Contact Center Anywhere:
Supervision Manager (SM) Overview

Supervision Manager Overview

The majority of all Call Center expenses revolve around people. The ability to more effectively manage the people in the Call Center provides the greatest opportunity for improving service performance and reducing costs.

To assist in this, ContactCenterAnywhere provides a fully-integrated tool called Supervision Manager.

Supervision Manager concentrates on the following goals:

- **Managing Agent Activity**
- **Monitoring Workflow**
- **Monitoring in Real-time**
- **Information Access**

Supervision Manager Overview

Managing Agent Activity

ContactCenterAnywhere provides a means of allowing companies to manage their agents and operations from work or home.

Supervision Manager Overview

Monitoring Workflow

By having the ability to monitor a variety of interactions in queue and see the real-time status of interactions, supervisors can adjust operations to improve response time.

Supervision Manager Overview

Monitoring in Real-time

Supervisors can perform a variety of functions to assist the agent. They can send messages to one or all agents, listen in or join agent calls, and even take control of the agent's screen if necessary.

Supervision Manager Overview

Information Access

Supervisors can record and listen to agent conversations. The recordings can be used to improve agent communication skills. Supervisors can also access Caller Interaction History information to provide for quick issue resolution.

Configuring Supervision Manager

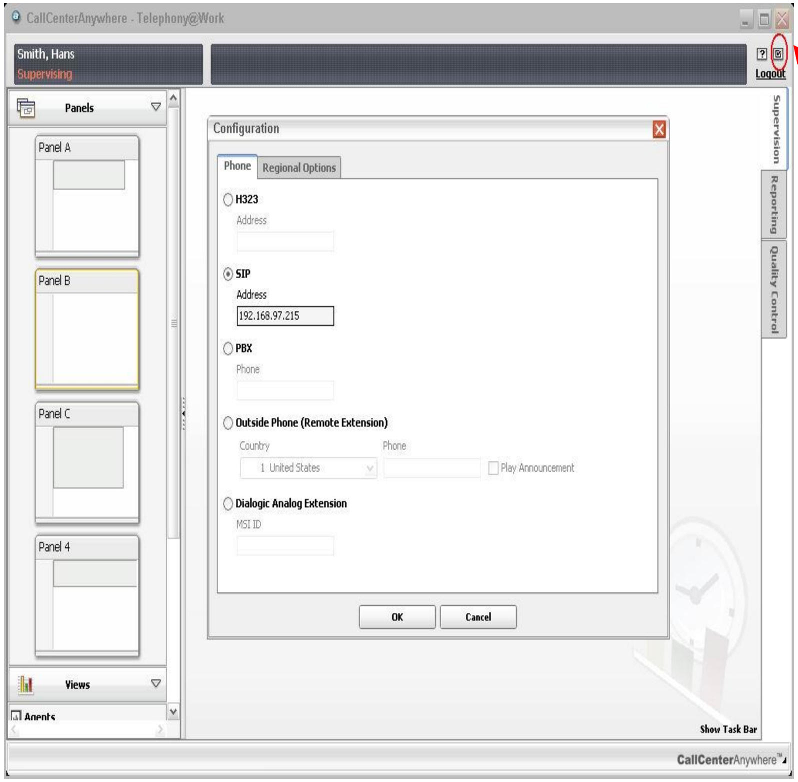
Logging In

- Enter the URL (https://cca.wi.gov/cca) in the IE browser
- Enter your Company alias, User name, and Password in the login screen
- Click the Login button. If all is correct the system will show the Partition Selection Dialog
- Click OK button

Configuring the Supervision Manager – Phone Info

Phone Information

- **The Supervisor needs to enter their Phone information**
- **needed by the application to allow for remote monitoring**
- **purposes.**



Click here to open Configuration dialog

Configuring the Supervision Manager – Phone Info

The options available are:

- **SIP: Selection of this option will forward SIP VOIP Calls. Enter user IP address in the input field box.**

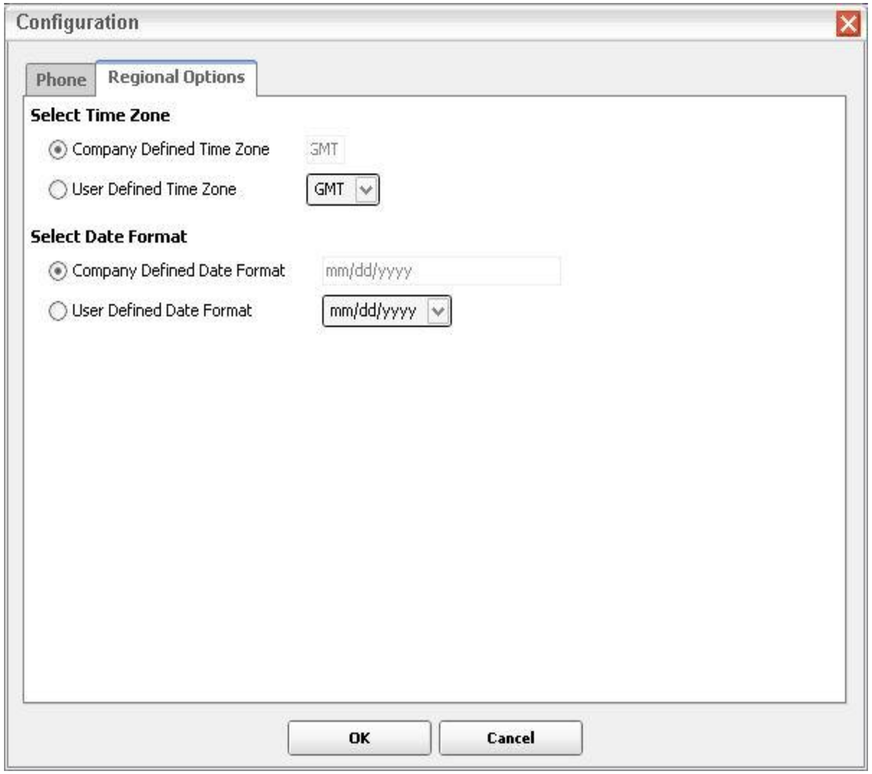
- **Outside Phone (Remote Extension): Selection of this option will have calls forwarded to an external number. Enter the Country Code and the phone number, including area code**

- **When selection is completed, select OK.**

Configuring the Supervision Manager – Region

Regional Options

There is no need to modify any of this information



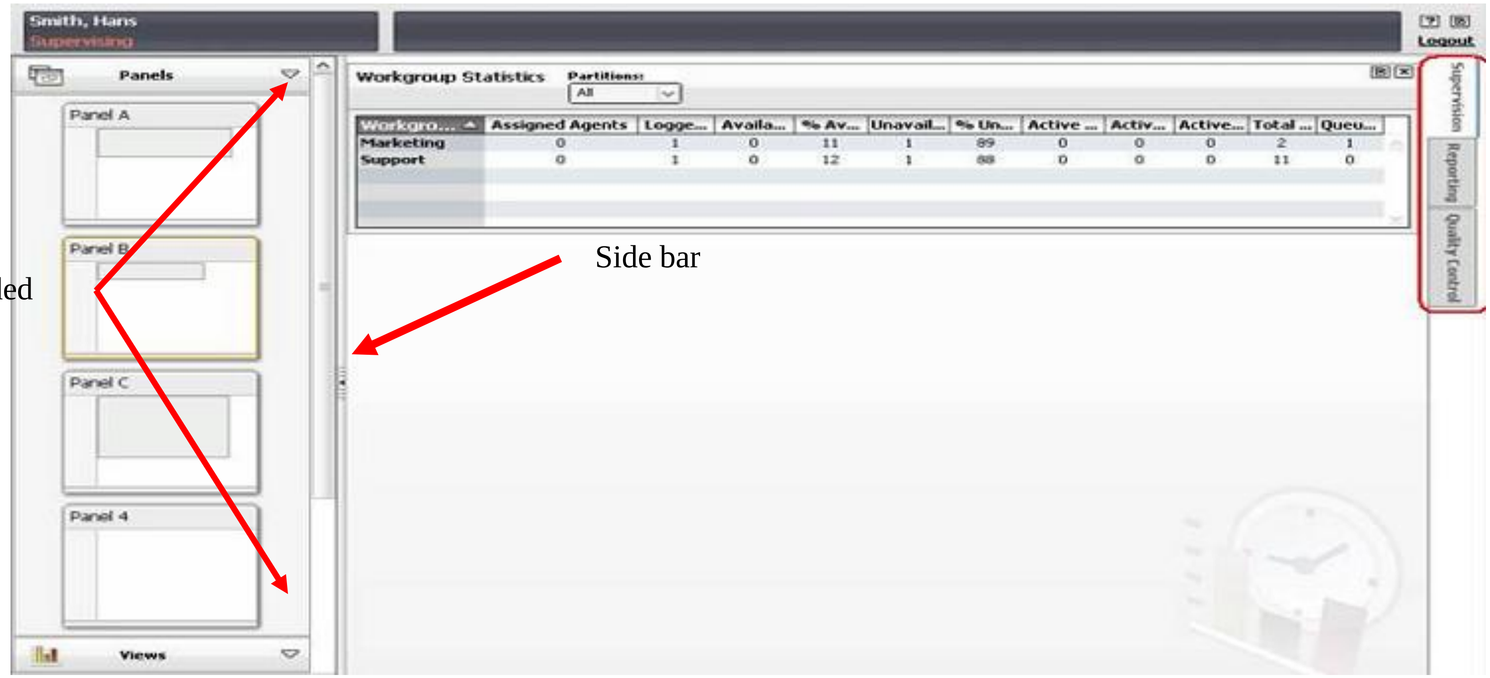
Working with views & Performing Actions

Supervision Manager – Real Estate Review
Navigating the Supervision Manager

Supervision Manager is organized by 3 main tabs : Supervision, Reporting and Quality Control. Supervisors have four panels to monitor agents, workgroups… information. Users navigate information by clicking on the panels in the left navigated window

