

ACD Supervisor

Introduction

Supervisors and contact center managers use the supervisor module to manage the day-to-day operations in the contact center. Supervisors can see and manage the ACD groups and agents to which they are assigned. Various views give an overview of the performance of the contact center in real-time as well as aggregated statistics which are cumulated over the current day.

Agents can request help from supervisors when involved in challenging calls. With one click the supervisor can conference himself into the agent's call to provide the assistance required. In addition, the supervisor can view a real-time view of all incoming and outgoing media events and can display KPI's regarding the performance of the contact center in a configurable wallboard.

Supervisors can change the assignment of agents to groups according to the current requirements of the contact center. They can also define the skills of agents within groups if this capability is enabled via their security group. Using the web messages module, they can send messages to agents directly or to a group of agents. This feature can be used to inform agents about important information regarding day-to-day operations in the contact center, such as special offers available or information to particular agents for administrative purposes like remembering their sick note or vacation application.

Supervisors can also operate as normal agents, if needed. All functions available to agents are available to supervisors, who can, as the need arises, work actively in the contact center groups they are assigned to. The available channels include calls inbound/outbound, chat, email, WhatsApp, voice mail and callbacks. In addition, supervisors can manage the contact center groups and agents. If required, their accounts can be configured so that only the management capabilities are available and they do not participate in taking calls or processing media events. For more information on agent functions, see "AgentHome".

Supervisors can define, in the ACD groups assigned to them, which agents are available for the distribution of calls and events and with which skills they should be considered by the distribution algorithms configured in the ACD groups. Supervisors can view the availability of agents and corresponding call information using an intuitive interface organized in tabs. Furthermore, supervisors can configure important KPI's in a personal wallboard and generate reports on the fly or via subscriptions which are sent to them on a time schedule by email.

The WebClient (Full/MiniClient) or the MiniClient is used to log in to the Supervisor Client. For the management functions - which require a larger viewport on the screen - the Full client is recommended.

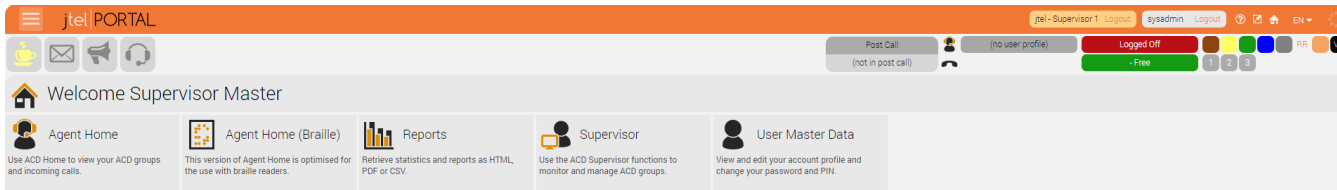
Details depend on the rights you have been granted in the system.

Log in

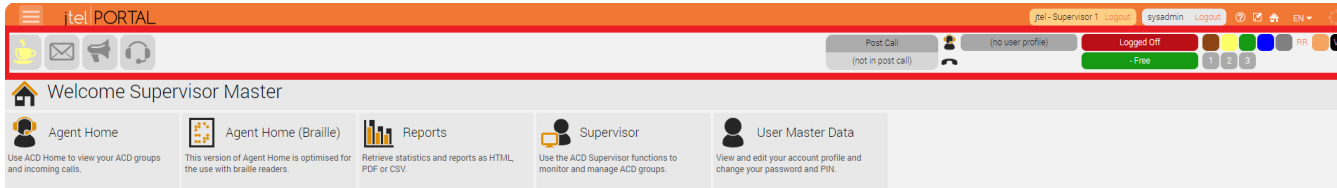
To log in, open the jtel portal via your browser.



