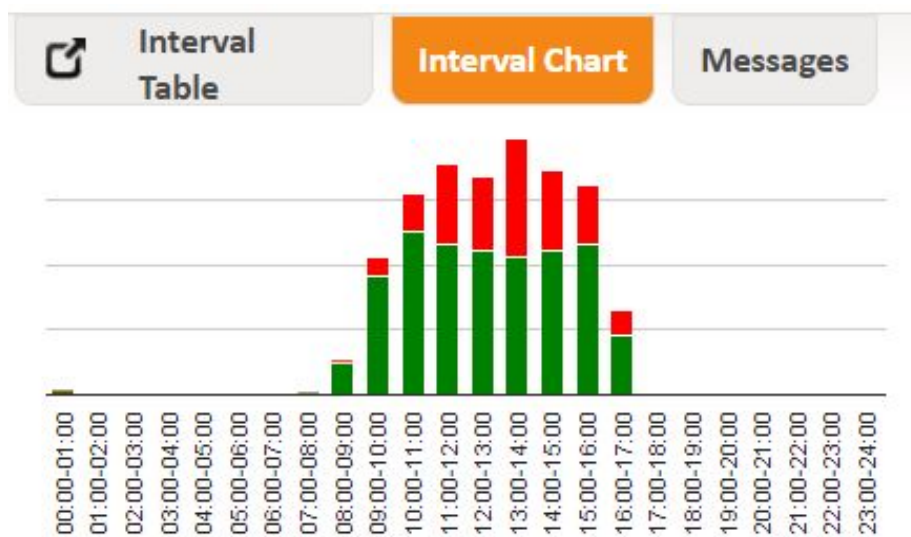
Interval Table

Information such as calls per hour, answered calls, and service level can be viewed here. It is possible to view total values and hourly values by selecting individual hour lines.

<div>Interval Table</div> <div>Interval Chart</div> <div>Messages</div>											
Hour	Inbound	Answered	Abandoned	Short	ATT	AR	SL	SL2	Outbound Attempts	Outbound Calls	
00:00-01:00	0	0	0	0	0	0	0	0		0	0
01:00-02:00	0	0	0	0	0	0	0	0		0	0
02:00-03:00	0	0	0	0	0	0	0	0		0	0
03:00-04:00	0	0	0	0	0	0	0	0		0	0
04:00-05:00	0	0	0	0	0	0	0	0		0	0
05:00-06:00	0	0	0	0	0	0	0	0		0	0
06:00-07:00	0	0	0	0	0	0	0	0		0	0
07:00-08:00	0	0	0	0	0	0	0	0		0	0
08:00-09:00	0	0	0	0	0	0	0	0		0	0


Interval Chart

Inbound calls are expressed with graphics. Green columns indicate answered calls, and red columns show missed calls.

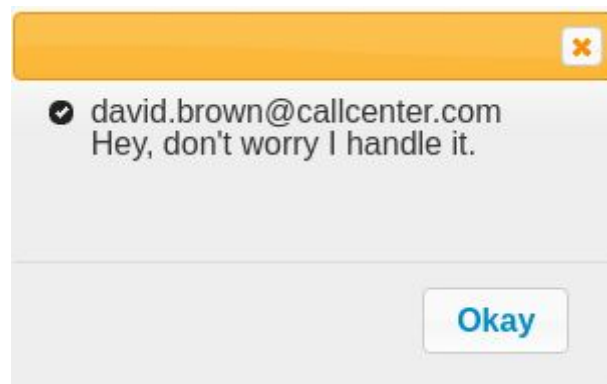


Messages

Previous messages from agents assigned to the supervisor can be viewed here.

 Interval Table	Interval Chart	Messages
Type	Date	Message
supervisor	13/5/2020 15:8:33	Sender:Cole Melendez Good Job!
supervisor	13/5/2020 15:9:18	Sender:Cole Melendez Do you need help?
supervisor	13/5/2020 15:9:44	Sender:Cole Melendez Do you need help?

Incoming messages from an agent will pop-up in the middle of the supervisor screen, as shown below:




Click the Okay button, , to return to the supervisor screen.

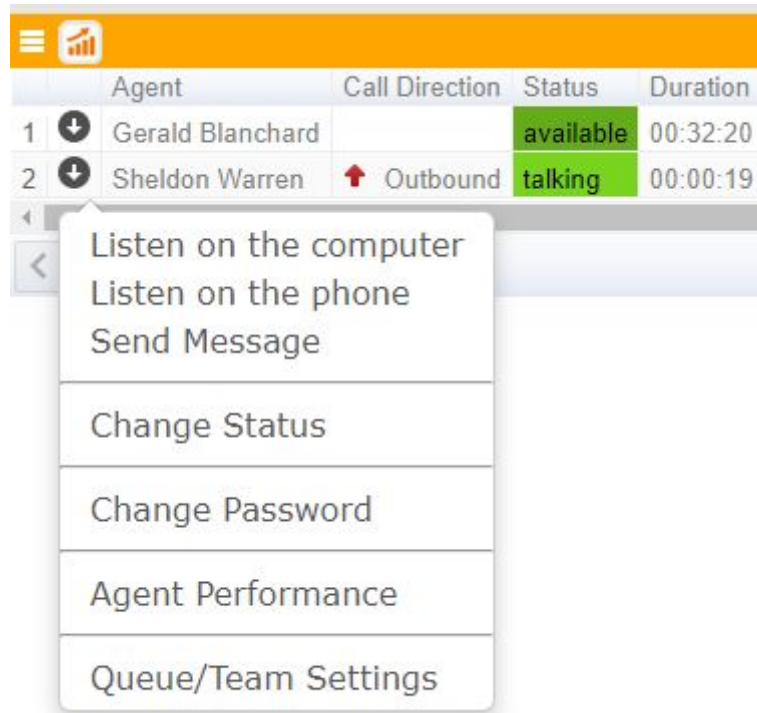
Agent Status List

The agent status list provides a quick overview of the agent's performance. Details such as length of status duration, inbound, and outbound call totals are provided here. Also, using this list, agents can be messaged, their status can be changed along with their password, individual performance can be viewed, and queue or team modifications for each agent can be made.

	Agent	Call Direction	Status	Duration	Inbound	Outbound	Total Talk	Average Talking	%	Total Break	Total Ex
1	Keyon Sweeney		chatting (1)	00:00:12	0	0	00:00:00	00:00:00	0	00:09:07	00:02:4
2	Harold Kirk		available	00:14:06	2	0	00:01:31	00:00:45	5	00:00:00	00:12:3
3	John Smith		available	00:14:04	2	0	00:01:39	00:00:49	4	00:09:13	00:03:1
4	Vincent Warner		available	00:14:04	1	4	00:08:38	00:01:43	21	00:00:17	00:09:0
5	Jared Walter		available	00:14:02	1	0	00:00:31	00:00:31	1	00:00:22	00:11:3
6	Paul Baker		available	00:13:33	1	0	00:00:37	00:00:37	2	00:00:00	00:05:4
7	Gerald Blanchard		available	00:13:18	0	0	00:00:00	00:00:00	0	00:00:00	00:13:1
8	Cole Melendez		available	00:00:58	0	6	00:05:03	00:00:50	8	00:00:20	00:10:3
9	Khloe Bond		available	00:00:42	1	3	00:03:49	00:00:57	6	00:00:31	00:12:5

Listening to an Agent's Phone Call

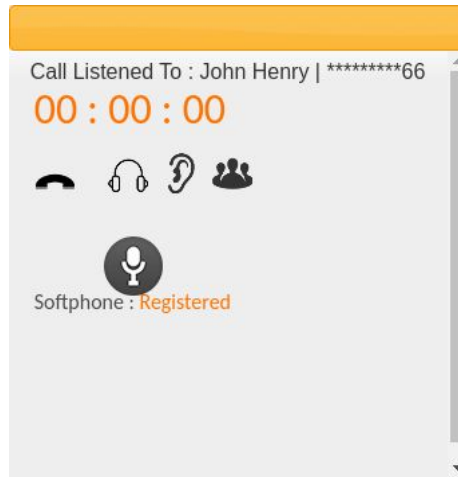
1. Click the  button of the desired agent. This button is located to the left of the agent's name the following pop-up window will appear:







Note: the following options are only available when the agent is in “Talking” status:


- *Listen on the computer*
- *Listen on the phone*

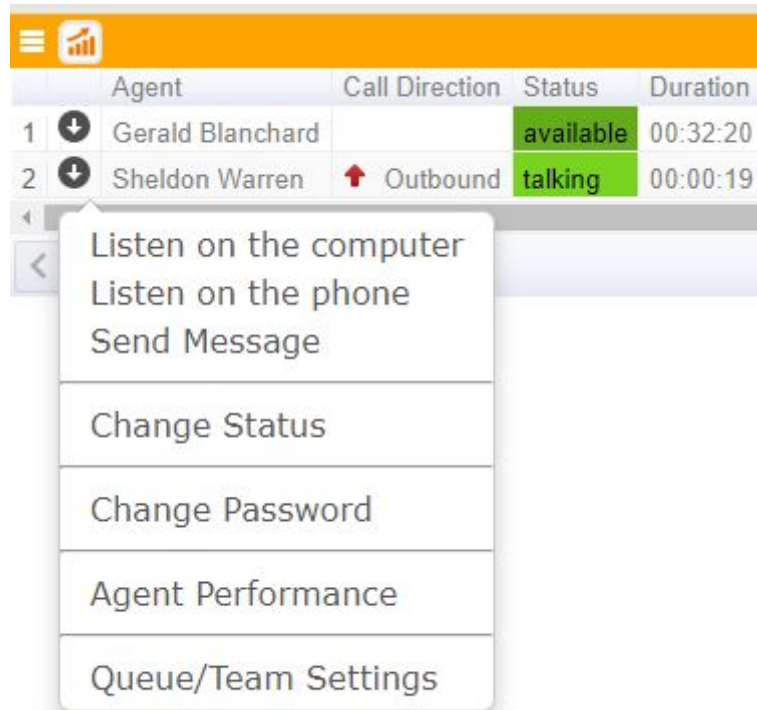
2. Click either “Listen on the computer” button or “Listen on the phone” button (If the supervisor has IP phone enabled), the following pop-up window will appear:



3. Click the “Listen” button,  .
 - Click the “Whisper” button,  . To support the agent, without joining the call.
 - Click the “Conference” button,  . To support the agent, by joining the call.
4. Click the “Hangup” button,  . To leave the call.