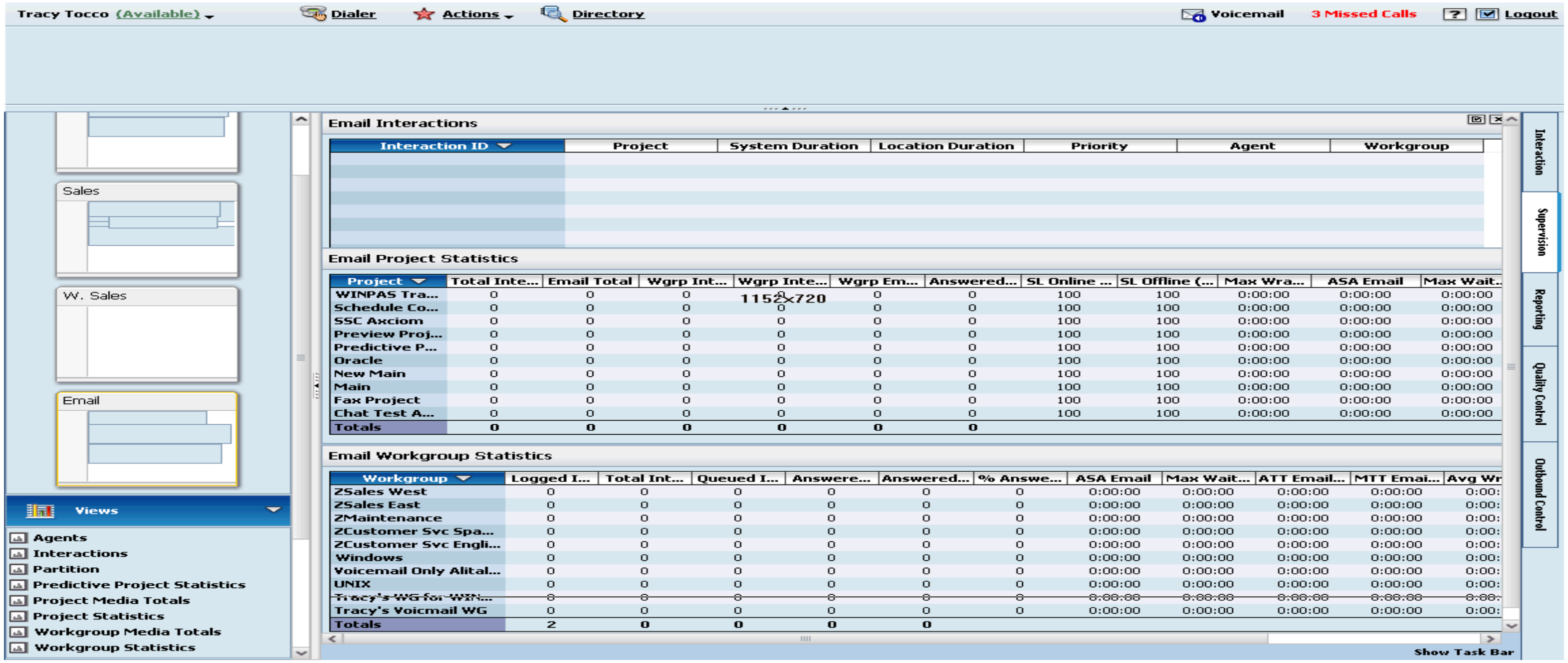
The Side bars provide ability to get more working space
Panels, View and Alarms can be expanded or folded by click on the arrow button

To expanded/folded



Supervision Manager – Real Estate Review Working with Views and Panels

- **A View is where you select the call center statistics that you are interested in. When you select statistics, they will be added to a View window.**
- **A Panel is like a screen where your View windows are displayed. Supervision Manager has four Panels. By default they are named "Panel A", "Panel B", etc., although you can label the Panels to anything that you want. You can add a group of View windows to Panel A, another to Panel B, and so on, and then click between Panels.**



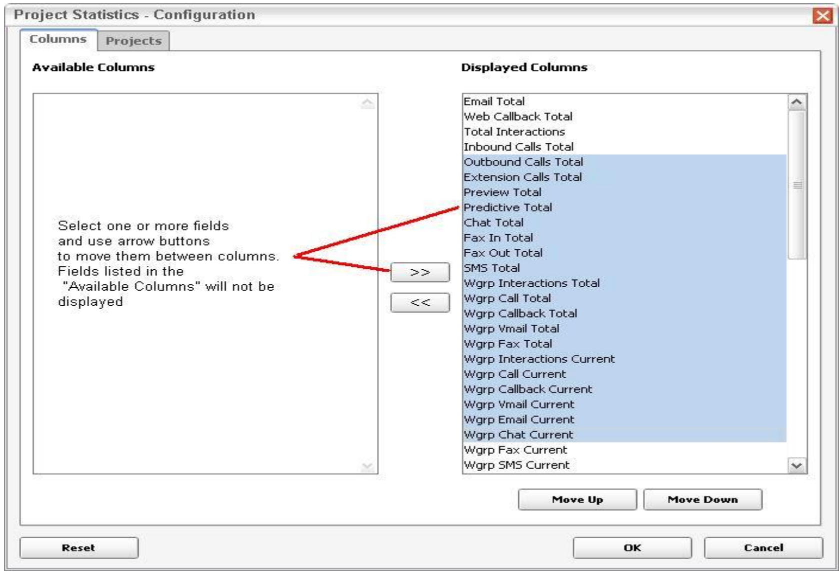
Customizing a View Window

Customizing a View Window allows you to:

- **Display only the information necessary to effectively manage the people of processes monitored.**
- **Monitor and Interact with specific Agents**
- **Track activity in Specific Projects and Workgroups**

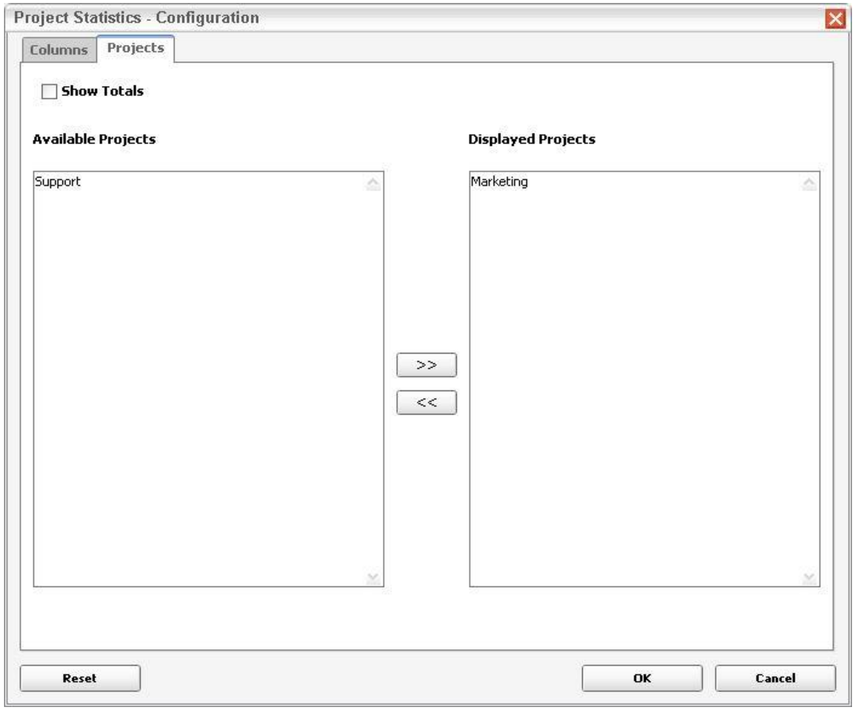
Steps to create:

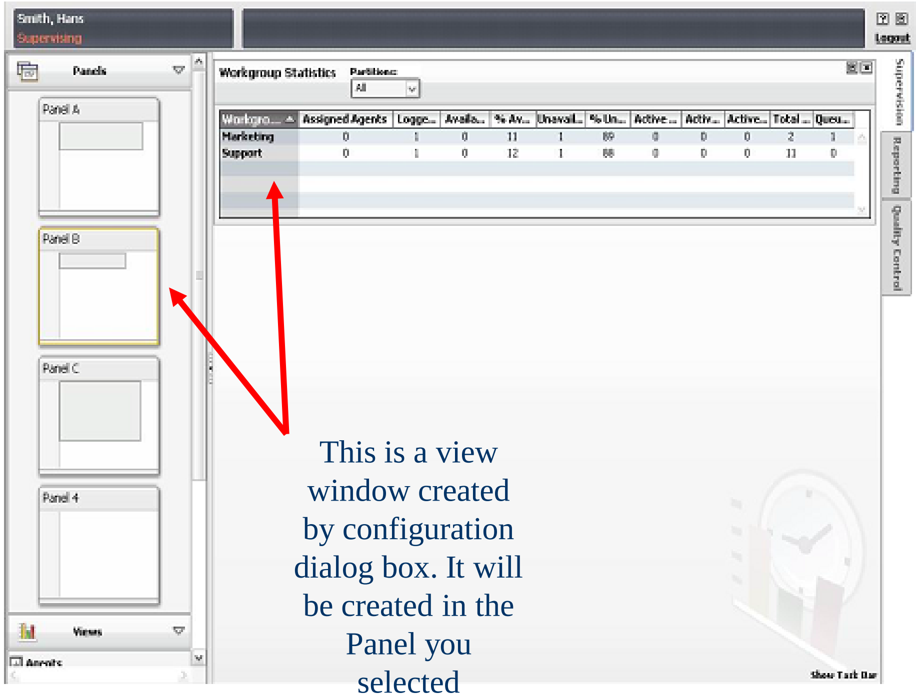
- **In the Sidebar, use the arrow buttons to expand the Panels window and the Views window**
- **Click on one of the Panels in the sidebar**
- **Scroll down in the sidebar window so that you can see all of the Views**
- **Click on a View to Open the Configuration dialog box for that View and choose information to view**



Create a View Window (Cont.)

- Click on the second tab to select objects of View. If you selected the Agent View, it will list all of the Agents that you are allowed to monitor. If you clicked on the Project Statistics View, it shows all of the Projects that you have access to
- Click OK. A View window appears in the Panel

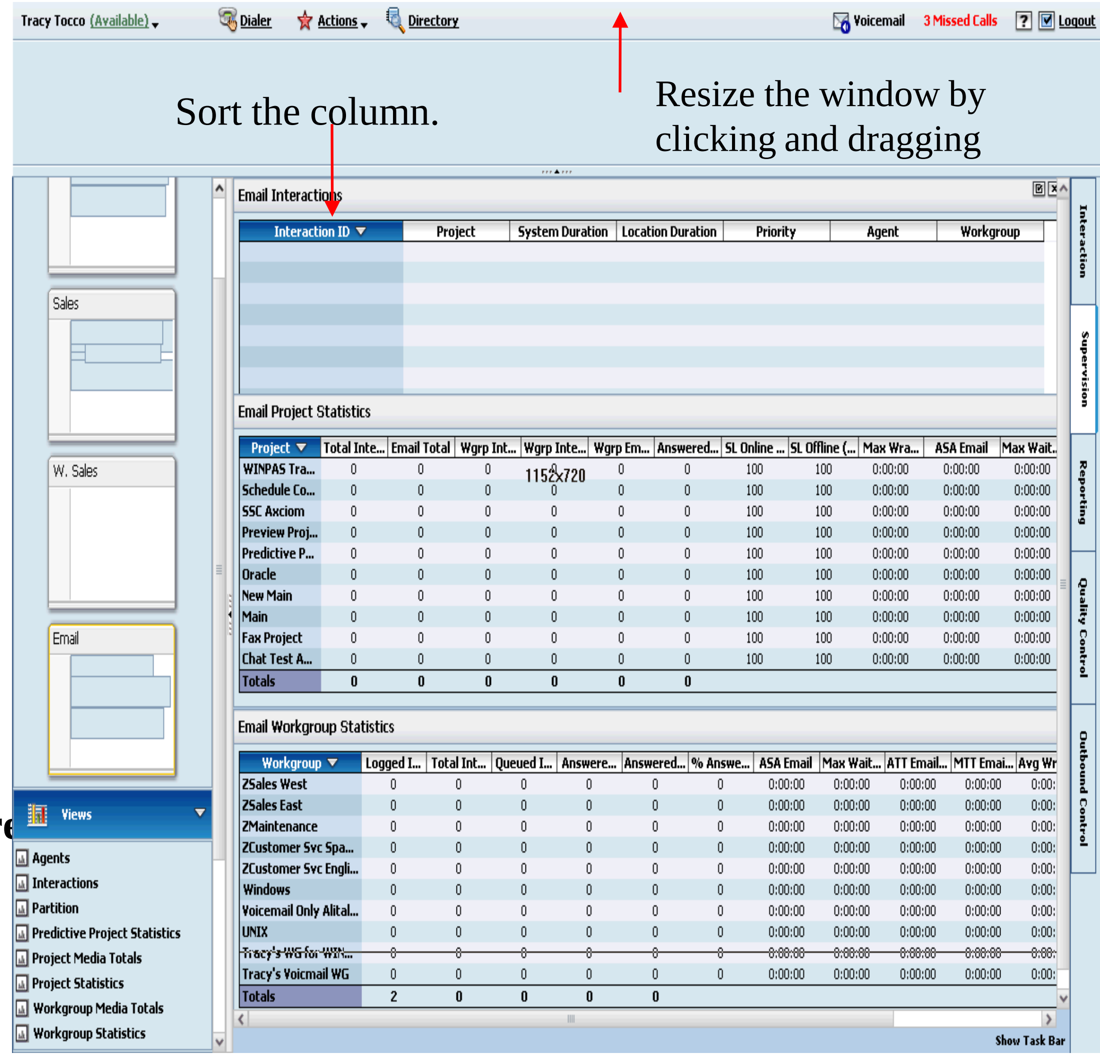




Working with a View Window

Working with a View Window.

- **Delete a View window**
- **Edit a View window**
- **Sort the View window (ascending or descending order)**
- **Multi-level sorting, hold the Ctrl key while clicking on the columns**
- **Move the entire View window anywhere**
- **Switching between View windows**

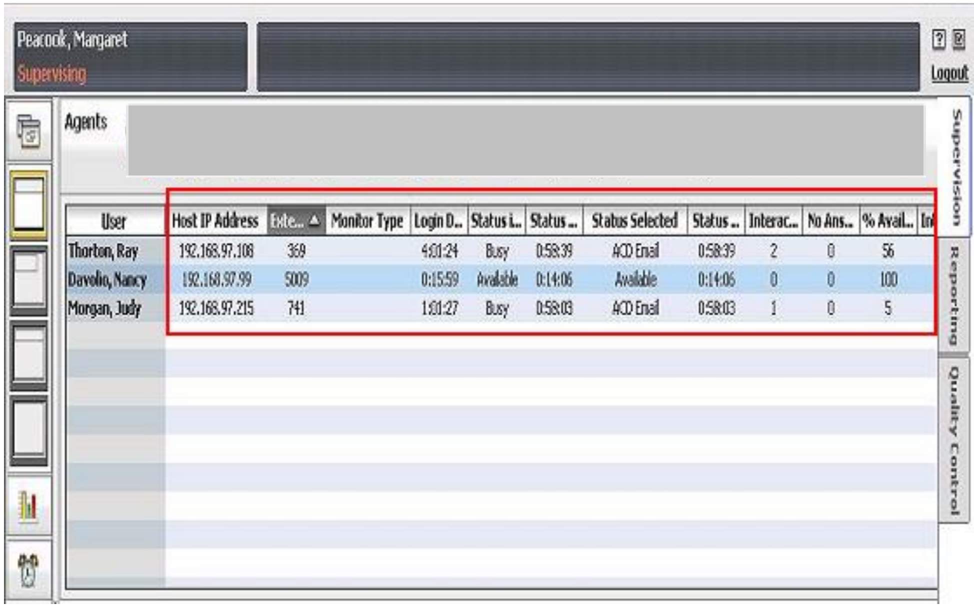


Agent View

Agent View provides the Supervisor with the ability to monitor and interact with the agents under his supervision. A Supervisor can configure the Agent View to show the appropriate information to most effectively manage his team.