Home Screen



Toolbar



	Coffee cup icon = work break indicator The work break display shows whether it is currently possible to take a break. It shows the number of logged in agents in relation to the maximum number of agents allowed to take a break configured in the ACD group settings. • Green = the agent can set the status to "Pause". • Yellow = if the agent sets the status to "Pause", then it would mean that the agent would exceed the relation configured in the ACD group. • Red = the agent cannot set the "Pause" status
	Envelope icon = media events New media events are indicated by a flashing envelope icon in the toolbar.
	Megaphone symbol = banner message New banner messages are indicated by the flashing megaphone icon in the toolbar. Supervisor can send banner messages to groups or to individual agents (e.g., "Don't forget today's special offer..." or "Dear Sam, please remember to change your status to break when you go out for coffee") Supervisors can create and send messages to specific ACD groups and/or agents and supervisors. These messages are displayed in the recipients' web clients. It is possible to specify a period of time during which requisition messages should be displayed. So supervisors can prepare them in advance. Group messages can only be deleted by the supervisor and are automatically removed after the timestamp expires. Personal messages can be deleted by the agent or supervisor and will be removed automatically, after the configured timestamp has expired.
	Headset icon = Supervisor request When an agent requests the supervisor for assistance, the headset icon flashes.

Calls and Media

49123456786 - Free

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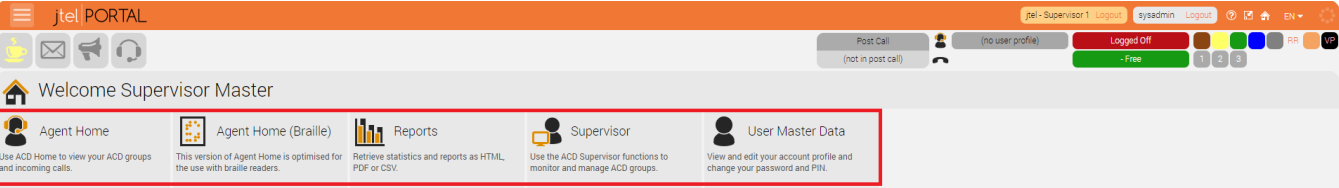
Status

Selection of defined states such as calls and media, pause and more depending on customer specific requirements.

Phone numbers

Phone numbers: Selection of defined phone numbers for the supervisor's availability (e.g. office, mobile, home office, etc.).

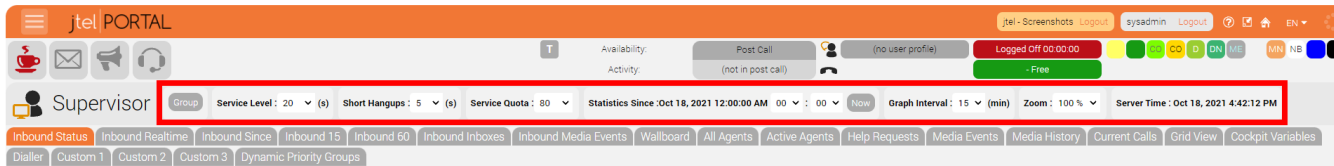
Available options (tiles)



Agent Home	Home view of the agent.
Agent Home (Braille)	This version of Agent Home has been optimized for use with Braille readers.
Reports	Supervisors can access standard reports. Depending on the needs, additional reports can be activated for supervisors on a project-specific basis. Reports can be created on the fly or subscribed to, in which case they are sent to the supervisor by e-mail. Several formats are available: PDF, CSV, HTML or Excel files.
User Master Data	Users can view and change their personal settings (e.g. change password, change language and settings that affect web views)
Supervisor	The main view of the supervisor is divided into intuitive tabs that the supervisor can select as needed. As a supervisor, for example, you get an overview of the status of the groups and agents you are supervising. Here you can keep an eye on essential parameters of the call center while it is running. Icons are displayed in the toolbar in case of special events (e.g. help request from agents). In the heads of some table columns you can see the symbols  or . This allows you to control the visibility of table contents. After clicking on  a dialog appears in which you can select and deselect table rows for viewing. After clicking on  a dialog appears where you can define the visibility and order of table columns. The operation is described in the section "The user interface". Clicking Details in the Action column of the first table will take you to a view where you can view and configure details of the ACD for the selected group. Use Map to display a map of the callers in the group. Each call is represented by a pin, several calls are combined in one slice. This gives you an overview of the distribution of your calls on the map. To use this service, the area codes must be maintained in the system with geo-data. Ask your system administrator if this representation is available for your region or country.
Dialer-Campaigns (Optional Feature)	Supervisors can create outbound campaigns and assign them to agents (campaign management). Manual or automated dialer campaigns can be created.