Sending a Message to an Agent

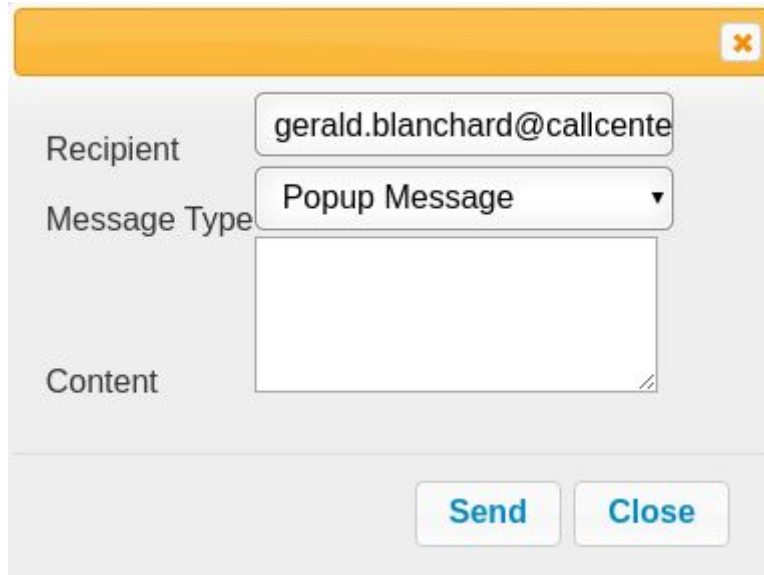
1. Click the  button of the desired agent. This button is located to the left of the agent's name the following pop-up window will appear:



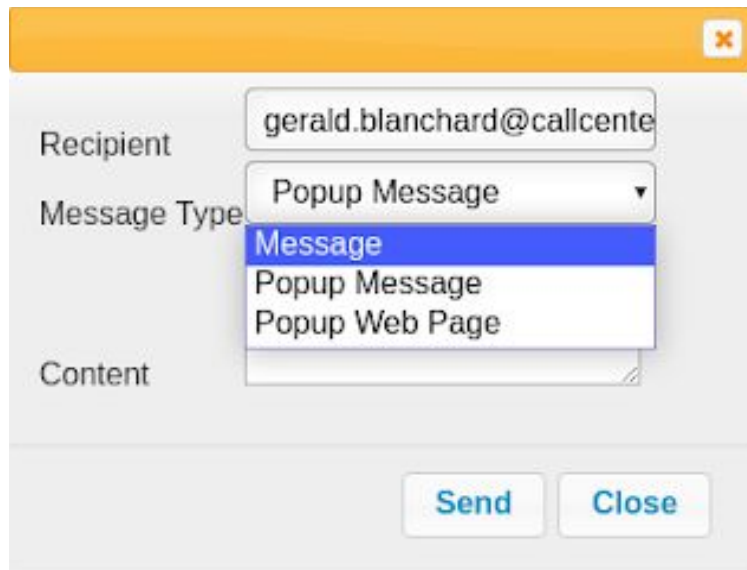
Note: the following options are only available when the agent is in “Talking” status:

- *Listen on the computer*
- *Listen on the phone*

-
5. Click the “Send Message” button; the following pop-up window will appear:



6. Click the ‘Message Type’ dropdown box. The following selections will appear:




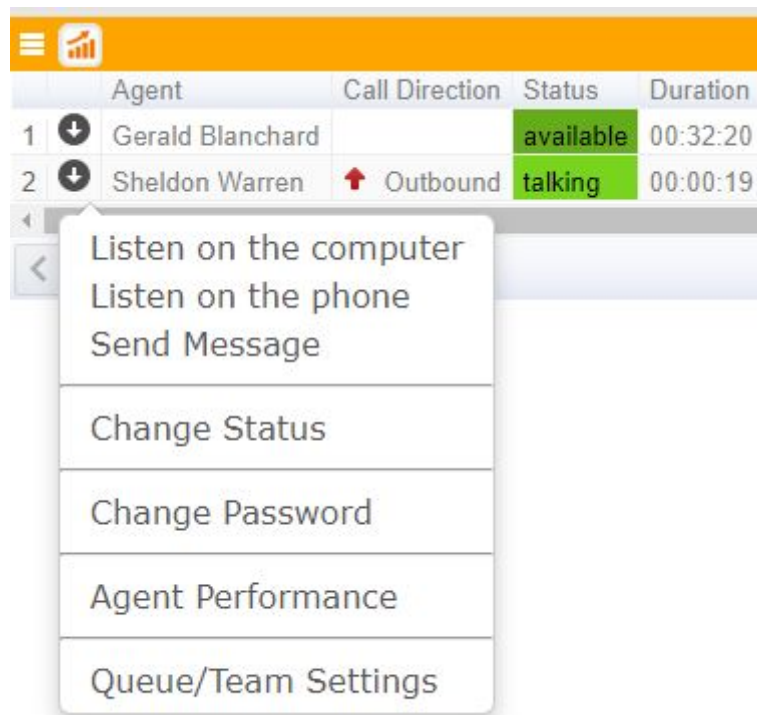
7. Select the desired message type.
8. Click the “Content” input box, type the desired message.

9. Click the “Send” button,



Changing an Agent’s Status

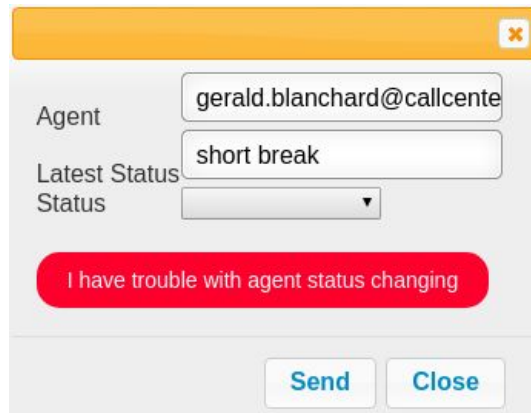
1. Click the  button of the desired agent. This button is located to the left of the agent’s name the following pop-up window will appear:



Note: the following options are only available when the agent is in “Talking” status:

- *Listen on the computer*
- *Listen on the phone*

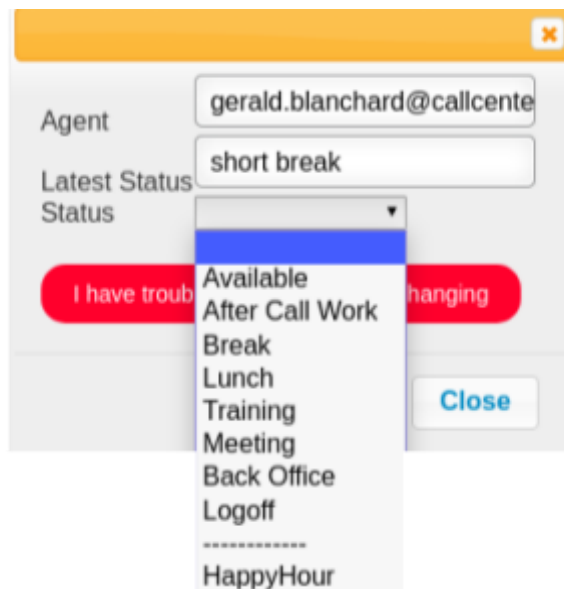
- Click the “Change Status” button; the following pop-up window will appear:



A pop-up window with an orange header bar containing a close button (X). The window contains the following fields and buttons:

- Agent:** A text input field containing the email address `gerald.blanchard@callcente`.
- Latest Status:** A text input field containing the text `short break`.
- Status:** A dropdown menu with a downward arrow.
- Message:** A red button with the text `I have trouble with agent status changing`.
- Buttons:** Two buttons at the bottom: `Send` and `Close`.

- Click the “Status” dropdown box. The following drop-down menu will appear:



The status dropdown menu is open, showing a list of status options. The options are:

- Available
- After Call Work
- Break
- Lunch
- Training
- Meeting
- Back Office
- Logoff
-
- HappyHour

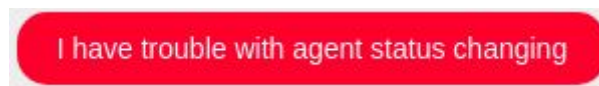
Note: Statuses below the dotted line are custom statuses created in the Statuses section of the administrator screen. Here a custom status is used to provide an example of how they appear on the supervisor screen.

4. Make a status selection.

5. Click the “Send” button,



Note: If you are having trouble making an agent status change, click the following button shown below:



The following pop-up window will appear:

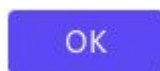
demo2.callcenterstudio.com says

Are you sure?




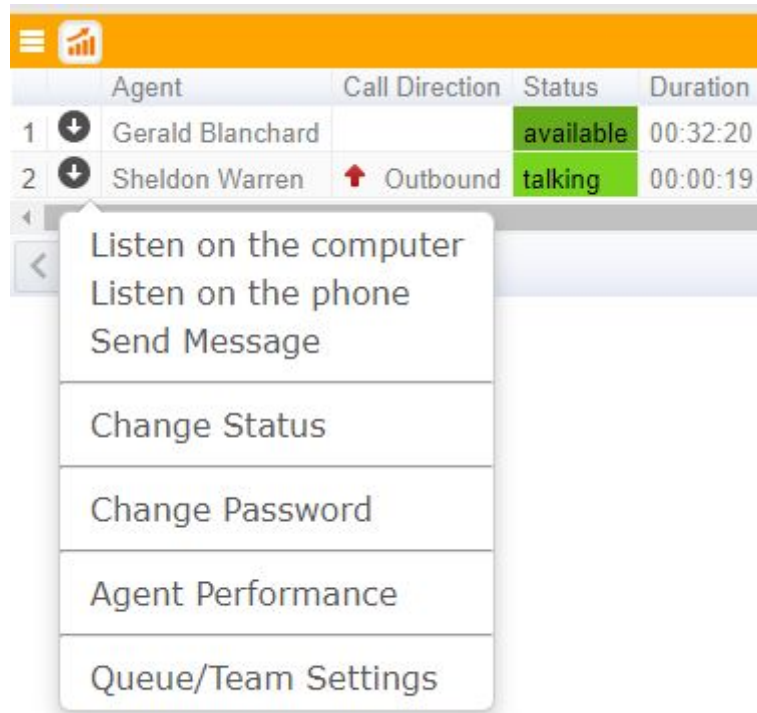
Note: This is using an example tenant; instead of demo2.callcenterstudio.com, it will be “YourDesiredTenantName.”callcenterstudio.com.

Click the Okay button,



Changing an Agent's Password

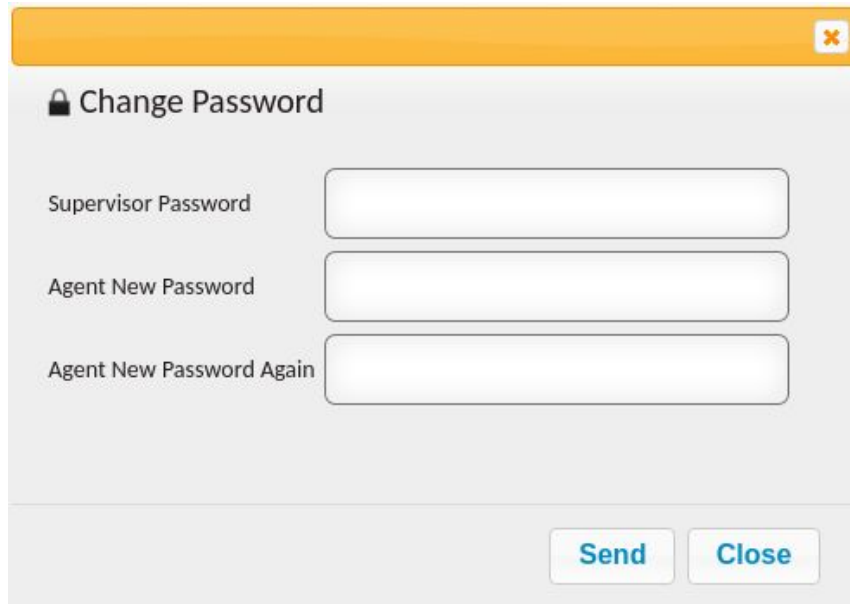
1. Click the  button of the desired agent. This button is located to the left of the agent's name the following pop-up window will appear:




Note: the following options are only available when the agent is in “Talking” status:


- *Listen on the computer*
- *Listen on the phone*

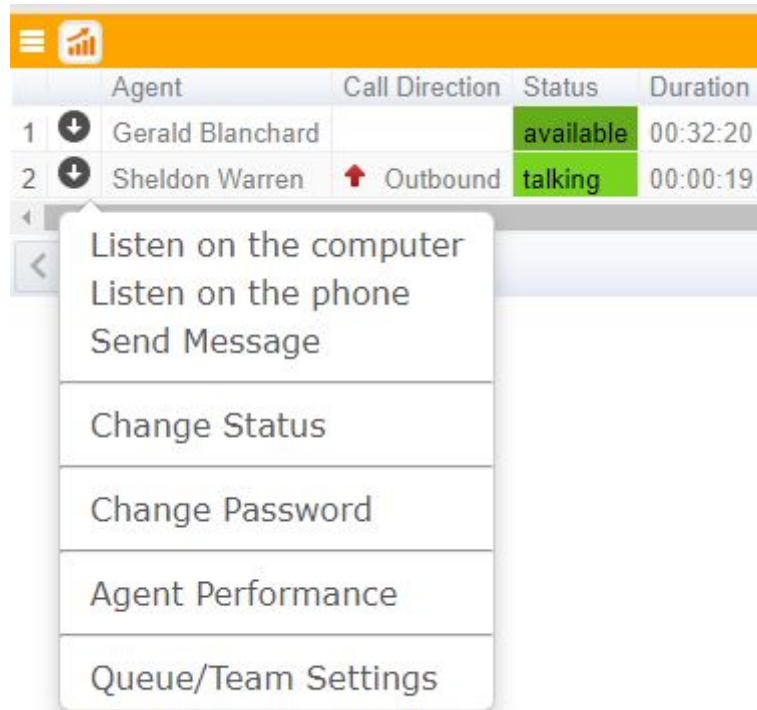
-
- Click the “Change Password” button. The following pop-up window will appear:

A screenshot of a "Change Password" pop-up window. The window has a yellow title bar with a close button (X) in the top right corner. The main area is light gray and contains the title "Change Password" with a lock icon. Below the title are three input fields: "Supervisor Password", "Agent New Password", and "Agent New Password Again". At the bottom right of the window are two buttons: "Send" and "Close".