The Agent View window is where the Supervisor can:

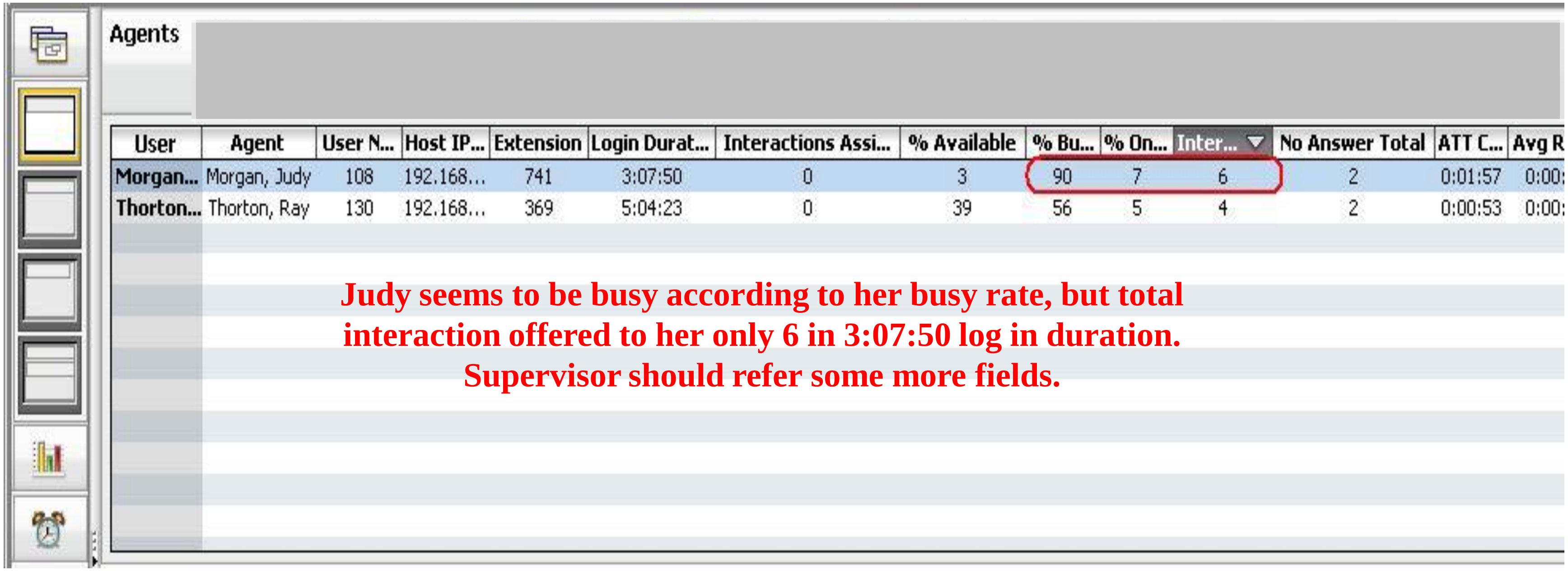
- **Listen to an Agent**
- **Coach an Agent**
- **Take over an Agent's Interaction**
- **Chat with an Agent**
- **Hang up or Log out an Agent**
- **View and Control an Agent's Screen**
- **Record an Agent's Interaction**
- **Send a message to one or more Agents**



Viewing Agent Information (Cont.)

Beside interacting with agent, A Supervisor can:

- **observe an agent's activities**
- **determine amount of busy/available/on break time**
- **see number of answered interaction by agent for each media type, average talk time of some certain interaction, average handle time, average wrap up time, number of call agent dialed, status of agent at the moment and some management information such as department, extension, ip address, etc.**



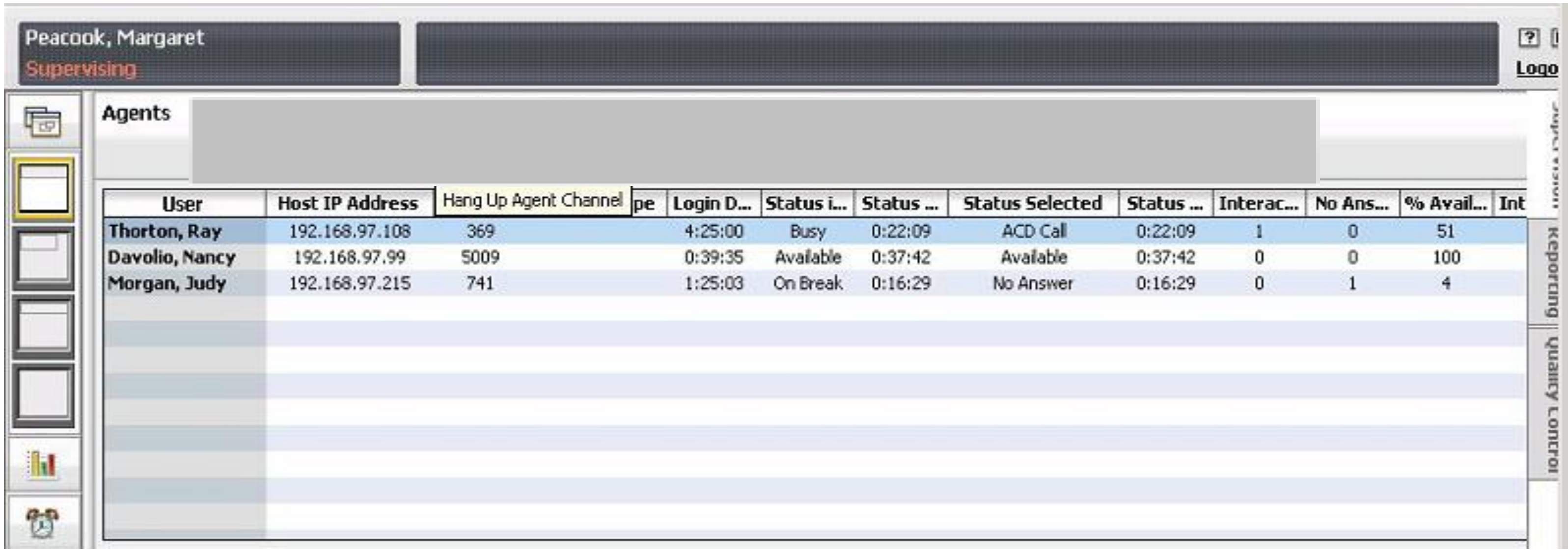
Judy seems to be busy according to her busy rate, but total interaction offered to her only 6 in 3:07:50 log in duration. Supervisor should refer some more fields.

Hanging Up the Agent Channel

The supervisor may elect to disconnect an agent from a call.

To Disconnect an Agent's Interaction

- **In the Agent View window, select the Agent whose call you want to disconnect.**
- **Click on Hang Up**
- **Click OK.**
  - **Agent is disconnected and call is then transferred to supervisor**
  - **The Agent's status returns to Available.**



Broadcasting Messages To All

This function allows a supervisor to send the same text message to all agents at once. For example, you may want to remind the agents of an upcoming meeting or promotional event.

The agents cannot reply to the message.

Only the assigned agents who are currently logged in will receive the message. The Agents who log in after the Broadcast are not notified that a message was sent.

- **Click on Broadcast**
- **ContactCenterAnywhereAnywhere displays the Send Broadcast Message dialog box**
- **Enter your message (up 255 characters) and click OK button**

Broadcasting Messages To All

- **A message box containing the text you entered will appear on the screen of every Agent that you supervise**

  All agents who are currently logged in receive the message.