Ansagen (Optional Feature)	The supervisor can upload and change the voice prompts for the ACD or IVR.
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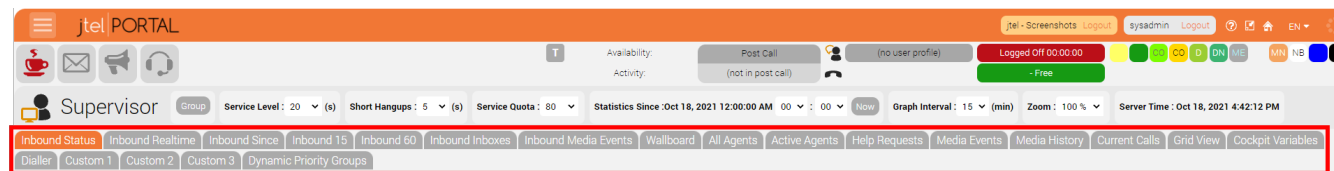
Header



On the Inbound Status, Inbound Real Time, Inbound Since, Inbound 15, Inbound 60 and Wallboard tabs, there are some settings available in the header area that affect the statistics displayed.

Group	The relevant groups for each area (inbound status, grid view, wallboard, etc.) can be selected via the "Group" action area.
Service Level	Here you set what time you want to use as the service level for calculating some of the values in the tables.
Short Hangups	Here you define the time up to which calls are counted as short hangups. Short hangups are callers who hang up within a very short time after being put on hold.
Service Quota	For the calculation of the column X% answered in (s), set here which percentage of calls you want to consider.
Statistics Since	Here it is displayed since when calls are considered for the statistics. Here you can change the value of the hour as well as minute via the corresponding drop-down lists. If you click on "Now", the current server time is set.
Graph Interval	Here you set the granularity of some of the graphics in the <i>Wallboard</i> tab.
Zoom	The zoom function can be used to minimize the individual tiles so that as many as possible can be displayed on one screen.
Server Time	The current server time is displayed here as information.

Tabs



Here you can find real-time statistics on current calls and events in the system for the groups to which the supervisor with supervisor rights is assigned. Supervisors can set up the statistics to show only events and calls from the start of their work shift.



Here you can show or hide groups for the view in the supervisor.

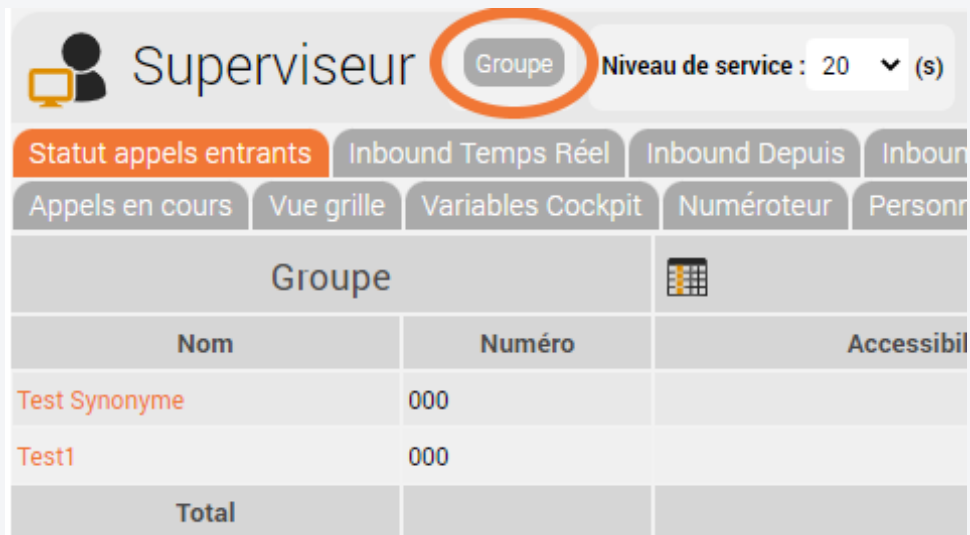
Supervisor Group Service Level : 20 (s)		
Inbound Status Inbound Realtime Inbound Since Inbound 15		
Custom 2 Custom 3 Dynamic Priority Groups		
Group		
Name	Number	Availability Today
Test Synonyme	000	
Test1	000	
Total		