- Click the “Supervisor Password” input box, type the password for the supervisor account in use.
- Click the “Agent New Password” input box, type the agent’s desired new password.
- Click the “Agent New Password Again” input box, type the agent’s desired new password again.
- Click the “Save button,  .

Viewing Agent's Performance

1. Click the  button of the desired agent. This button is located to the left of the agent's name the following pop-up window will appear:



Note: the following options are only available when the agent is in “Talking” status:


- *Listen on the computer*
- *Listen on the phone*

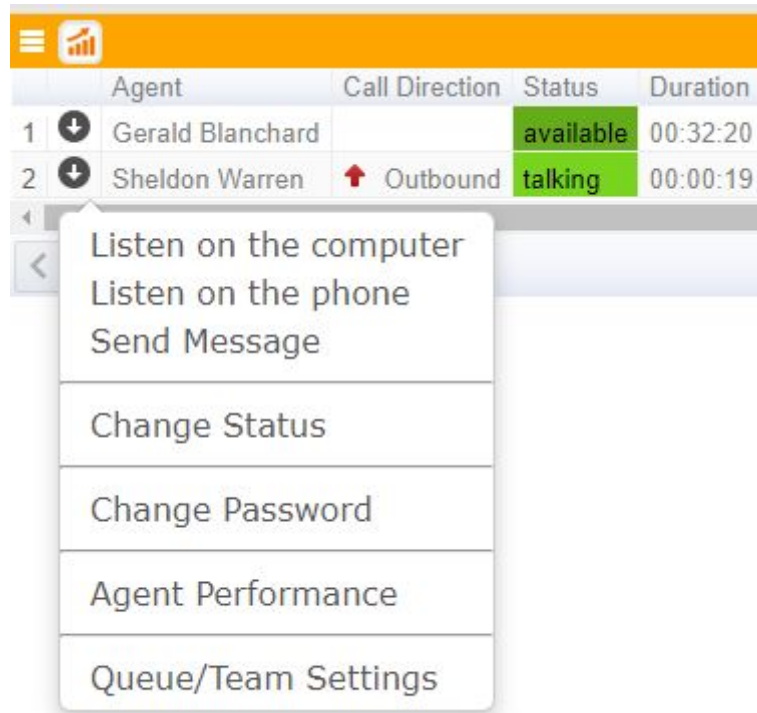
- Click the “Agent Performance” button. The following pop-up window will appear:



- After viewing, click the exit button located in the top left-hand corner of the pop-up window.

Changing Agent's Queue / Team Settings

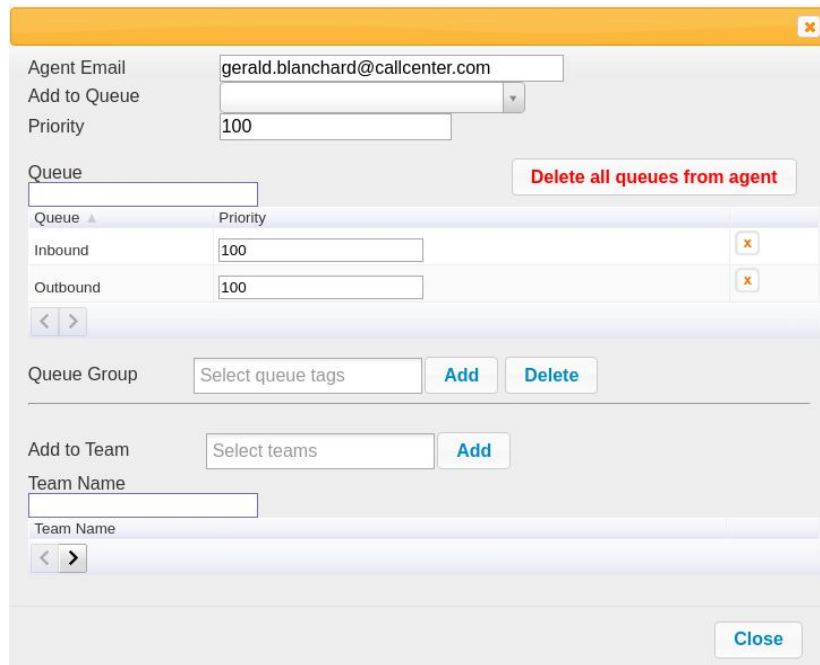
1. Click the  button of the desired agent. This button is located to the left of the agent's name the following pop-up window will appear:



Note: the following options are only available when the agent is in “Talking” status:

- *Listen on the computer*
- *Listen on the phone*

2. Click the “Queue / Team Settings” button. The following pop-up window will appear:



Agent Email

Add to Queue

Priority

Queue Delete all queues from agent

Queue	Priority	
Inbound	<input type="text" value="100"/>	<input type="button" value="x"/>
Outbound	<input type="text" value="100"/>	<input type="button" value="x"/>

< >

Queue Group

Add to Team

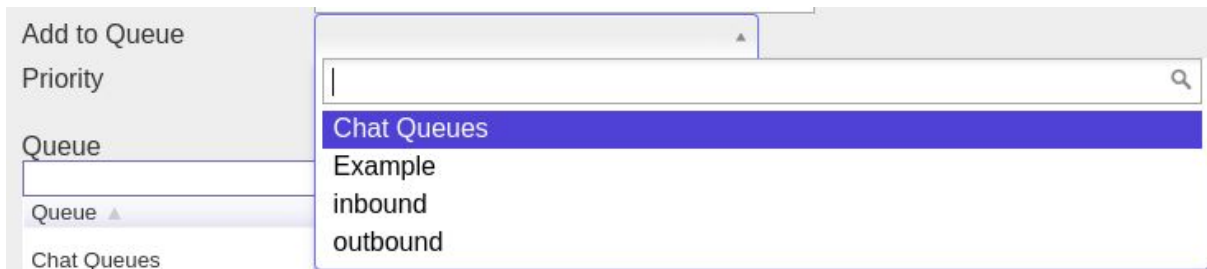
Team Name

Team Name

< >

Adding Agent to a Queue

1. As you can see underneath the Agent Email, the agent can be added to multiple queues:



2. In most cases, the priority value is defined according to the user's level of experience and knowledge. For instance, in the example below, the priority value is set at 100 for John, meaning he will be the first to receive an inquiry within a defined queue.



3. 'Queue' Box allows the user to type the name of a queue manually. (For searching purposes)



4. "Delete all queues from the agent" button is located right next to it, allowing the user to remove the agent from all the previously assigned queues.

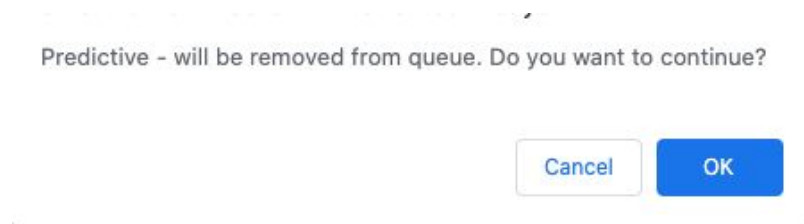


5. Added queues and priority levels can be seen here.

Queue ▲	Priority	
Predictive	<input type="text" value="100"/>	<input type="button" value="x"/>
Sales	<input type="text" value="100"/>	<input type="button" value="x"/>
Technical Support	<input type="text" value="100"/>	<input type="button" value="x"/>
Test_Q	<input type="text" value="100"/>	<input type="button" value="x"/>
<input type="button" value="←"/> <input type="button" value="→"/>		

Deleting a Queue

- To delete queues from the user, click the delete button , located to the far right of the desired queue. When the delete button is clicked the following pop-up will appear:

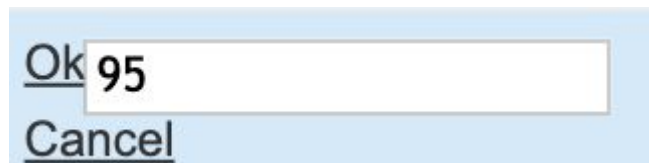


- Select the cancel button, , will cancel the deletion.
 - Select the OK button, , will confirm the deletion.
- Confirm the deletion by clicking the OK button, .

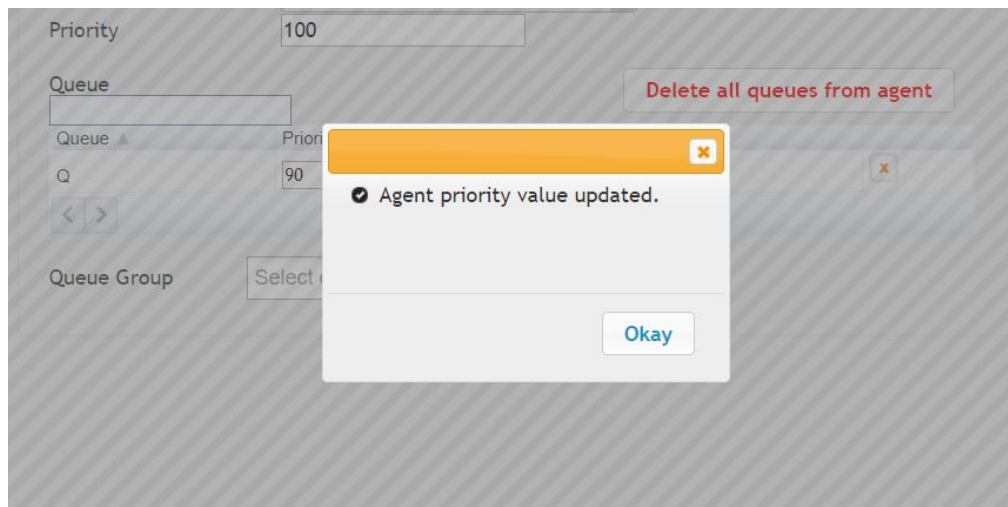
The screen will reload, and the deleted queue will not be shown.

Changing the Priority level

1. Click the input box shown in the priority column and type the preferred priority level as described in adding a user section.



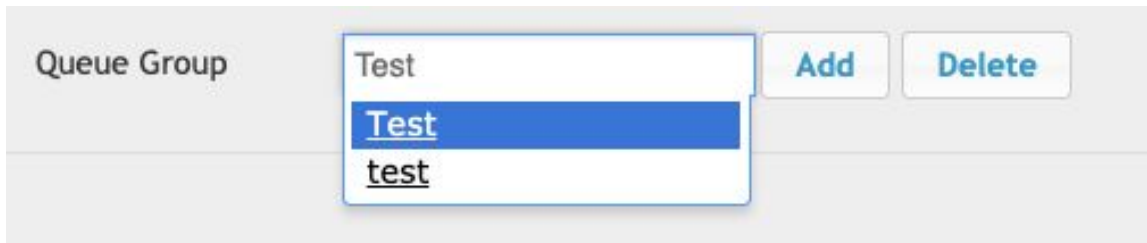
2. Click the Ok button, **Ok**, to acknowledge the additions and to update the priority value.