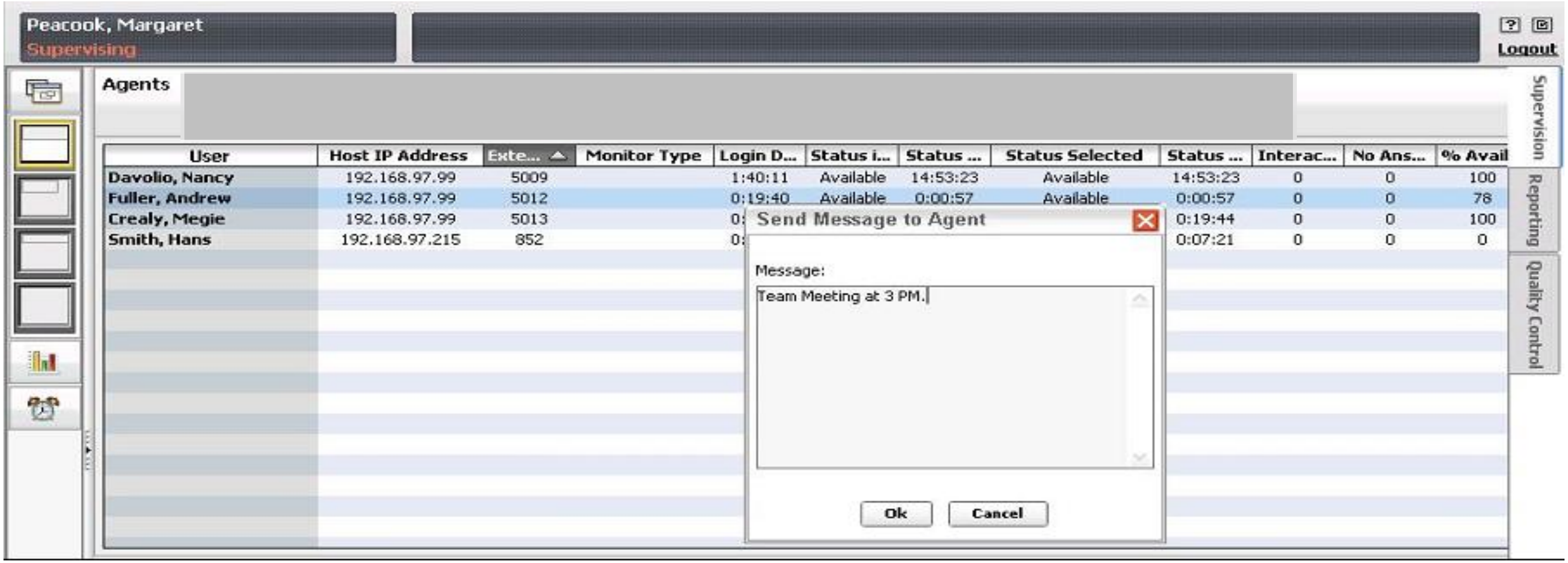
Note: The message remains on screen until the agent clicks OK.

Sending a Message to an Agent

Sending a message to an agent is much like broadcasting a message to all, but the message goes to only one agent. Messages can only be sent to agents who are currently logged in.

To Send a Message to One Agent

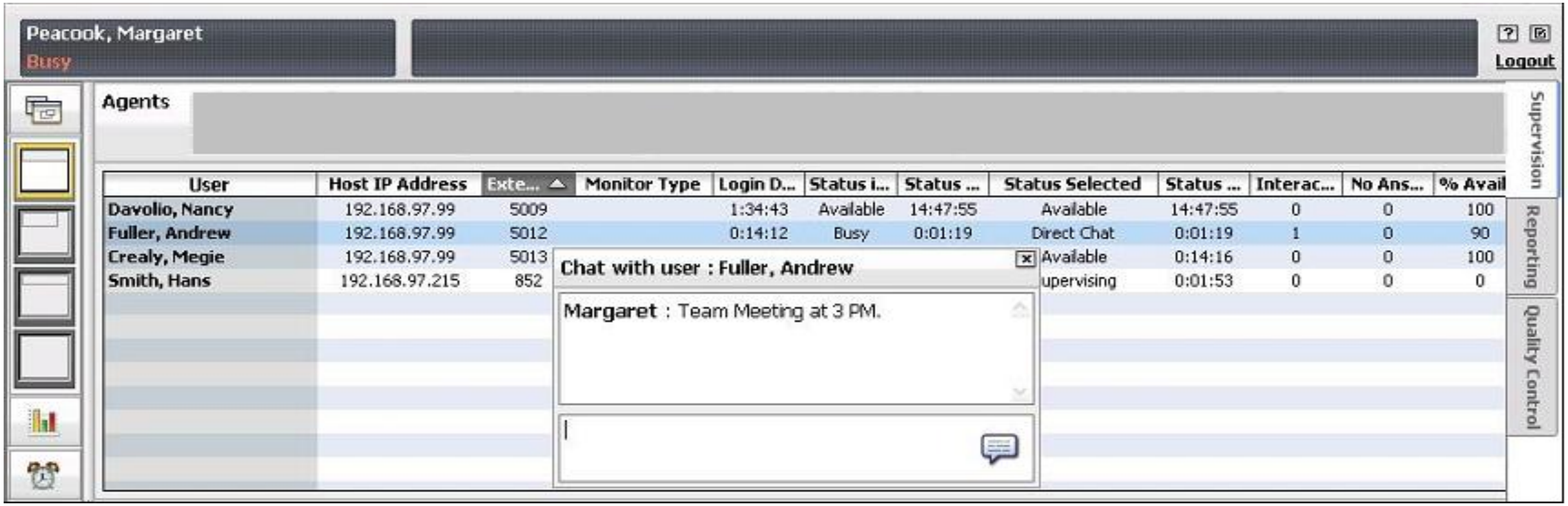
- **In the Agent View window, select an Agent, then click the Message icon. The message text box appears.**
- **Enter your text in the message box and click OK.**



Chatting with an Agent

Chatting with an agent allows the supervisor to send a text message to an agent and the agent to respond in real time. Only the selected agent sees the message and the agent can reply to the message. Chatting with an agent does not affect the agent’s current interaction (s).

- **In the Agent View window, select the Agent you want to Chat with.**
- **Click the Chat icon. The Chat window opens.**
- **Type your message in the box at the bottom, then click the balloon text button to send your message.**

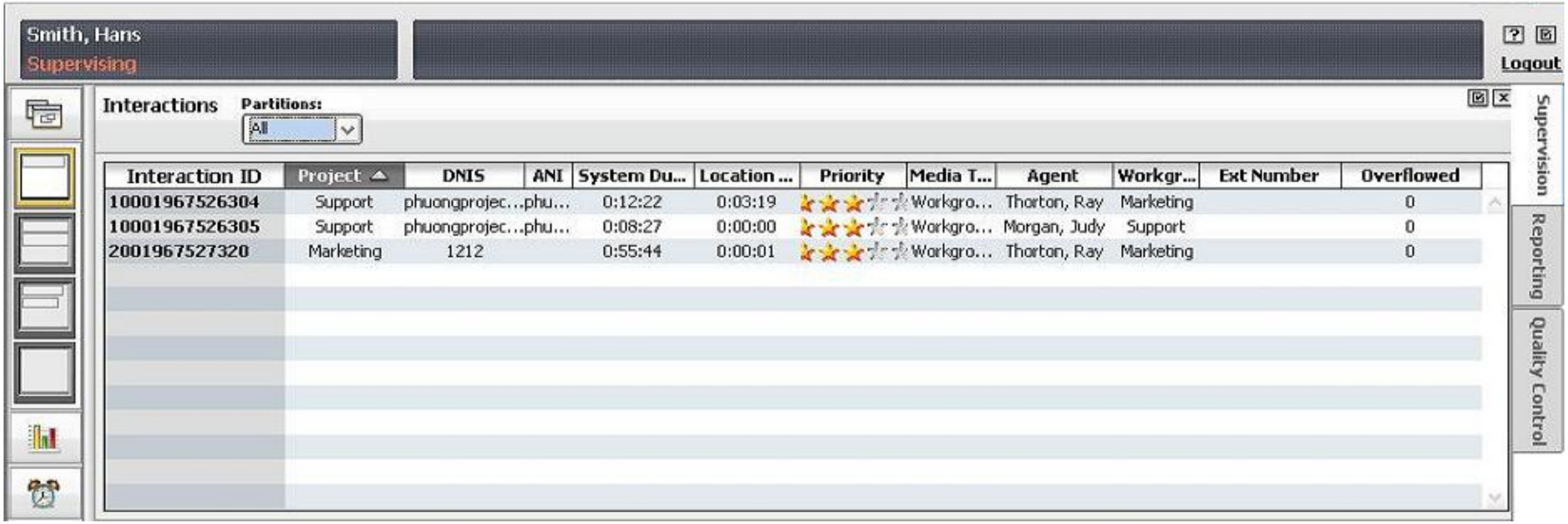


Viewing Interaction Information

The Interactions view provides an overview of all active Interactions.