This tab allows you to view content from [Supervisor - Realtime Values](#), [Supervisor - Daily Statistics](#) as well as [Supervisor - Media Events](#).

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Here you can find the real-time statistics on incoming calls for the groups to which the supervisor with supervisor rights is assigned. All calls that have been completed are not included here. Availability and service level a



Nom	Numéro	Accessibilité
Test Synonyme	000	
Test1	000	
Total		

This tab allows you to view content from [Supervisor - Realtime Values](#).

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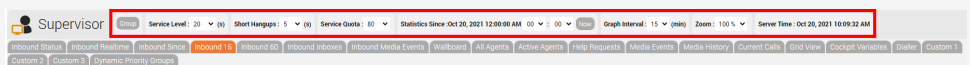
Here you can find daily statistics. The time from when calls are displayed can be set in the header.



This tab allows you to view content from [Supervisor - Daily Statistics](#)

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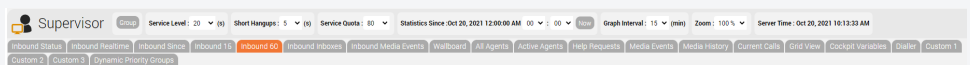
Here you can find the daily statistics for the last 15 minutes.



This tab allows you to view content from [Supervisor - Tagesstatistik](#) however, not narrowed down by statistics since, but values of the last 15 minutes.

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Here you can find the daily statistics of the last 60 minutes.



[This tab allows you to view content from Supervisor - Tagesstatistik](#) however, not narrowed down by statistics since, but values of the last 60 minutes.

Inbound Media Events

Here you can find statistics for all media events. (Call-Back, Chat, Email, Fax, SMS, Ticket, Voice-Mail)

Supervisor																																																					
Inbound Status			Inbound Reason			Inbound Since			Inbound 15			Inbound 30			Inbound Release			Inbound Media Events			Inbound 60			All Agents			Active Agents			Media Events			Media History			Current Calls			Grid View			Cookbook Variables			Dialer			Custom 1			Custom 2		
Inbound Activity																																																					
Group		Call Back				Chat				Email				Fax				SMS				Ticket				Voice-Mail																											
Agent	Number	New Agent	Seat Agent	New Agent	Seat Agent	Group	Distribute	New Agent	Seat Agent	New Agent	Seat Agent	Group	Distribute	New Agent	Seat Agent	New Agent	Seat Agent	Group	Distribute	New Agent	Seat Agent	New Agent	Seat Agent	Group	Distribute	New Agent	Seat Agent	New Agent	Seat Agent	Group	Distribute	New Agent	Seat Agent	New Agent	Seat Agent																		
Agent	100	0	0	0	0	00:00:00	0	0	0	0	0	00:00:00	0	0	0	0	0	0	0	0	0	0	00:00:00	0	0	0	0	0	0	0	0	0	0	0	00:00:00	0	0	0	0														
Support	102	0	0	0	0	00:00:00	0	0	0	0	0	00:00:00	0	0	0	0	0	0	0	0	0	0	00:00:00	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	0	0	0													
		0	0	0	0	00:00:00	0	0	0	0	0	00:00:00	1	0	0	0	2	0	0	0	0	0	00:00:00	1	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	0	0	0												