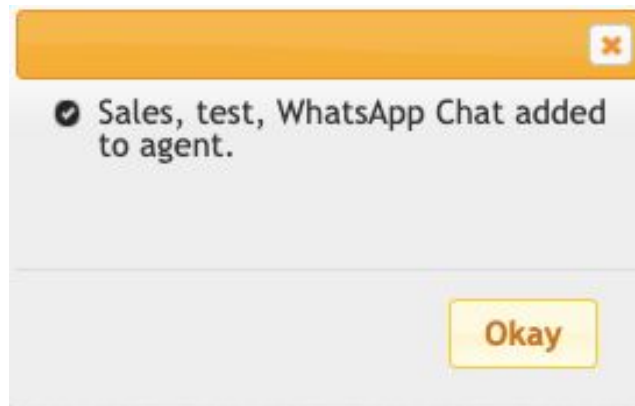
3. Click the cancel button, **Cancel**, to cancel the change.

Adding an Agent to a Queue Group

1. Click the desired “Queue group” to add the user to a queue group:



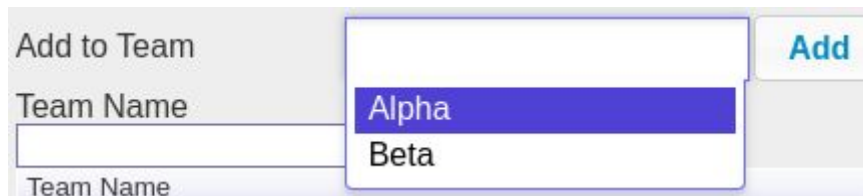
2. Once the queue group is selected, click the Add button, , When the add button is clicked the following pop-up will appear:



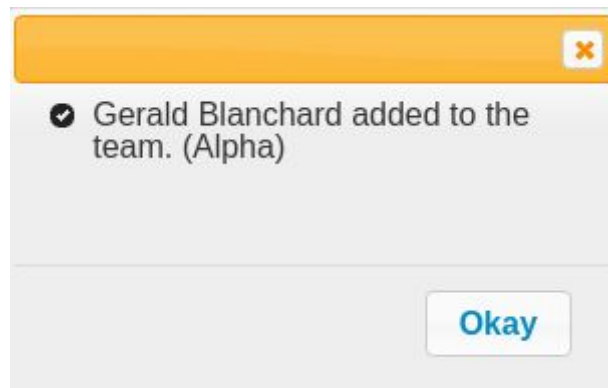
3. Select the Okay button, , to confirm the addition.

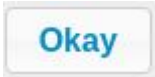
Adding an Agent to a Team

1. Click the “Add to Team” input box, the following dropdown menu with available teams will appear:




2. Select the desired team.
3. Click the “Add” button, . The following pop-up window will appear:

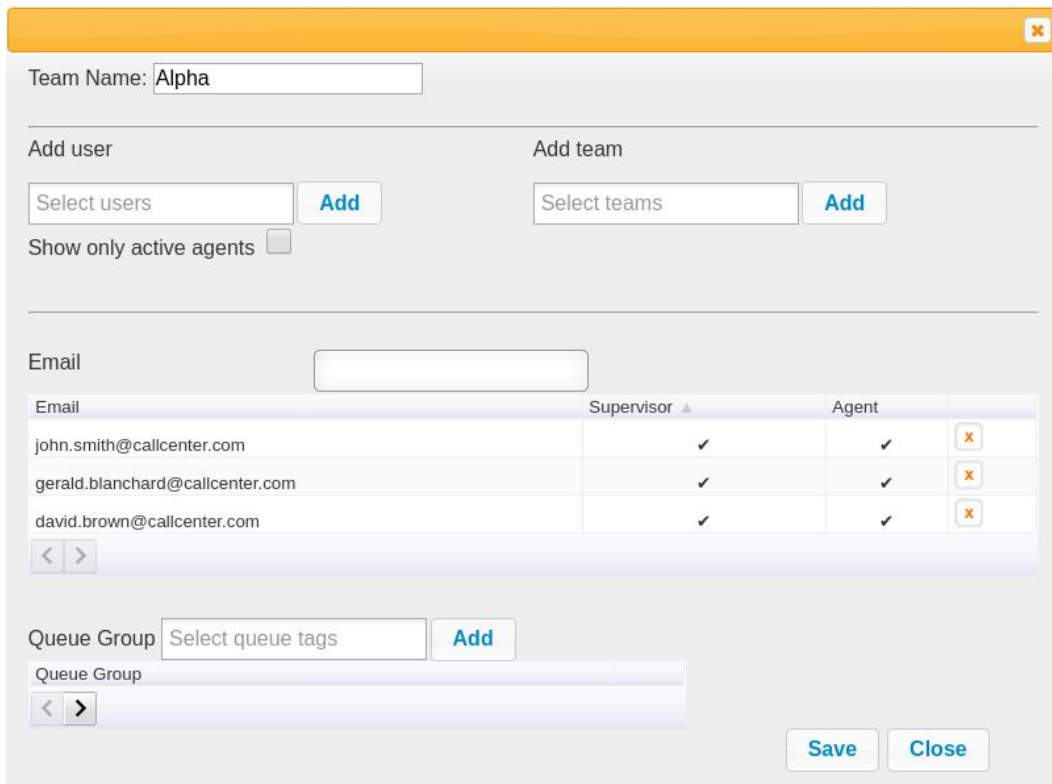


-
4. Click the “Okay” button, . The team list will show the updated team, as shown below:

A screenshot of a software interface for managing teams. At the top, there is a label "Team Name" above a text input field. Below this is a table with a header row containing "Team Name" and a small upward-pointing triangle. The first row of the table has the text "Alpha" in the "Team Name" column. To the right of the text in the first row are two small icons: a pencil (edit) and an 'x' (delete). At the bottom left of the table area are two navigation buttons, "<" and ">".

Editing a Team

1. Click the edit button, , of the desired team from the individual Agent's Queue / Team Settings. The following window will appear:



Team Name:

Add user




Select users
Add

Show only active agents ☐

Add team

Select teams
Add

Email

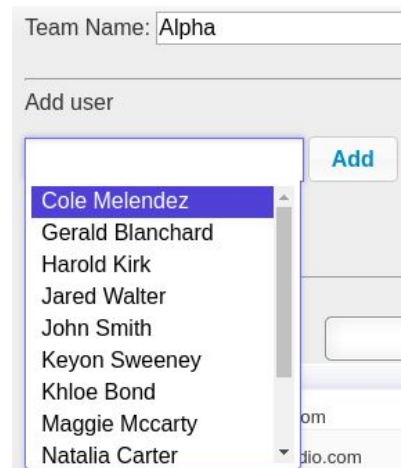
Email	Supervisor ▲	Agent	
john.smith@callcenter.com	✓	✓	
gerald.blanchard@callcenter.com	✓	✓	
david.brown@callcenter.com	✓	✓	

Queue Group Add

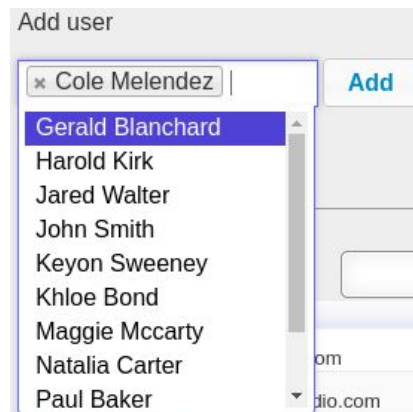
Queue Group

Save Close

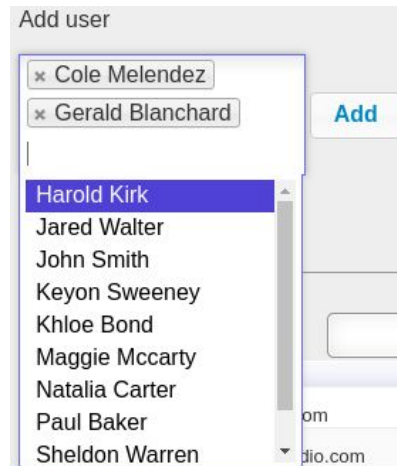
-
2. Add users to the team by clicking the “Select users” input box, a dropdown list of available users will appear, as shown below:



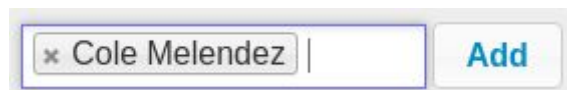
3. Click the desired user, “Cole Melendez,” from the dropdown list, if down correctly the selection will look like the picture below:




Note: Multiple users can be added at the same time. For example, “Gerald Blanchard,” can be selected, as shown below:

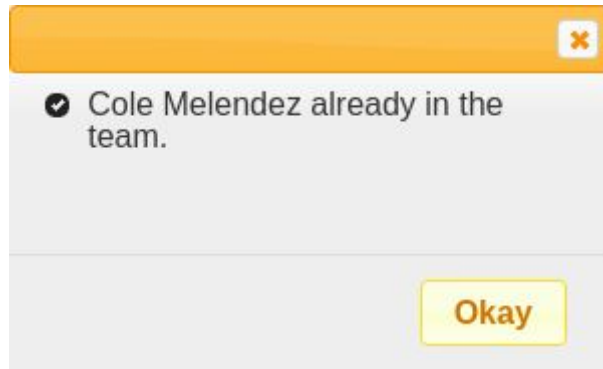



Both of the desired users were added to the input box above. If a user was clicked by accident, the user could be removed by pressing the, “X,” to the left of the user’s name:



The user, “Gerald Blanchard,” was deleted from the user add list shown above.

4. To add the user (“Cole Melendez”) to the team, press the add button,  , if done correctly the following pop-up window will be displayed:



5. Click the Okay button,  , once the user will appear in the list as shown below:





Note: Their access level is also listed. In this example, Cole is both a Supervisor and an Agent indicated by the checkmarks.

Click the input box to the right of Email, type the desired user’s email. This search box can be used to find team members quickly, as shown below:



The search box can be used to search for users. Click the input box, type the user's email.





Team members can be deleted here by pressing, , to the right of checkmarks. If the, , is clicked the pop-up below will be shown to confirm the deletion:

demo.callcenterstudio.com says

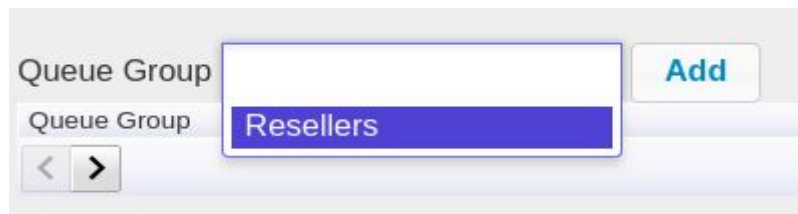
cole.melendez@callcenterstudio.com; queue will be deleted permanently. Do you want to continue?

Cancel

OK

- Select the cancel button, , will cancel the deletion.
- Select the OK button, , will confirm the deletion.

7. Once users are added, the team can be added to a queue. Add a team to a queue by clicking the “Select queue tags” input box, a dropdown list of available queues will appear, as shown below:




8. Click the desired queue, “Customer Service” (an example) from the dropdown list, if down correctly the selection will look like the picture below:





Note:

- *To facilitate speed in adding queues, multiple queues, if created, can also be selected, and added at the same time.*
- *Selected queues can also be deleted similar to users by clicking the, “X”, to the left of the queue name.*

9. To add the queue (“Customer Service”) to the team, press the add button,  , if done correctly, the queue will be displayed under the “Queue Group” list as shown below:




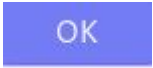
Queues can be deleted here as well by pressing,  , to the right of the queue name. If the,  , is clicked the pop-up below will be shown to confirm the deletion:


demo.callcenterstudio.com says

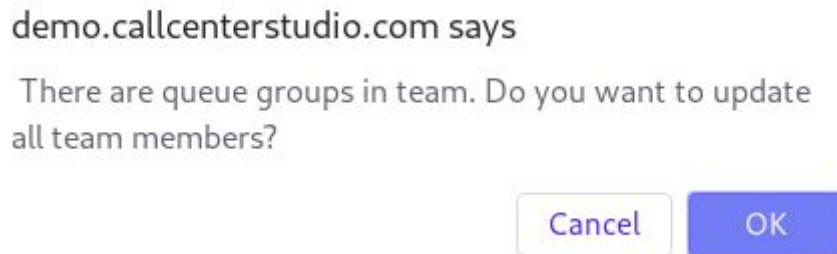
Customer Service - will be removed. Do you want to continue?