ContactCenterAnywhereAnywhere displays the Interaction status fields such as: Interaction ID, Project, DNIS, Duration, Priority, Media Type, Workgroup, Agent, etc

To view the Interactions window, click a Panel that has Interaction view.
Note: Agent Name might be shown as “Unknown” until the Interaction routes to the agent



Viewing Workgroup Information

Workgroup Media Total

Workgroup Media Total view shows the number of answered, queued, abandoned, total number was sent to workgroup and overflowed interactions for Workgroup in the Call Center since 00:00 AM of the current day. These information are classified by media type, such as Call, Email, Callbacks…

Email Workgroup Statistics

Workgroup	Logged I...	Total Int...	Queued I...	Answere...	Answered...	% Answe...	ASA Email	Max Wait...	ATT Email...	MTT Emai...	Avg Wrap...	AHT Emai...
ZSales West	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
ZSales East	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
ZMaintenance	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
ZCustomer Svc Spa...	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
ZCustomer Svc Engli...	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Windows	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Voicemail Only Alital...	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
UNIX	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Tracy's WG for WIN...	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Tracy's Voicmail WG	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Totals	2	0	0	0	0							

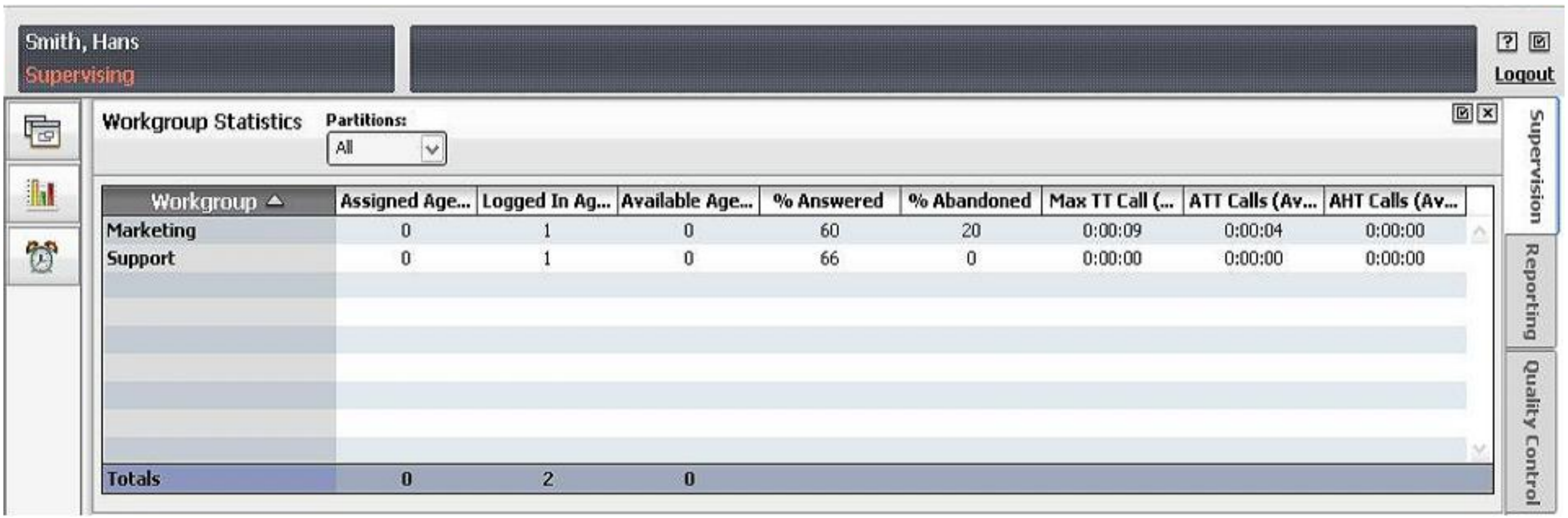
Viewing Workgroup Information

Workgroup Statistics

Workgroup Statistics view shows the statistics of Call Center for each workgroup.

This screen provides Supervisors with the ability to see information including :

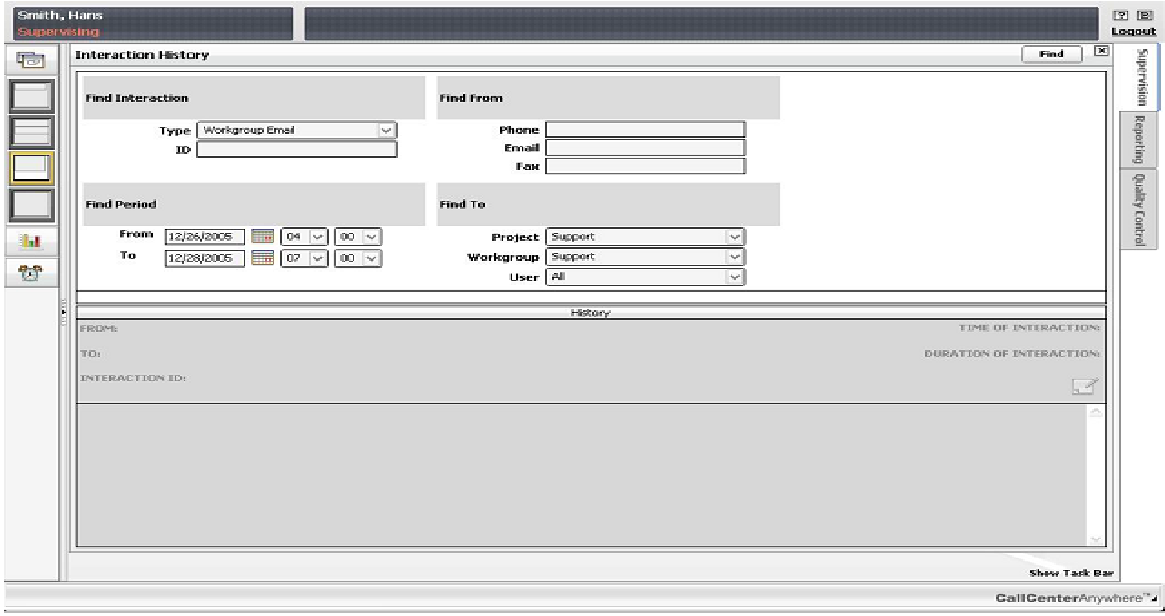
- **Number of agents assigned and logged in**
- **Percent of time agents available or unavailable.**
- **Number of interactions answered or abandoned by agents of workgroup**
- **Average handle time, talk time and wrap up time of interaction**



Finding Interaction History

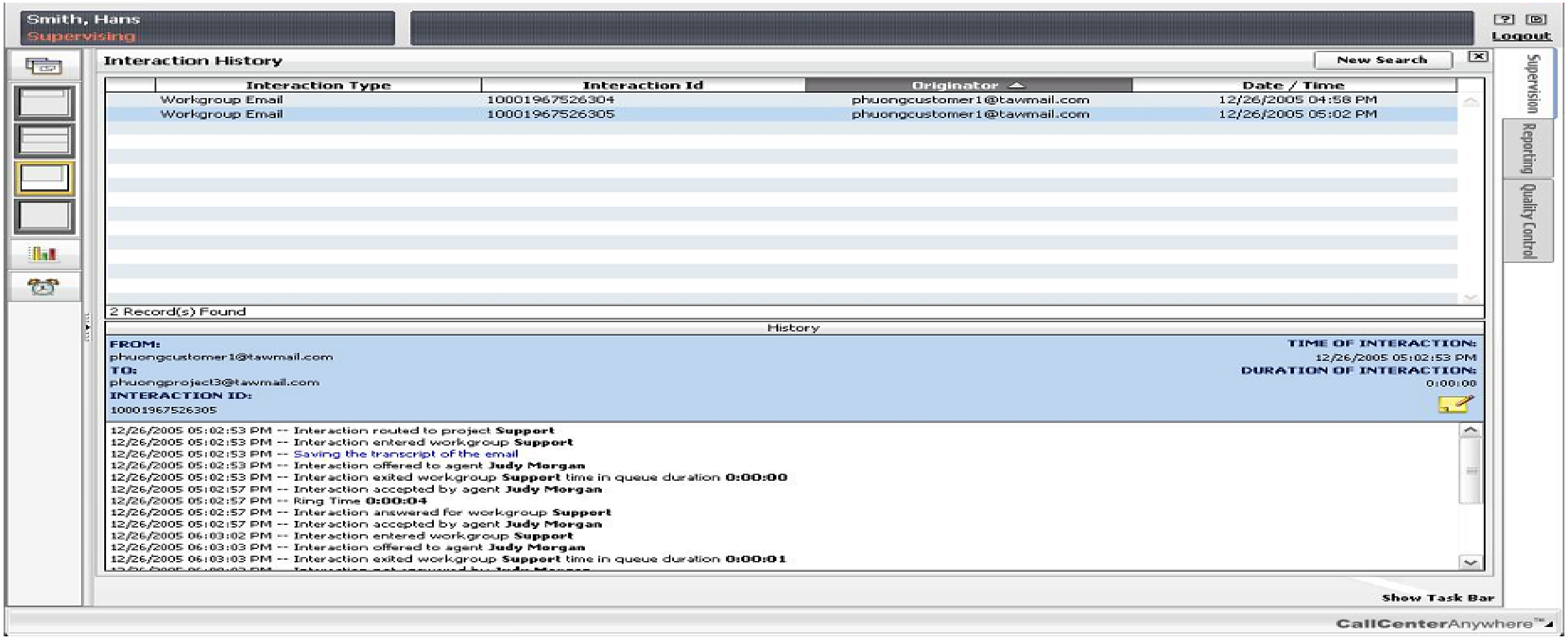
Supervisor can also locate and view all the interaction histories of agents assigned to them. When the history are loaded, the screen displays the following history data: Interaction Type, Interaction ID, Originator and Date/Time

- **Enter/ select the desired criteria such as: User, Project, Interaction ID.**
- **Select the From and To parameters from the Calendar.**
- **Click Find.**



Finding Interaction History (cont.)