Headline	Meaning	Total Column Meaning
Distribute	The number of media that are in the "Being distributed", "Distributed via SMTP" or "Distributed to agent" status.	The sum of the column "Distribute
New Agent	The number of media that are in the "New at Agent" status.	The sum of the columns "New Agen
Seen Agent	The number of media that are in the "Seen by Agent" status.	The sum of the column "Seen agent
Error	The number of media that are in the "Error" status.	The sum of the "Error" column
Done	The number of media that are in the " Done " status.	The sum of the "Done" column

This tab allows you to view content from [Supervisor - Media Events](#).

Wallboard

The Wallboard provides supervisors with a live view of the contact center across all groups and individual groups that the supervisor is responsible for managing. Numerous key performance indicators (KPIs) are provided

All Groups		Availability %	Service Level %	Current Availability %	Current In Service Calls %	Waiting Callers	Max. Group Waiting Time Today	Current Max. Group Waiting Time
Total		-	-	-	-	0	00:00:00	00:00:00
Max. Group Queue Time Today	Current Max. Group Queue Time	Agents Total	Agents Free	Agents Inbound Calls	Agents Outbound Calls	Agents Post Call	Agents EMail	Agents Pause
00:00:00	00:00:00	1	0	0	0	0	0	1
Work Break Indicator	Agents Other	Agents Long Calls	Enquiry Calls	Incoming Control	Current Pre Queue Calls	Current Pre Queue Calls (*)	Current Pre Queue Calls (o)	Current In Queue Calls
	0	0	0	0	0	0	0	0
Current In Queue Calls (*)	Current In Queue Calls (o)	Current Calls	Current Calls (*)	Current Calls (o)	Current Overflow Level Max.	Current Overflow Out	Current Overflow In	Current Agent Calls (!+T)
0	0	0	0	0	0	0	0	0

Supervisors can arrange the key performance indicators (KPIs) as needed to get a view tailored to their needs.

This tab can be used to select content from [Supervisor - Wallboard Total](#), [Supervisor - Wallboard Graphics](#) aswell as [Supervisor - Wallboard per Group](#)

Direct access to the wallboard:

It is possible to display the wallboard without logging into the portal and accessing the supervisor function in the menu. To do this, enter the URL of the wallboard directly in the address line of the browser. The URL contains which you can customise the wallboard. The following line serves as a template for the URL:

http://<Server>/CarrierPortal/<Reseller-UID>/<Client-UID>/wallboard?username=<Benutzername>&password=<Password>

Replace the placeholders in brackets with the actual UIDs and strings for server, reseller, client, user and password. The UIDs can be found in the user data stored in the portal.

If you want to restrict the wallboard to an ACD group, add &acdGroupsID=<Gruppen-ID> to the end of the URL.
Select the language of the wallboard by inserting &languagesID=<Sprach-ID> at the end of the URL (1 for English, 2 for German).

Here is a fictitious example:

<http://CallMServer:8080/CarrierPortal/CallMaster/Admin2/wallboard?username=SuperWall&password=MyWbPw&languagesID=2>

It is recommended to create a separate user with supervisor rights for this function.

All Agents

Shows all agents in the ACD groups assigned to the supervisor, especially their current status according to the available status categories. Example:

Supervisor														
Advanced Status Inbound Queue Inbound Since Inbound 15 Inbound 60 Inbound Inboxes Inbound Media Events Inboundboard All Agents Active Agents Help Requests Media Events Media History Current Calls Grid View Copied Variables Details Custom 1 Custom 2 Custom 3 Dynamic Priority Groups														
Filter: 2 Records in Total. Showing 2 Records from 1 to 2. Page 1 of 1. Reset Filter														
UID	Name	First Name	Agent Number	Busy / No Ans.	Agent Status	Agent Status Time	Agent Status Duration	User Profile	Phone	Availability	Available for	Group (Current Call)	All Groups	Logged in Groups
Screenshots Supervisor	Supervisor	Screenshots	100133	0/0	 Logged Off					 Unavailable			Test Synonym, Test1	0 0 0 Change Status Edit Details Login
Supervisor 1	Supervisor 1	Pat	100132	0/0	 Logged Off					 Unavailable		Test1	0 0 0 Change Status Edit Details Login	