Cancel

OK

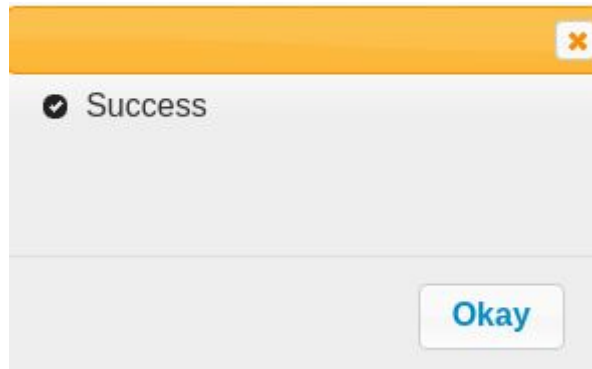
- Select the cancel button,  , will cancel the deletion.
- Select the OK button,  , will confirm the deletion.

-
10. Once the user and queue selection is complete, the information can be saved by clicking the save button, , the following pop-up box will appear:




11. Click the Ok button, , to confirm the update.

After pressing the “Ok” button, the following pop-up window will be displayed:



Deleting an Agent from a Team




1. Click the delete button, , of the desired team from the individual Agent's Queue / Team Settings. The following pop-up window will appear:

demo.callcenterstudio.com says


cole.melendez@callcenterstudio.com; queue will be deleted permanently. Do you want to continue?

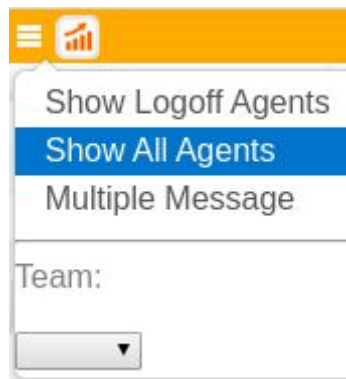
Cancel

OK

- Select the cancel button, , will cancel the deletion.
 - Select the OK button, , will confirm the deletion.
2. Confirm the deletion by clicking the OK button, .

Viewing Logged Off Agents

1. Click the  button, located in the top left-hand corner of the Agent Status List. The following dropdown menu will appear:



2. Click the “Show Logoff Agents” button. The following pop-up window will appear:




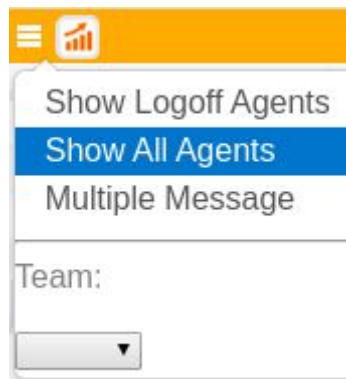
A pop-up window with an orange header bar containing a close button (X). The window displays a table of logged off agents.

Agent	Status
David Brown	logoff
John Smith	logoff
Sally Thompson	logoff
Wyatt Black	logoff
Sam Grey	logoff
David White	logoff
Lisa Kelly	logoff
Adam Johnson	logoff
Emily Blackwater	logoff
Charlie Hogan	logoff

3. After viewing, click the exit button located in the top left-hand corner of the pop-up window.

Viewing All Agents

1. Click the  button, located in the top left-hand corner of the Agent Status List. The following dropdown menu will appear:



2. Click the “Show All Agents” button. The following pop-up window will appear:




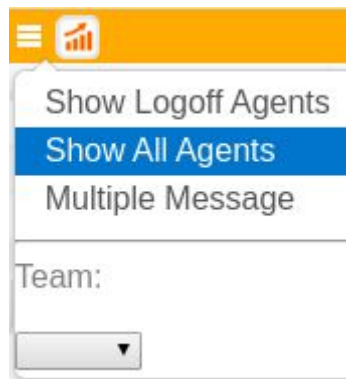
A pop-up window with an orange header bar and a close button (X) in the top right corner. It displays a table with two columns: 'Agent' and 'Status'.

Agent	Status
David Brown	logoff
John Smith	logoff
Kathy Ingram	training
Sally Thompson	logoff
Gerald Blanchard	available
Samantha Reed	available
Wyatt Black	logoff
Sam Grey	logoff
David White	logoff
Lisa Kelly	logoff
Adam Johnson	logoff
Emily Blackwater	logoff
Charlie Hogan	logoff
John Greenback	available

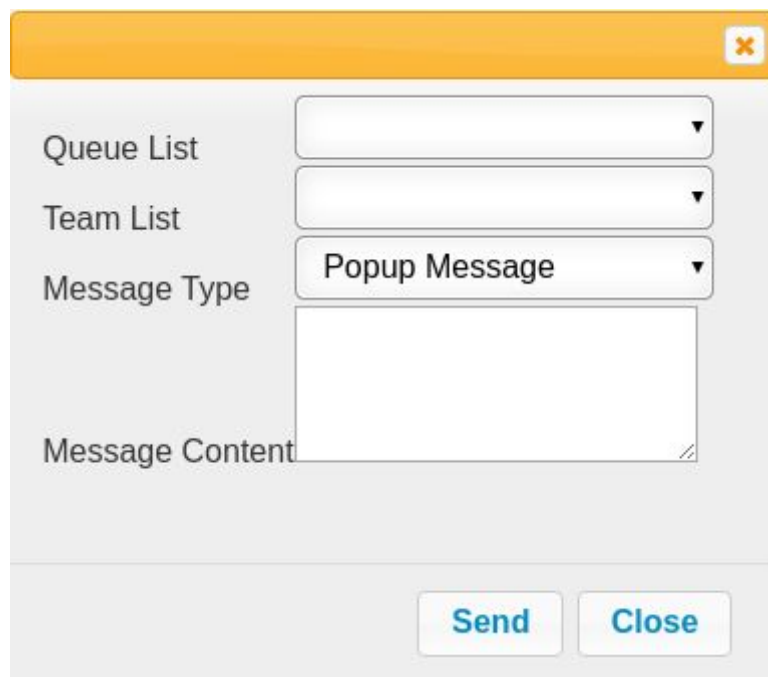
3. After viewing, click the exit button located in the top left-hand corner of the pop-up window.

Sending a Message to Multiple Agents


1. Click the  button, located in the top left-hand corner of the Agent Status List. The following dropdown menu will appear:




2. Click the “Multiple Message” button. The following pop-up window will appear:

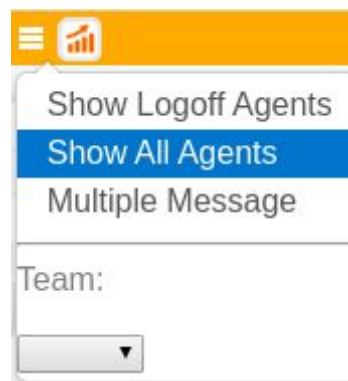
A screenshot of a pop-up window titled "Multiple Message". The window has a yellow header bar with a close button. It contains three dropdown menus: "Queue List", "Team List", and "Message Type" (set to "Popup Message"). Below these is a large text area for "Message Content". At the bottom are "Send" and "Close" buttons.

3. Click the “Queue List” dropdown box, select the desired queue.
4. Click the “Team List” dropdown box, select the desired team.

5. Click the “Message Type” dropdown box, select the desired message type.
6. Click the “Message Content” input box, type the desired message.
7. Click the “Send” button, .

Filter Agent Status List by Team

1. Click the  button, located in the top left-hand corner of the Agent Status List. The following dropdown menu will appear:



2. Click the “Team” dropdown box, select the desired team. The updated agent status list will only show the members of the selected team.

Waiting Calls & Waiting Chats


Details about how many calls and chats are in waiting status and the queue with the longest wait time can be viewed here.

If desired, a waiting call or chat alarm can be created in the alarms menu, and it can be highlighted to catch the user's attention.

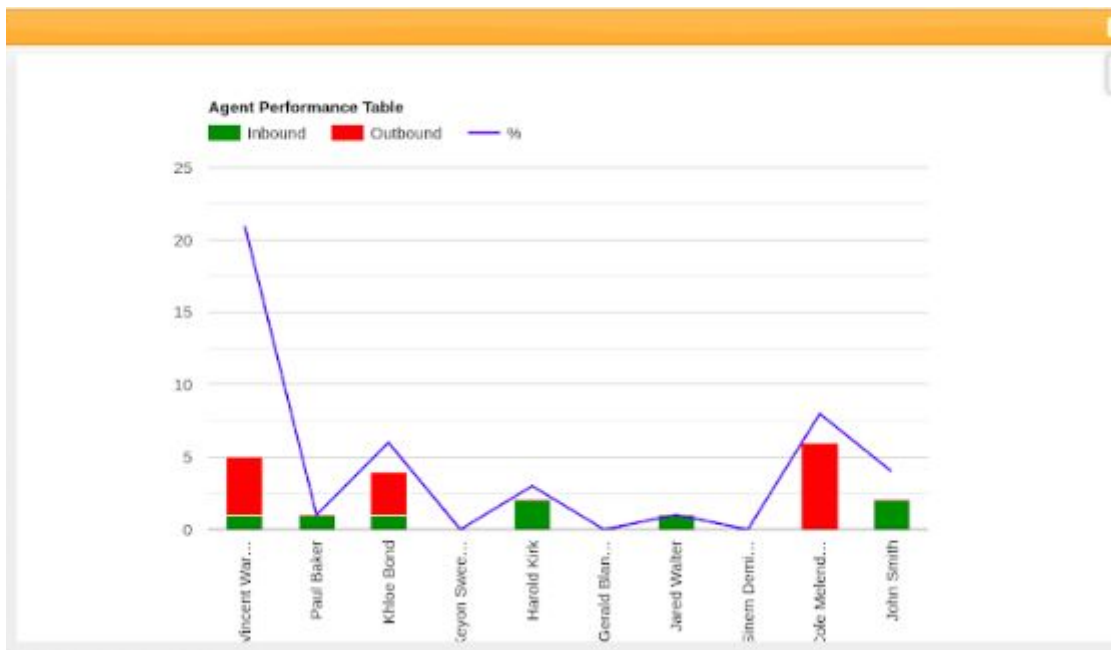
Waiting Calls		
Queue	Call	Longest (Duration)
inbound	2	39
Total	2	39

Waiting Chats		
Queue	Chat	Longest (Duration) Chat
inbound	1	13
Total	1	13

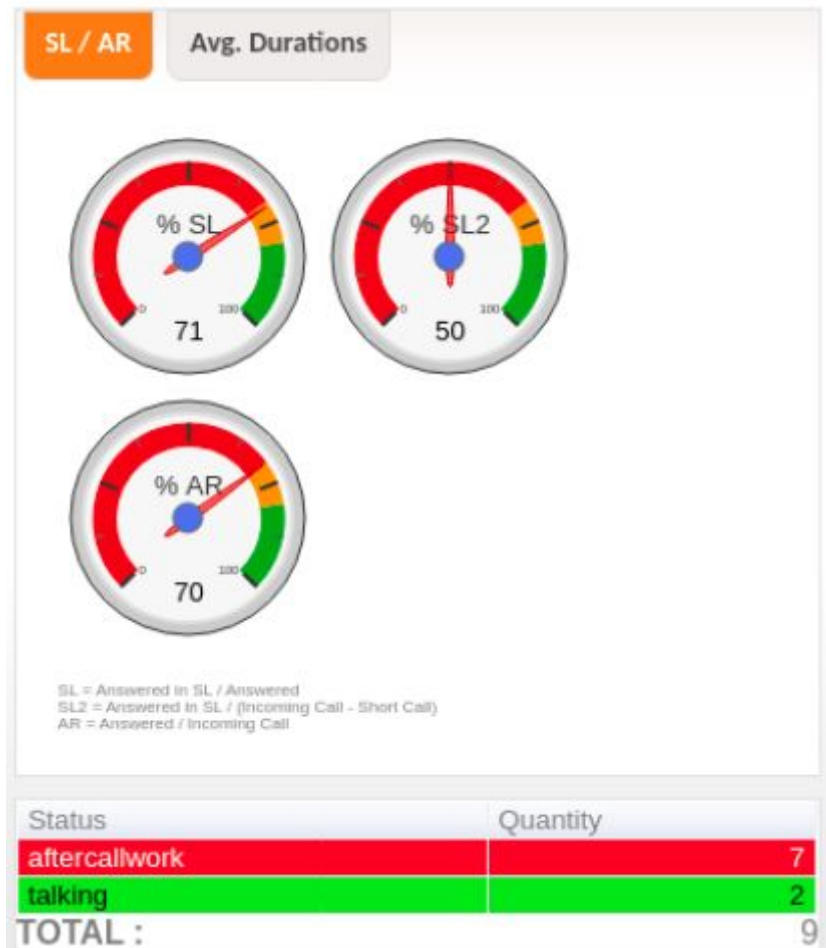
Viewing Agent Performance Graphically

1. Click the  button, located in the top left-hand corner of the Agent Status List.

The following graph will appear:



SL/AR and Average Holding Times



Service levels and answering ratios are displayed here:

SL Ratio:

$$\frac{\text{Answered calls}}{\text{Incoming call - Short call}}$$

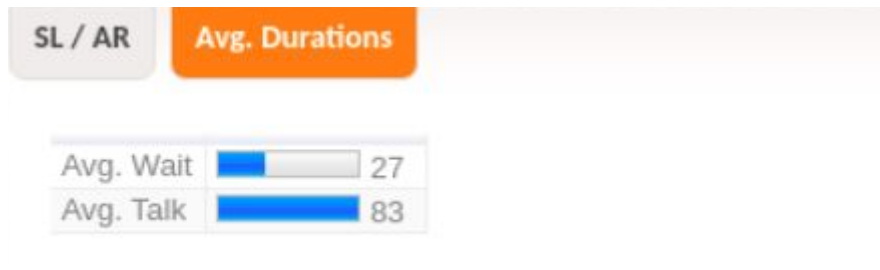
SL2 Ratio:

$$\frac{\text{Calls answered in the service level}}{\text{Incoming calls - Short calls}}$$

Answering Ratio (Answer Rate (AR)):

$$\frac{\text{Answered calls}}{\text{Incoming calls}}$$

Average Holding Times




Status

Statuses of customer representatives are listed in this module. Customer representatives can be filtered according to the related status in the agent status list by clicking the desired status in the list.

aftercallwork	1
available	20
backoffice	20
shortbreak	3
talking	25
training	10
wrapup	1
TOTAL	80

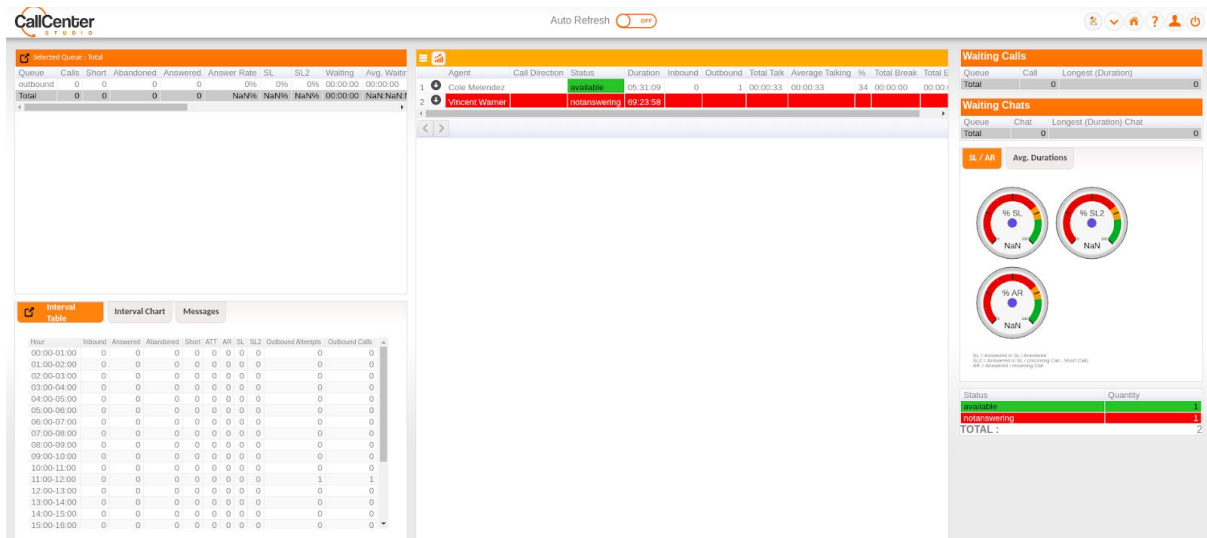
Queue Tab

The Queue tab button is used to refresh the default screen when the auto-refresh is not used.


1. In the top right section of the supervisor screen, click the  button, the following menu will appear below the button:



2. Select the “Queue” tab. The following screen will appear as a refreshed version of the default screen:



Agent Tab

1. In the top right section of the supervisor screen, click the  button, the following menu will appear below the button:




2. Select the “Agent” tab. The following screen will appear:

By Status

<div>Available (1)</div> <table><tr><th>Name</th><th>Status</th><th>Duration</th></tr><tr><td>1 Cole Melendez</td><td>Available</td><td>00:07:36</td></tr><tr><td colspan="3">< ></td></tr></table>	Name	Status	Duration	1 Cole Melendez	Available	00:07:36	< >			<div>Back Office (1)</div> <table><tr><th>Name</th><th>Status</th><th>Duration</th></tr><tr><td>1 Khloe Bond</td><td>Back Office</td><td>00:07:19</td></tr><tr><td colspan="3">< ></td></tr></table>	Name	Status	Duration	1 Khloe Bond	Back Office	00:07:19	< >			<div>ACW (2)</div> <table><tr><th>Name</th><th>Status</th><th>Duration</th></tr><tr><td>1 Harold Kirk</td><td>ACW</td><td>00:11:35</td></tr><tr><td>2 Gerald Blanchard</td><td>ACW</td><td>00:11:27</td></tr><tr><td colspan="3">< ></td></tr></table>	Name	Status	Duration	1 Harold Kirk	ACW	00:11:35	2 Gerald Blanchard	ACW	00:11:27	< >			<div>Lunch and Short Break(2)</div> <table><tr><th>Name</th><th>Status</th><th>Duration</th></tr><tr><td>1 Keyon Sweeney</td><td>Lunch</td><td>00:08:15</td></tr><tr><td>2 John Smith</td><td>Lunch</td><td>00:08:16</td></tr><tr><td colspan="3">< ></td></tr></table>	Name	Status	Duration	1 Keyon Sweeney	Lunch	00:08:15	2 John Smith	Lunch	00:08:16	< >			<div>Training and Meeting (2)</div> <table><tr><th>Name</th><th>Status</th><th>Duration</th></tr><tr><td>1 Vincent Warner</td><td>Training</td><td>00:08:03</td></tr><tr><td>2 Jared Walter</td><td>Training</td><td>00:07:56</td></tr><tr><td colspan="3">< ></td></tr></table>	Name	Status	Duration	1 Vincent Warner	Training	00:08:03	2 Jared Walter	Training	00:07:56	< >		
Name	Status	Duration																																																								
1 Cole Melendez	Available	00:07:36																																																								
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1 Khloe Bond	Back Office	00:07:19																																																								
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Name	Status	Duration																																																								
1 Vincent Warner	Training	00:08:03																																																								
2 Jared Walter	Training	00:07:56																																																								
< >																																																										
<div>Talking (0)</div> <table><tr><th>Name</th><th>Status</th><th>Duration</th></tr><tr><td colspan="3">< ></td></tr></table>	Name	Status	Duration	< >			<div>Not Answering (0)</div> <table><tr><th>Name</th><th>Status</th><th>Duration</th></tr><tr><td colspan="3">< ></td></tr></table>	Name	Status	Duration	< >			<div>Charting (0)</div> <table><tr><th>Name</th><th>Status</th><th>Duration</th></tr><tr><td colspan="3">< ></td></tr></table>	Name	Status	Duration	< >			<div>Custom Status (0)</div> <table><tr><th>Name</th><th>Status</th><th>Duration</th></tr><tr><td colspan="3">< ></td></tr></table>	Name	Status	Duration	< >			<div>Waiting Calls</div> <table><tr><th>Queue</th><th>Call</th><th>Longest (Duration)</th></tr><tr><td>Total</td><td>0</td><td>0</td></tr></table>	Queue	Call	Longest (Duration)	Total	0	0																								
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Queue	Call	Longest (Duration)																																																								
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<div>Waiting Chats</div> <table><tr><th>Queue</th><th>Chat</th><th>Longest (Duration)</th><th>Chat</th></tr><tr><td>Total</td><td>0</td><td></td><td>0</td></tr></table>					Queue	Chat	Longest (Duration)	Chat	Total	0		0																																														
Queue	Chat	Longest (Duration)	Chat																																																							
Total	0		0																																																							

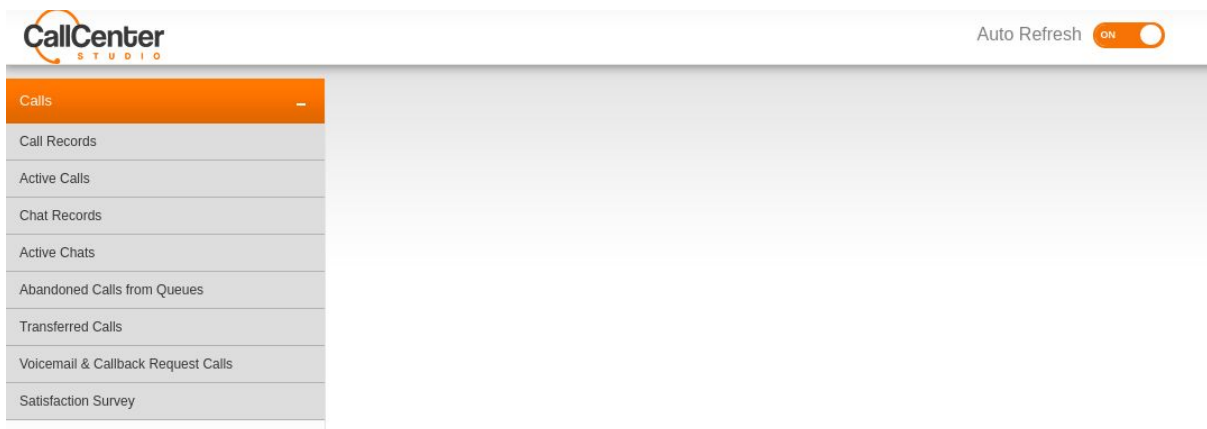
Agents can be followed according to status in this menu.

Call Tab

1. In the top right section of the supervisor screen, click the  button, the following menu will appear below the button:



2. Select the “Call” tab. The following screen will appear:




3. For a complete explanation of the Call Tab, see the Quality Control Section > Call Tab.

Campaign Tab

Campaigns are used for using the dialers built-in to Call Center Studio. Campaigns operate according to determined criteria.

