

# Call Center Supervisor User Training

## \*\* To log in to Call Center

- Press CC Log In/Out ( or Feature 904)
- Enter Agent ID and press *ok* or #
- Enter your 4 digit password and press *ok* or #
  - For first time login enter default password 0000, then create new personal password
- Press *IN* to login to one or all skillsets
- Press *Rls*

## \*\* To log out of Call Center

- Press CC Log In/Out (or Feature 904)
- Enter Agent ID and press *ok* or #
- Enter your 4 digit password and press *ok* or #
- Press *OUT* to logout of one or all skillsets
- Press *Rls*

## \*\* Using CC Make Busy

- Press CC Make Busy ( or Feature 908)
- *Make Not Ready* appears on the display. You will not receive any call center calls, however you will receive non-Call Center, intercom and transferred calls.
- Press CC Make Busy ( or Feature 908) to cancel Make Busy. Display reads *Agent Active*

## \*\* Silent Monitoring of Agent Calls

- Login to call center using supervisor agent ID and password
- Press *Agent Monitor* ( or Feature 905) – call center calls do not route to you
- Press Agent ID you want to monitor and press *OK*
  - You can press *DIR* to find the agent ID in the agent directory. You can monitor any agent logged into a skillset assigned to you.
- Press *INFO* to display the agent ID, agent name, call state and the time in minutes and seconds that the call has been in this state. Call states include Idle, Not Ready and Break
- Press *INFO* a second time to display the agent ID number, agent name and monitoring options again
- Press *OBSV* to monitor an agent. If another supervisor is monitoring the agent, the *OBSV* button does not appear. At any time you can press the *CANCL* button to exit the monitoring session without logging off. If the agent has no active call, has a call on hold, or is on a conference call, you hear silence
- Press *JOIN* to join the call. You can press *MUTE* to mute your voice while you monitor.
- Press *CANCL* to cancel the monitoring session.

## \*\* Using Agent Help

- While on a call center call, the agent can press *Agent Help* or Feature 906 to request help from supervisor while on a call
- Supervisor is notified of Agent Help by indication on *Supervisor Help* button

## \*\* Using Supervisor Help

- If agent requests help during a call center call, they can notify supervisor by pressing *Agent Help* key
- Supervisor receives indication on *Supervisor Help* key and presses key to assist agent
- If a supervisor is monitoring an agent, and the agent requests a Help session, it is assumed that the supervisor will assist and they are automatically connected to call. At the end of the Help session, the supervisor can resume silent monitoring.