

Supervisor - Help Requests

Description:

Employees can use the Supervisor Help Request to request the assistance of a supervisor. This function is often used during the training of employees.

Supervisor assistance is initiated via the "Request Supervisor" button in the client.

Availability:
Activity:

Post Call
(not in post call)

(no user profile)

Calls and Media
4981418904053 - Busy

Pause Duration
00:00:00

Availability:
100.00 %

In Service
100.00 %

Agent Home

Current Call								
D	Start	Duration	Last Agent	Dialler Campaign	Contact Name	Contact Class	Contact Phones	Client - Se
Remote	Service Number	Waiting Time	Group Name	Group Number	Contact Number	Customer Number	Email	Amour
498989461495012	49199900 (Testrufnummer SPKH)	00:00:05	Andrey Test					

Call - Busy

Hold Refer Request Supervisor Send SMS ... Hangup Callback Call

Recording - Deactivated

Comments : Manual recording Recording On

Call Handling

Inbound Status

Calls

Media History

Dialler

Dossier

Group Name	Group Number	Agent Skill	Group Status	Current Calls	In Queue	Total	Calls in Service Level	In Service	Availability	Waiting Time Max.	Waiting Time Ø	Duration (Agents) Ø	Logged In	Available	Pause	Work Break Indicator	Ø Calls (Group)	Occupancy Group	
Andrey Test		100.0	•	Logged in	1	0	2		100.00 %	100.00 %	00:00:07	00:00:07	00:02:43	1	0	0		12.8	9.25 %
Large Group	111	100.0	•	Logged in	0	0	0		0.00 %	0.00 %	00:00:00	00:00:00	00:00:00	1	0	0		0.0	0.00 %

Supervisor - Tab Help Requests

In the Supervisor view, the employee's request for assistance is displayed in the "Help Requests" tab.

The supervisor can "connect" to the call via the "Connect" button.

There is an option to take over the call or continue the call as a three-way conference.

Availability:
Activity:

Post Call
(not in post call)

(no user profile)

Logged Off

4981418904053 - Free

1 2 3 5

Supervisor

Inbound Status

Inbound Realtime

Inbound Since

Inbound 15

Inbound 60

Inbound Inboxes

Inbound Media Events

Wallboard

All Agents

Active Agents

Help Requests

Media Events

Media History

Current Calls

Grid View

Cockpit Variables

Dialler

Custom 1

Custom 2

Custom 3

Dynamic Priority Groups

Filter : X

One Record. Showing 1 Record from 1 to 1. Page 1 of 1.

User UID	Name	First Name	Agent Number	ACD Group	Date / Time	Action
RG4	Graham4	Robert4	100012	Andrey Test	2021-02-12 16:42:18	

Note: If you are seeing an empty table after an agent has requested help, then one of the following may have occurred: (1) Another supervisor has taken the request. (2) Agent or supervisor ended the call. (3) The agent cancelled the request. (4) The agent started a different function, for example call transfer.