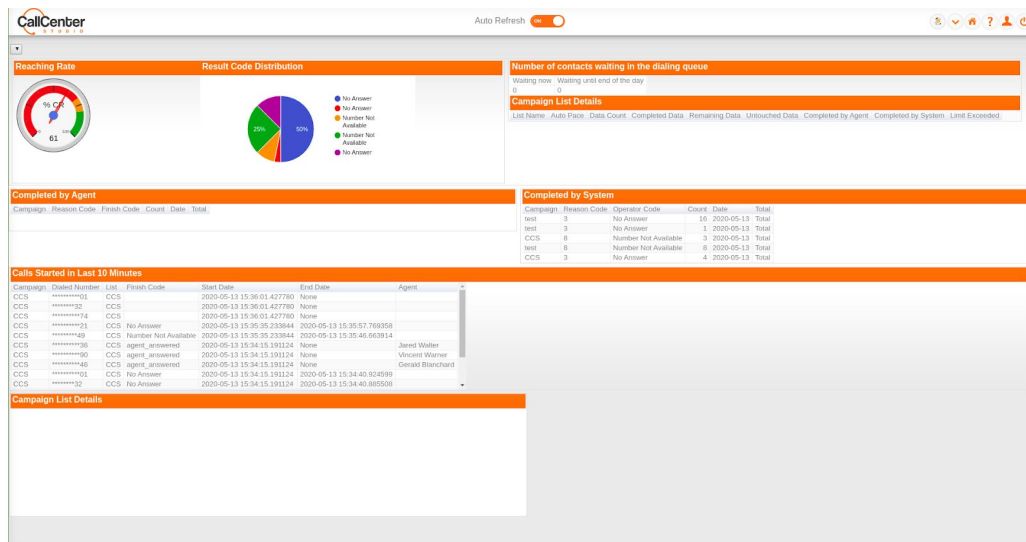
If there is a campaign, details belonging to that campaign can be seen on the campaign screen. Such information as reaching ratios, distribution of result codes, loaded lists, metrics on calls completed, customer representative info, and result codes can be accessed.

Moreover, the last 10-minute call logs called with Dialer System are also listed.

- In the top right section of the supervisor screen, click the  button, the following menu will appear below the button:




- Select the “Campaign” tab. The following screen will appear:



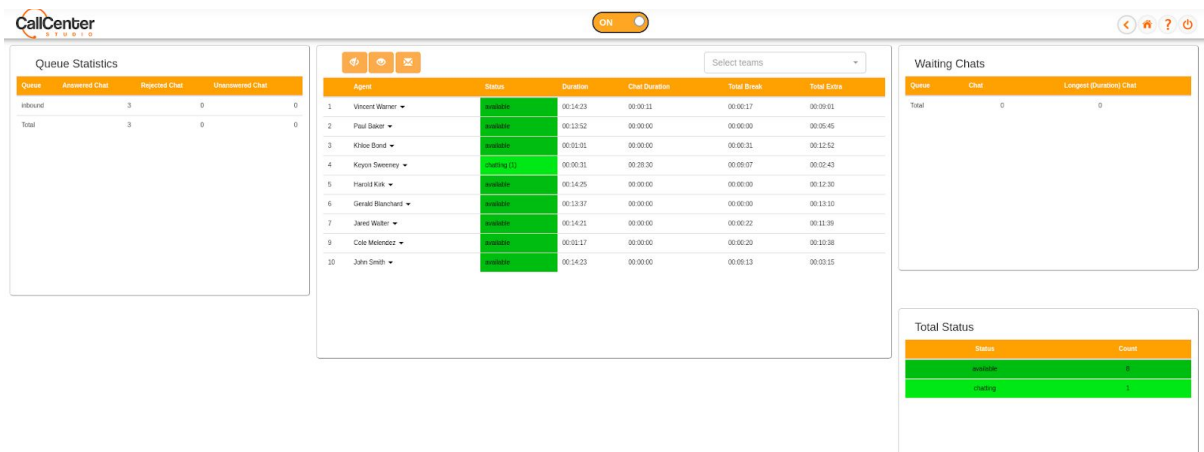
Chat Tab

The chat tab has similar features to the default supervisor screen, except it is solely used for monitoring chatting agents.

1. In the top right section of the supervisor screen, click the  button, the following menu will appear below the button:



2. Select the “Chat” tab. The following screen will appear:



Queue Statistics

Queue	Answered Chat	Rejected Chat	Unanswered Chat
Inbound	3	0	0
Total	3	0	0

Agent Chat Sessions

Agent	Name	Duration	Chat Duration	Total Break	Total Score
1	Vincent Warren	00:14:23	00:00:11	00:00:17	00:00:01
2	Paul Baker	00:13:52	00:00:00	00:00:00	00:00:45
3	Khris Bond	00:01:01	00:00:00	00:00:31	00:12:52
4	Kyara Seemey	00:00:31	00:28:30	00:08:07	00:00:43
5	Harold Kirk	00:14:25	00:00:00	00:00:00	00:12:30
6	Gerald Blanchard	00:13:37	00:00:00	00:00:00	00:13:10
7	Jared Walder	00:14:21	00:00:00	00:00:22	00:11:39
9	Cole Melendez	00:01:17	00:00:00	00:00:20	00:10:38
10	John Smith	00:14:23	00:00:00	00:00:13	00:00:15

Waiting Chats

Queue	Chat	Longest (Duration) Chat
Total	0	0

Total Status

Status	Count
Available	0
Chatting	1

Agent Status List

The agent status list provides a quick overview of the agent's performance. Details length of status, duration, and chat totals are provided here. Agents can be messaged; their status can be changed along with their password.

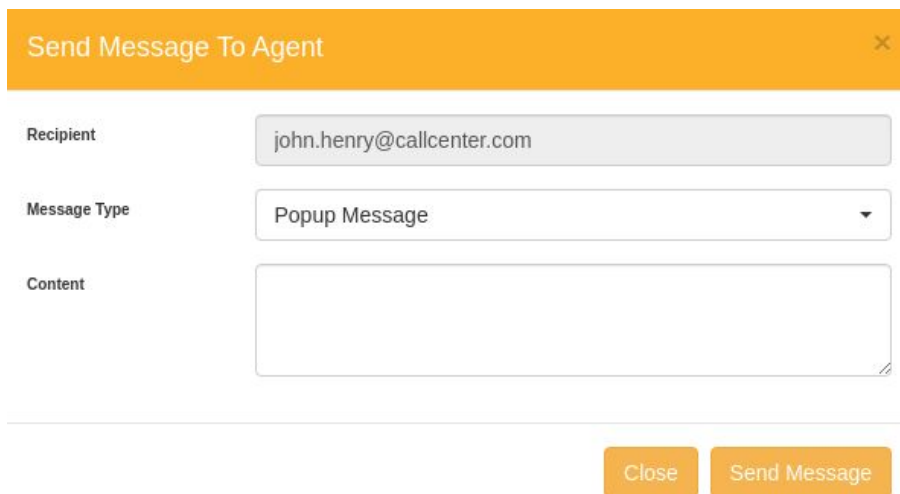
	Agent	Status	Duration	Chat Duration	Total Break	Total Extra
1	Vincent Warner ▼	available	00:14:23	00:00:11	00:00:17	00:09:01
2	Paul Baker ▼	available	00:13:52	00:00:00	00:00:00	00:05:45
3	Khloe Bond ▼	available	00:01:01	00:00:00	00:00:31	00:12:52
4	Keyon Sweeney ▼	chatting (1)	00:00:31	00:28:30	00:09:07	00:02:43
5	Harold Kirk ▼	available	00:14:25	00:00:00	00:00:00	00:12:30
6	Gerald Blanchard ▼	available	00:13:37	00:00:00	00:00:00	00:13:10
7	Jared Walter ▼	available	00:14:21	00:00:00	00:00:22	00:11:39
9	Cole Melendez ▼	available	00:01:17	00:00:00	00:00:20	00:10:38
10	John Smith ▼	available	00:14:23	00:00:00	00:09:13	00:03:15

Sending a Message to an Agent

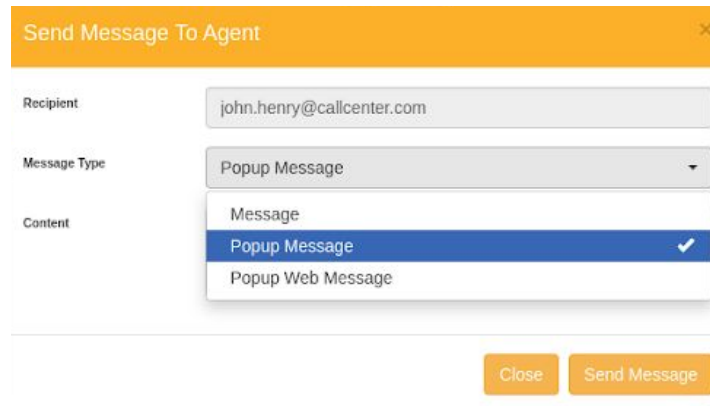
1. Click the desired agent name. The following pop-up window will appear:




2. Click the “Send Message” button. The following pop-up window will appear:

A screenshot of the "Send Message To Agent" pop-up window. The window has an orange header bar with the title "Send Message To Agent" and a close button (X). Below the header, there are three fields: "Recipient" with the value "john.henry@callcenter.com", "Message Type" with a dropdown menu showing "Popup Message", and "Content" with a large text area. At the bottom right, there are two buttons: "Close" and "Send Message".

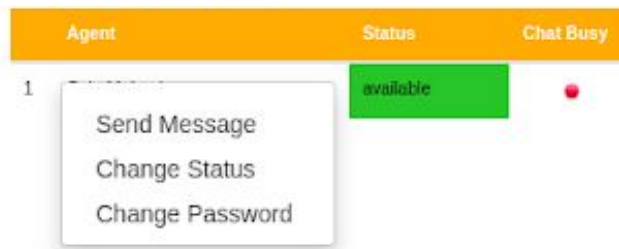
-
- Click the 'Message Type' dropdown box the following selections will appear:

A screenshot of a web application dialog box titled "Send Message To Agent" with a close button (X) in the top right corner. The dialog contains three input fields: "Recipient" with the value "john.henry@callcenter.com", "Message Type" with a dropdown menu, and "Content" which is currently empty. The "Message Type" dropdown is open, showing three options: "Message", "Popup Message" (which is highlighted in blue and has a checkmark), and "Popup Web Message". At the bottom right of the dialog are two buttons: "Close" and "Send Message".

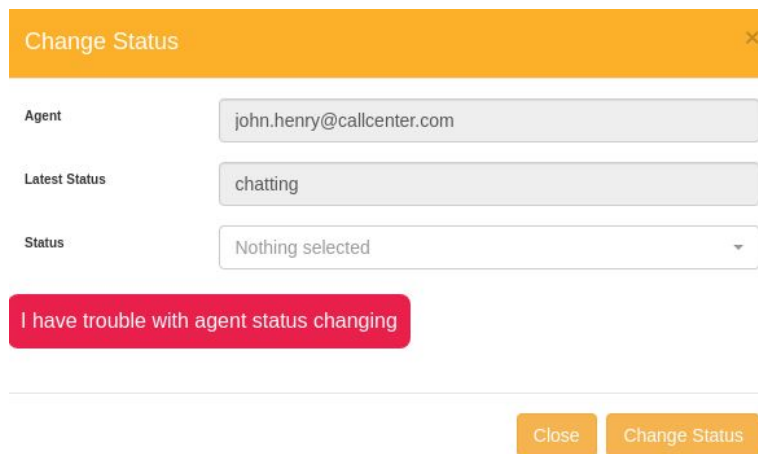
- Select the desired message type.
- Click the "Content" input box, type the desired message.
- Click the "Send Message" button, .

Changing an Agent's Status

1. Click the desired agent name. The following pop-up window will appear:

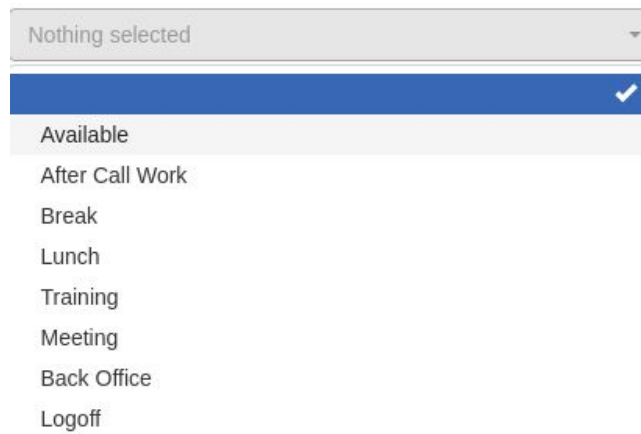


2. Click the “Change Status” button. The following pop-up window will appear:



The 'Change Status' pop-up window has a yellow header with a close button. It contains three input fields: 'Agent' (with the value 'john.henry@callcenter.com'), 'Latest Status' (with the value 'chatting'), and 'Status' (a dropdown menu currently showing 'Nothing selected'). Below these fields is a red button that says 'I have trouble with agent status changing'. At the bottom right are two yellow buttons: 'Close' and 'Change Status'.

