Six Steps For New Supervisors

Complete the following to setup Supervisor and see your Agents and Calls in Queues

1. Create a bookmark for Supervisor
2. Add Agents so you can see them and sort how they appear
3. Select Queues to monitor
4. Make a test call to your queue, watch it appear in queue, follow it to the agent who answers
5. Save your Settings
6. Use Supervisor Dashboard (page 4)

1. Bookmark or Favorite Supervisor

To have the best experience test your credentials at both links below and bookmark the one that works:

https://webapp-xsp.voip.evolveip.net/callcenter

https://www.voip.evolveip.net/callcenter

2. Add Agents to monitor them

To select agents
a) In the Contacts panel, in the Agents sub-panel, click the **pencil** button ✏
b) In the dialog box that appears, check the agents to monitor.
c) Click **Save**

How To Login

Your UserID and Password are provided during implementation or ask your leader. Most often this will be your phone number and unique password. Note that these are the same as your Unity credentials.

3. Show Queues and 4. See Queued Calls

Show Queues
a) In the Queued Calls panel, click the **Wrench** 🔧
b) Select **Edit Queue Favorites Dialog**
c) Select up to five queues to view in real-time
d) The queues will appear, expand them by clicking the arrow next to each queue name.
Make a test call
a) Make a test call to your queue (call the extension)
b) See the call appear in queue
c) Follow the call as you are connected to an agent

5. Settings

Click Settings in top right
a) General – click **Always save workspace on signout**
b) Application – set **Post Sign-In ACD State** (recommend Unavailable)
c) Report – ask your Leadership for Thresholds and Service Level Calculations.
d) **Back to Application** in top right.

Agent Status at a Glance
Separate ACD and IM Status

ACD State – Agent status within the Queue
Agent's color status will update depending on their call state.
ACD state is the large circle icon. It is normal for an Agent on a call to show as Red and available. An agent on any call will not receive an ACD call unless the queue routing is set to allow this in OSSmosis.

IM State – Agent status within Instant Messaging (IM)
Agent's color status will update depending on their IM state.
IM state is the smaller icon to the right of the ACD State icon

- **ACD = Call from Queue**
- **IM = Instant Messaging within your organization**

Agents

	Name	Status
🔴	Derek Mele	Available
🟢	Ed Ennis	Available
🟢	Michael Brooks	Available
🟢	Sanjeevi Ashokkumar	Available
🟢	Frenc Baro	Available
🟠	Pat Winters	Wrap-Up
🔴	Jacob Lowe	Unavailable - Inbox (Inbox)
🔴	Joe Kuria	Unavailable - Lunch (Lunch)
🔴	Peter Wik	Unavailable - Lunch (Lunch)
🔴	Richard Quinn-Simons	Unavailable - Project (Project)
🔴	Salvatore Pumo	Unavailable - Lunch (Lunch)
🔴	Sam Villafane	Unavailable - Lunch (Lunch)
🔴	Scott Fulmer	Unavailable
🔴	Kenny Townsend	Unavailable

Agent ACD State Definitions

Phone State	ACD State	Icon	Description
Idle	Available	🟢	Agent's phone is on-hook and the agent is available to take ACD calls.
Ringing	Available	🟡	Agent's phone is ringing and the agent is available to take the call.
Any	Unavailable, Sign-In, Sign-Out	🔴	Agent is not available to take ACD calls.
Idle, Ringing	Wrap-Up	🟠	Agent is performing post call work. They may or may not be available to take calls.
Busy	Available, Wrap-Up	🔴	Agent's phone is off-hook, which means that the agent is on a call. Calls may be delivered to agents depending on their call waiting settings and the call center's call waiting and wrap-up settings.
Do Not Disturb	Any	⛔	Agent has enabled the Do Not Disturb service. ACD calls are not delivered to agent in the Do Not Disturb call state. Agents should use the Unavailable ACD state when they need to block new incoming calls temporarily.
Call Forwarding Always	Any	➡️	Agent has enabled the Call Forwarding Always service.
Unknown	Any	⚪	Agent is currently not monitored.

Change Agent's ACD State

a) In the Agents panel, click the agent and then click the **ACD** button for the agent.
b) From the drop-down list, select the new state.
c) If you selected Unavailable, you may also have to select an Unavailable Code.