- **ContactCenterAnywhereAnywhere displays all the interactions in the database that match your search criteria.**
- **Select the interaction you wish to review**
- **History of selected interaction will be shown up in History area, under the list of interactions**



Alarms

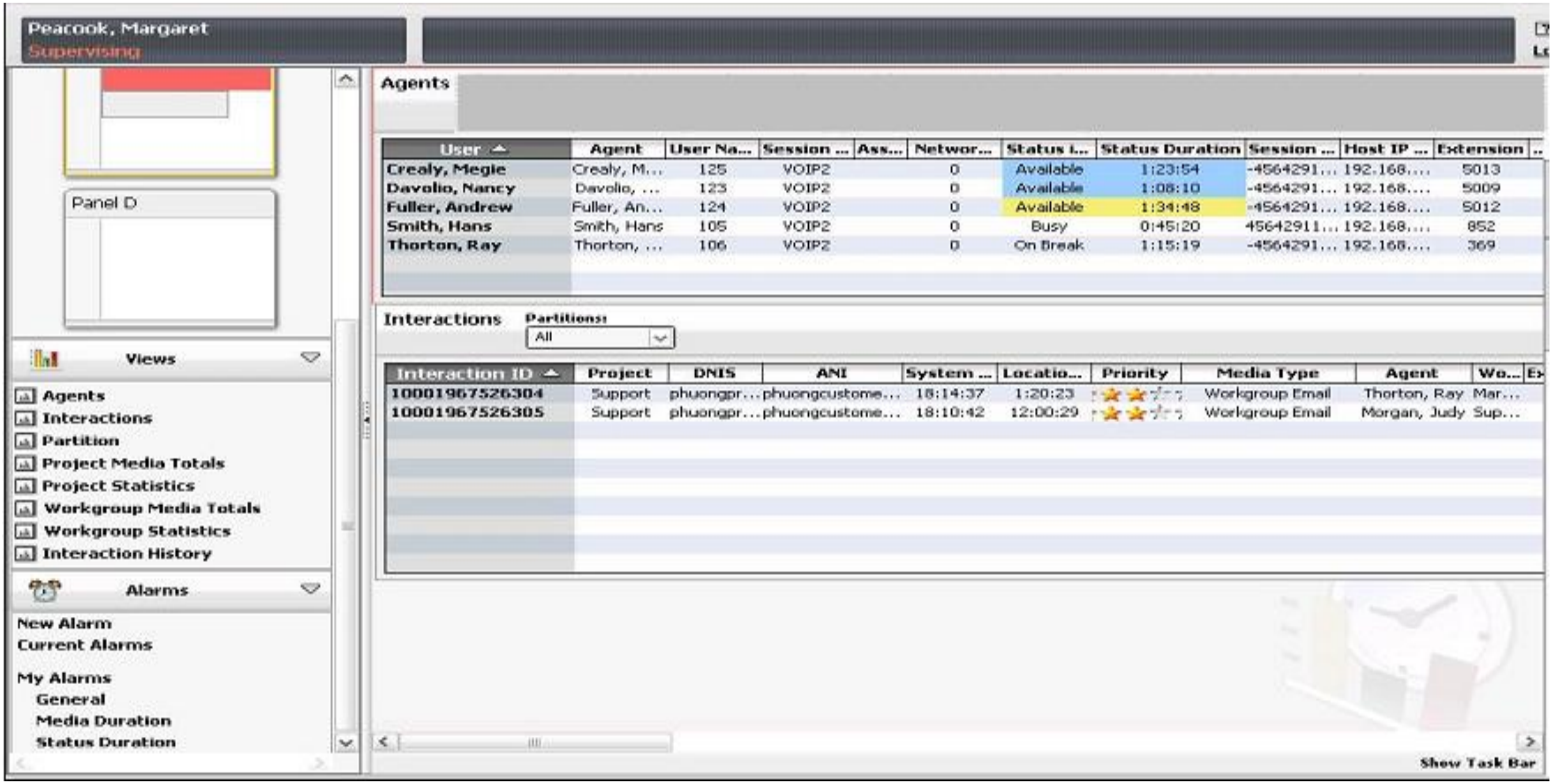
Supervisors have the ability to configure Alarms for: Status Duration, Media Duration and almost any fields in panel views such as Agent view, interactions view, Partition view, Project Media Total, Project Statistics, Workgroup Media Total and Workgroup Statistics.

Each Alarm can be set with five levels: Very Low, Low, Medium, High and Very High. The alarm levels must have increasing values (or decreasing values) from Very Low level to Very High level

There are three parts for this feature: New Alarm, My Alarms and Current Alarms

- **New Alarm: to define a new alarm**
- **My Alarms: to show all the defined alarms, include enabled alarms and disabled alarms**
- **Current Alarms: to display all the active alarms**

Alarms

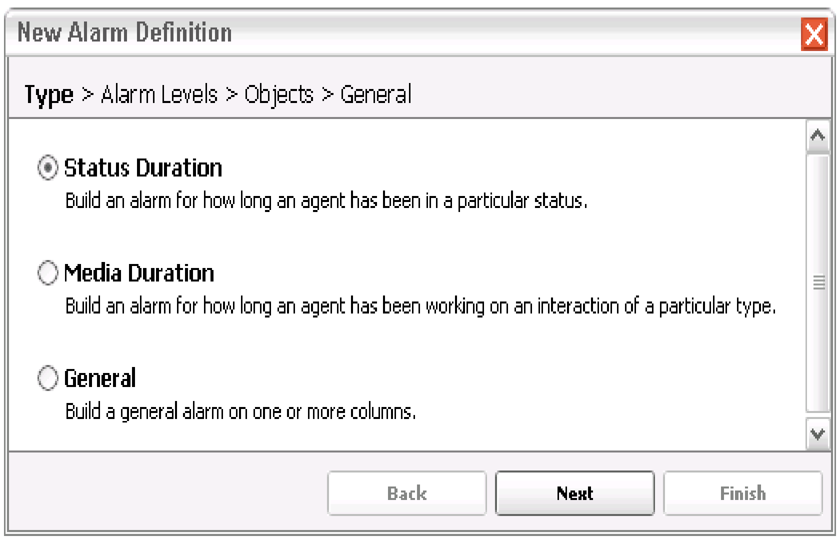


Peacook, Margaret
Supervising
Panel D
Views
Agents
Interactions
Partition
Project Media Totals
Project Statistics
Workgroup Media Totals
Workgroup Statistics
Interaction History
Alarms
New Alarm
Current Alarms
My Alarms
General
Media Duration
Status Duration
Agents
User
Agent
User Na...
Session ...
Ass...
Networ...
Status i...
Status Duration
Session ...
Host IP ...
Extension
Crealy, Megie
Crealy, M...
125
VOIP2
0
Available
1:23:54
-4564291...
192.168....
5013
Davolio, Nancy
Davolio, ...
123
VOIP2
0
Available
1:08:10
-4564291...
192.168....
5009
Fuller, Andrew
Fuller, An...
124
VOIP2
0
Available
1:34:48
-4564291...
192.168....
5012
Smith, Hans
Smith, Hans
105
VOIP2
0
Busy
0:45:20
45642911...
192.168....
852
Thorton, Ray
Thorton, ...
106
VOIP2
0
On Break
1:15:19
-4564291...
192.168....
369
Interactions
Partitions:
All
Interaction ID
Project
DNIS
ANI
System ...
Locatio...
Priority
Media Type
Agent
Wo...
10001967526304
Support
phuongpr...
phuongcustome...
18:14:37
1:20:23
Workgroup Email
Thorton, Ray
Mar...
10001967526305
Support
phuongpr...
phuongcustome...
18:10:42
12:00:29
Workgroup Email
Morgan, Judy
Sup...
Show Task Bar