-
3. Click the “Status” dropdown box. The following drop-down menu will appear:



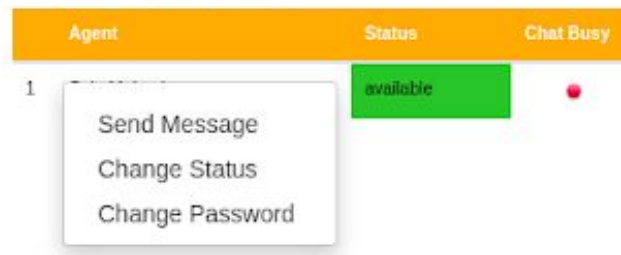
4. Make a status selection.

5. Click the “Change Status” button,

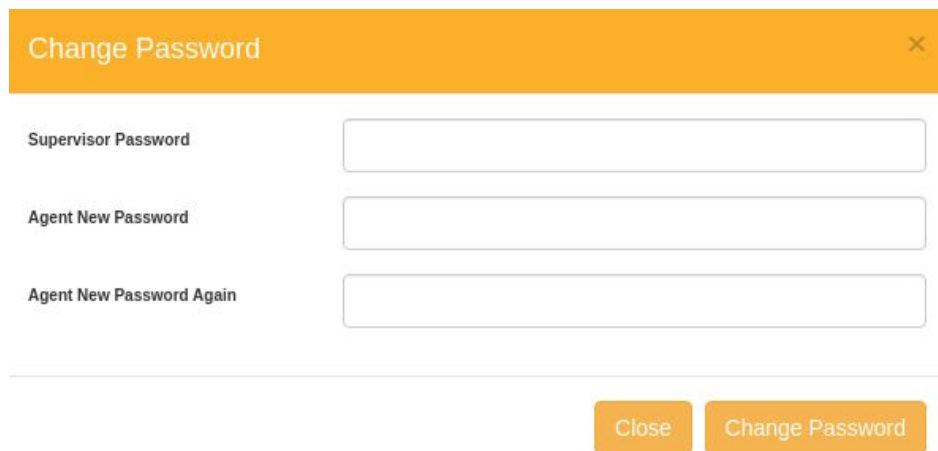
A rectangular orange button with the text "Change Status" in white, bold, sans-serif font.


Changing an Agent's Password

1. Click the desired agent name. The following pop-up window will appear:




2. Click the “Change Password” button. The following pop-up window will appear:


A screenshot of a 'Change Password' pop-up window. It has an orange header with the title 'Change Password' and a close button. Below the header are three input fields labeled 'Supervisor Password', 'Agent New Password', and 'Agent New Password Again'. At the bottom right are two orange buttons: 'Close' and 'Change Password'.

3. Click the “Supervisor Password” input box, type the password for the supervisor account in use.
4. Click the “Agent New Password” input box, type the agent’s desired new password.
5. Click the “Agent New Password Again” input box, type the agent’s desired new password again.
6. Click the “Change Password” button, .

Viewing Logged Off Agents

1. Click the “Show All Agents” button, , located in the top left-hand corner of the Agent Status List. The following pop-up window will appear:

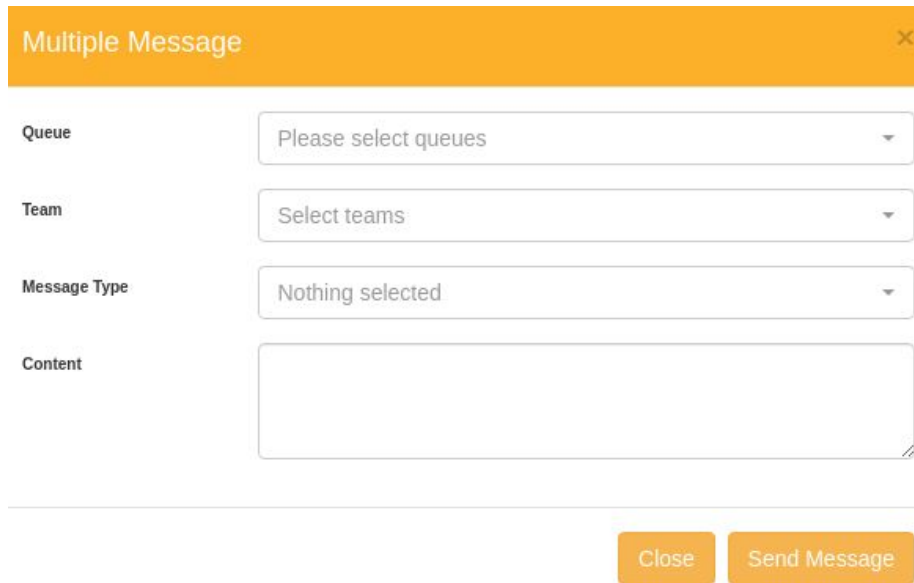
All Agents	
Agent	Status
Cole Melendez	available
Gerald Blanchard	notanswering
Harold Kirk	logoff
Jared Walter	aftercallwork
John Henry	chatting
John Smith	notanswering
Keyon Sweeney	logoff
Khloe Bond	logoff
Maggie Mccarty	notanswering
Natalia Carter	logoff
Paul Baker	logoff

2. After viewing, click the close button, .


Sending a Message to Multiple Agents

1. Click the  button, located in the top left-hand corner of the Agent Status List.

The following pop-up window will appear:

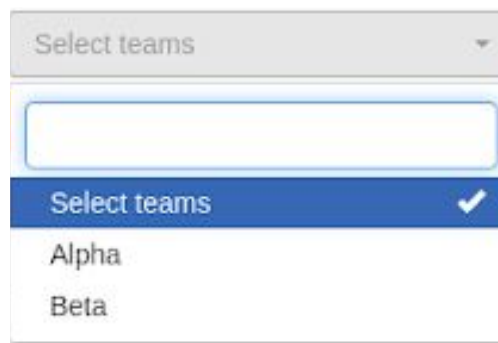


The image shows a pop-up window titled "Multiple Message" with a close button (X) in the top right corner. The window contains four labeled input fields: "Queue" with a dropdown menu showing "Please select queues", "Team" with a dropdown menu showing "Select teams", "Message Type" with a dropdown menu showing "Nothing selected", and "Content" with a large text input area. At the bottom right of the window, there are two buttons: "Close" and "Send Message".

2. Click the "Queue List" dropdown box, select the desired queue.
3. Click the "Team List" dropdown box, select the desired team.
4. Click the "Message Type" dropdown box, select the desired message type.
5. Click the "Message Content" input box, type the desired message.
6. Click the "Send Message" button, .

Filter Agent Status List by Team

1. Click the “Team” dropdown menu, located in the top right-hand corner of the Agent Status List. The following dropdown menu will appear:



2. Select the desired team. The updated agent status list will only show the members of the selected team.

Queue Statistics

The queue statistics window displays information regarding the chat queues. Information such as answered chats rejected chats, and unanswered chats can be found here.

Queue Statistics			
Queue	Answered Chat	Rejected Chat	Unanswered Chat
Chat Queues	2	0	1
Total	2	0	1

Waiting Chats

The waiting chats window displays information regarding the chats waiting in the queues.

Information such as the number of waiting chats and the longest duration are shown here.

Waiting Chats

Queue	Chat	Longest (Duration) Chat
Chat Queues	1	17
Total	1	17

Status


Statuses of customer representatives are listed in this module. Moreover, customer representatives can be filtered according to the related status in the agent status list by clicking the desired status in the list.

Total Status

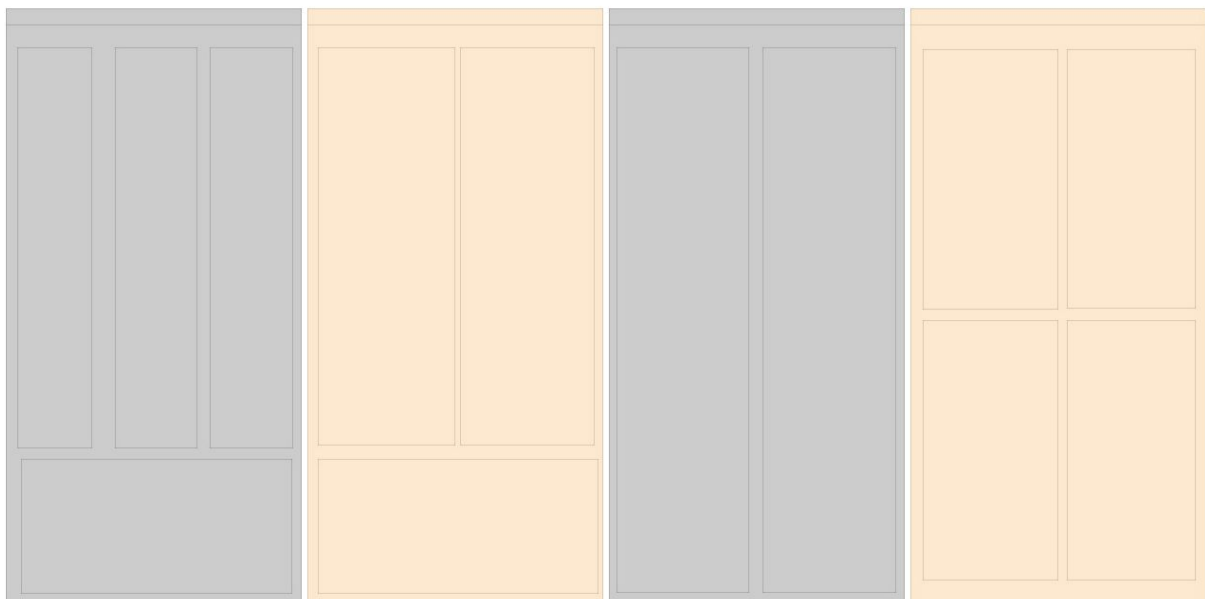
Status	Count
available	1
notanswering	3

Creating the Custom Supervisor Screen

Used to create a custom supervisor screen according to the supervisor's visual and metric-based needs.

1. In the top right section of the supervisor screen, click the  button, the following screen will appear:

New Supervisor Selection 1.Step



This screen provides four different ways to organize the supervisor's desired data.

2. Select the desired pane. The following screen will appear (For this example the first pane was selected):




3. Select the . The following dropdown menu will appear:



4. Select the desired metrics for the section.

Note: Once a metric selection is made, it cannot be selected again for a different section

within the pane. If desired, it can be deselected by clicking the  button located to the far right of the metric's name. To assist in not making a duplicate selection, if the parameter has been selected, it will be shown in red on the dropdown menu. An example is shown below:



Note: Queue Performance was selected for a different section within the pane and is highlighted in red to notify the supervisor.

5. Repeat step 4 for all of the sections within the pane.
6. Once all of the desired selections have been made, click the “Complete” button,





. The custom supervisor screen will be displayed.

Note: To return to the default supervisor screen, click the “Default Supervisor” button,




Editing the Custom Supervisor Screen

1. In the top right section of the supervisor screen, click the  button, the custom supervisor screen will appear.
2. In the top right section of the custom supervisor screen, click the “Update Supervisor” button, , the custom supervisor screen will appear (using the previously selected pane).

Note: To change the pane view, simply click the “Back” button,

Back

3. Make the desired changes.
4. Once all of the desired selections have been made, click the “Complete” button,

Complete

. The updated custom supervisor screen will be displayed.

Note: To return to the default supervisor screen, click the “Default Supervisor” button,





Supervisor