Make Agent Join/Leave Queue

a) In the Agents panel, click the agent.
b) Click the **Queue** button. The Agent Queue Membership dialog box appears.
c) Check or uncheck the Join box in the row of the queue you want the agent to join or leave and select **Save**.

EVOLVE IP

Silently Monitor Agent

Monitor Active Call
The Agent to monitor must have an active call
a) In the Contacts pane, expand the Agents panel
b) Select the agent and then click **SM** for the selected agent. A new call is created in the Conference Call panel. You are conferenced in to the call and muted.

Monitor Next Call
a) In the Agents panel, click the agent and then **SMN.** When the next call is received and answered by the agent, you are conferenced in to the call and your call is muted.

Monitor Next Queue Call

a) In the Contacts pane, expand the Queues panel and select the call center queue to expand it.
b) Select **SMN** for that call center. A monitoring call is established for the queue.
c) When the next call is received and answered by an agent, you are conference in to the call and your call is muted.

Barge in on Agent's Call

The agent must have an active call:
a) In the Contacts pane, expand the Agents panel.
b) Select the agent and then select **Barge**. You are conferenced in to the call.
c) To leave the call, click **Leave** in the Conference Call panel.

Four Ways to Dial or Make a Call

1) In the Contacts expand the target directory, click the contact and then **Call** or **MOB** to dial

CALL MOB

2) In the Dialer enter the number and click Dial

6467975210

3) In the Dialer click **Redial**. A list of recently called numbers will appear, click the number you wish to redial.

Redial

4) Click **Call History** In dialog-box, select Placed, Received, or Missed Calls from drop-down list. Click a call log and then **Call**.

*End Call: In the Call Console, click **END** to end call.

Promote Call in Queue

a) In the Queued Calls pane, expand a Call Center panel.
b) Select the call and then **Promote**. The queued call is moved to the end of the next highest priority bucket.

Reprioritize Calls in Queue

a) In the Queued Calls pane, expand a Call Center panel.
b) Select the call and then **Reorder** for that call.
c) From the drop-down list that appears, select a new position. The call is placed at the new position in the queue.

*Note you cannot place a call ahead of a bounced call.

Transfer Call to Top of Queue

a) In the Queued Calls pane, expand a Call Center panel
b) Select the call and then **Reorder** for that call
c) From the drop-down list that appears, select Send to Front

Retrieve Call from Queue

a) In the Queued Calls pane, expand a Call Center panel
b) Select the target call and then **Retrieve**. The call appears in your Call Console.

Transfer Call from Queue to Agent

a) In the Queued Calls pane, select the call to transfer
b) In the Contacts pane, expand the Agents panel
c) Select the agent and then click **TXR**

Transfer Call from Queue to Queue

a) In the Queued Calls pane, select the call to transfer.
b) In the Contacts pane, expand the Queues panel.
c) Click the target queue and then **TXR** for that queue.

Typical Uses

- Which queues have calls and then sort queues by oldest call?
- Where are my agents and what are they doing now?
- Shows me status time of agent a snapshot of what your agents are doing and for how long)
- When did my agent sign in for the day…did they sign in on time, if not why?
- Monitor a 6th queue

Show Agents

Check the box on the far right under Show Agents and then see:
- Status time of agent - Snapshot of what agents are doing and for how long
- When agents signed in/out - Did agents do so on time, if not why?

View real-time statistics

- Queue Summary - KPIs for each call center queue such as Estimated Wait Time (EST), Average Speed of Answer (ASA)
- Agent Summary - KPIs for the agents
*Agent statistics by default are not displayed

Monitor a 6th Queue

Click the blue link for queue and the main Supervisor window is activated and the additional queue is displayed and expanded.

Use with your Second Monitor

Click the blue link for the agent or queue and the main Supervisor window is activated and the selected agent / queue is displayed and expanded.

Visual Thresholds

When a threshold is exceeded the measurement is displayed in the color corresponding to the crossed. Measurements available for visual thresholds:
- **Queue fields** - Calls in Queue, Longest waiting Time, EWT, AHT, and ASA
- **Agent fields** - Call State (time) – On Call, Call State (time) – Idle, Agent State (time) – Unavailable, Avg Busy In, Avg Busy Out and Avg Wrap – Up

These settings will be queue-wide and all Supervisors will share the setting.