Alarms

Define a new Status Duration Alarm

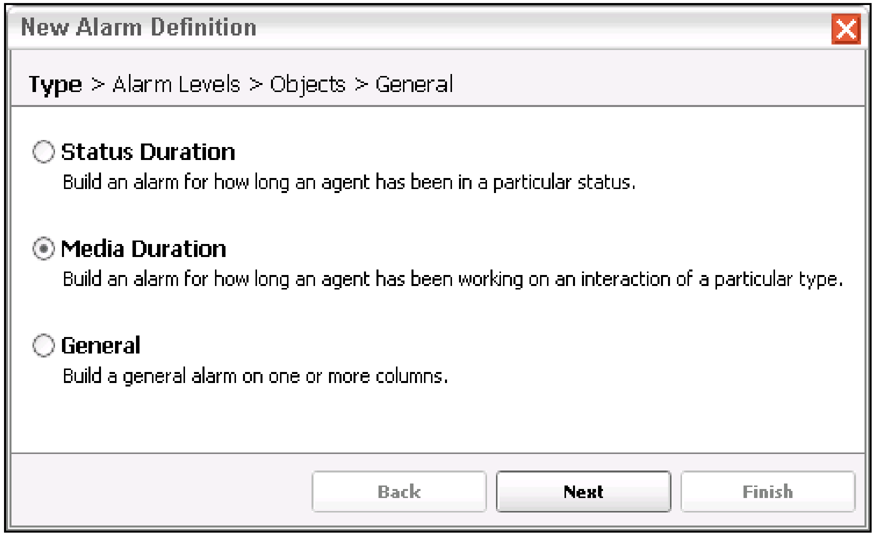
- Click on new Alarm
- Select Status Duration option and click Next button
- Choose the status that you want to set alarm
- Select alarm levels and enter the values which you want to raise alarm for the status
- Click Next and select agents
- Click Next, enter name for alarm and click Finish to complete

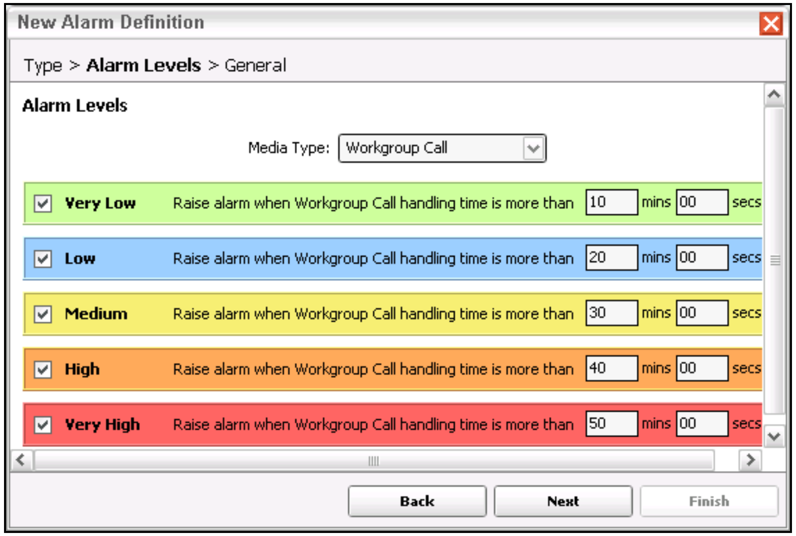


Alarms

Define a new Media Duration Alarm

- Click on new Alarm
- Select Media Duration option and click Next button
- Choose the Media Type that you want to set alarm
- Select alarm levels and enter the values which you want to raise alarm for the media type
- Click Next, enter name of alarm and click Finish to complete

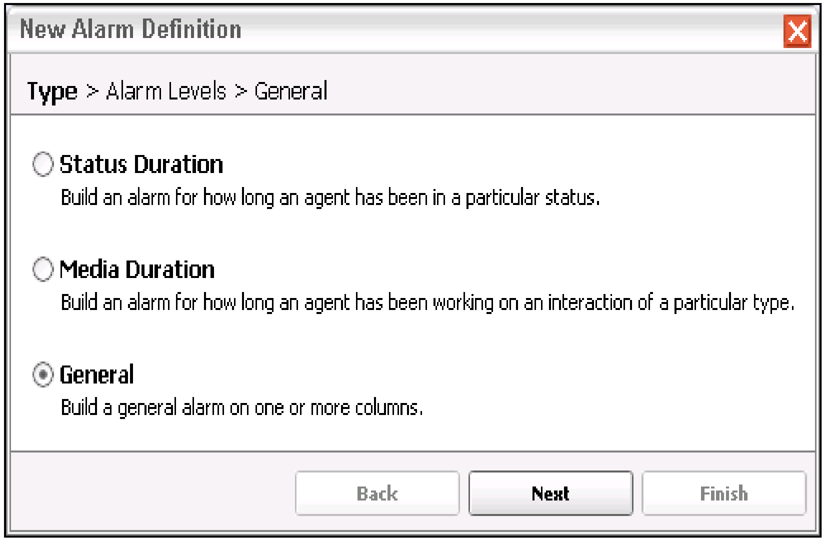


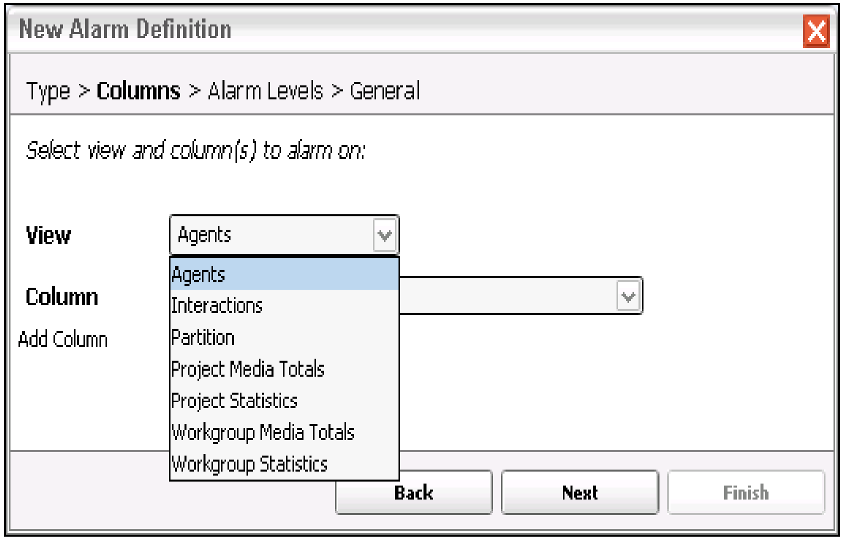


Alarms

Define a new General Alarm

- Click on new Alarm
- Select General option and click Next button
- Choose a view and column to set alarm on
- Select alarm levels and enter the values which you want to raise alarm on the selected column
- Click Next and select the object that you want to set alarm for
- Click Next, enter name of alarm and click Finish to complete





Reports

ContactCenterAnywhereAnywhere allows the supervisor to locate and view graphical reports to help you understand the trends, activities and Agent performance in your Call Center.

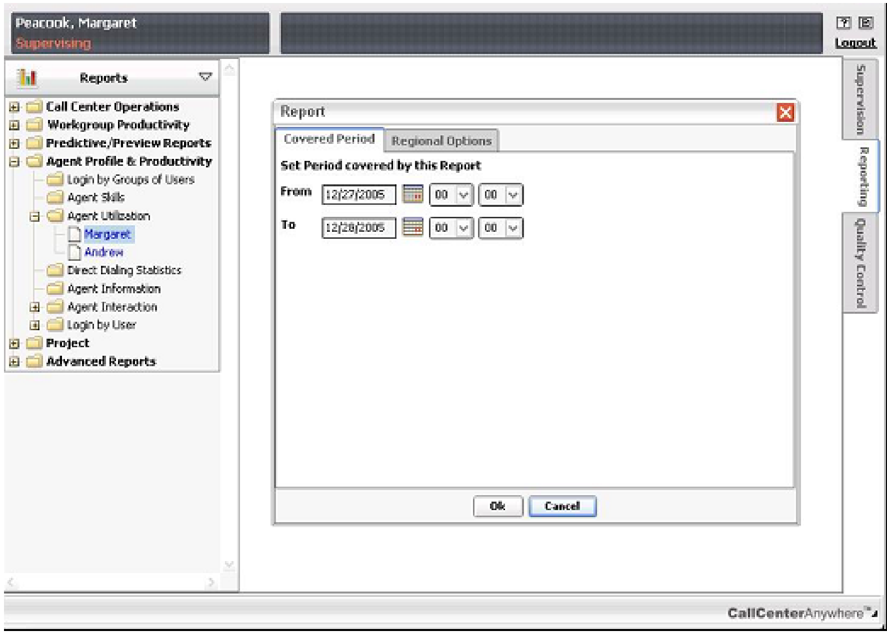
You can view and print the reports that your Administrator has given you or your fellow Supervisors access permissions to.

To view or print reports:
Go to Reporting tab

1. **Expand the Reports folder in the Navigation Pane.**

1. **Click a Report type to view the list of report definitions or which you have access permission. If no items are displayed in the list contact your ContactCenterAnywhere Administrator and request permission to access one or more Report types you wish to view.**

1. **Select the row containing the report definition to view, and click View. Note: Some reports will ask you for a date and time. Enter the Date / Time and select OK to run the report.**



Summary

- Supervision Manager Overview
- Configuring Supervision Manager
- Working with Views & Supervisor Functions