The table shows the following columns:

UID	The UID des Agenten
Name	The Name of the agent
First name	The First name of the agent
Agent Number	The Number of the agent
Busy / No Ans.	The current counter for the agent for busy /no answer
Agent Status	The current status of the agent
Agent Status Time	Date and time when the agent has assumed the current status.
Agent Status Duration	Shows how long the agent has the current status. It will restart from 0 when a status is changed.
Benutzerprofil	Indicates how long the agent has held this status.
Phone	The current phone number the agent is logged in on. In addition to the phone number, the current phone status is also displayed in color.
Availability	This column shows the availability of the agent. Color Dark yellow, font Post-processing: The agent is logged in and in post-processing. Color red, font Busy: The agent is logged in and his phone is busy. Color Green, font Free: The agent is logged in and has no break. Color gray, font Not available: The agent is not logged in or is logged in with the status paused. Color orange, font Outside busy: The last time the agent tried to reach the agent, his phone was busy because he may have placed a call past the ACD. Color blue, font No answer: The last time the agent tried to reach him, he did not answer. For multi-channel agents, a bar with counter shows the number of busy channels in red, and the number of free channels in green. The size of the respective bar corresponds approximately to the pr Multi-Channel is always displayed here as the status font.
Availability for	Different times are displayed here depending on the availability status. In case of availability Free: the time since the last call or the last postprocessing. In case of availability Postprocessing: the remaining postprocessing time With availability Busy: the time since the last call or the last postprocessing time For all other values: the time since the change to the status.
Group (Current Call)	The group to which the current call was delivered
All Groups	List of groups to which the agent can be logged in
Logged In Groups	List of groups to which the agent is currently logged in

Locations	List of locations to which the agent is assigned
Login Time	Time of the agent's registration in the ACD
Login Duration	Time elapsed since the agent logged into the ACD
Calls (all)	Calls received by the agent through all groups
Calls (hour)	Calls of the agent per hour
Dialler Success	The number of calls marked as successful in the campaign
PC Ø	The average post-processing time over all calls of the agent
PC/h	The average agent post-processing time per hour
Department	The department to which the agent is assigned
Teams Availability	This column shows the availability in teams. The following availability states are possible:  Available  Busy  Do not disturb  Away  Offline
Teams Activity	This column displays the activity in teams. The following activity states are possible:  Available  InACall  Presenting  InAMeeting  Away  Offline
Quick Status Buttons	Here, an agent can be quickly changed to another status. In order for an agent status to be available for this purpose, the agent status must be edited accordingly.

In the **Action** column, you can perform one of the actions indicated there.

With **Change status** you can change both the telephone number of the agent and its status.

ACD Status - Tony Stock

Please select new ACD status and / or telephone number



New Status : Anrufe und Medien

Available at : Variable Telephone Number

Telephone :

Save

Cancel

Note: The **Manual Post Call** status does not end automatically, but must be explicitly ended by selecting another status.

Call Details displays a table with details about the agent and their current call. You can choose to monitor the current call (the agent is informed of this by a change in his call status as well as an announcement) or to monitor that the Call Monitoring function is activated for the ACD group. After activating a monitoring variant, you will be taken directly to Agent Home so that you, as the supervisor, can control the call monitoring. As a supervisor after successfully connecting in the Agent Home area, which establishes a 3-way conference between calls, agent and you (supervisor). Other options are **Take over** or **Take over and Log out agent** for the conversation.

Use **Login** or **Logout** to log agents on and off the ACD.



With the plus and minus symbols at the bottom of a table you can control the number of rows displayed. This setting is saved in your user account. Since some tables are updated automatically at short intervals, they can exceed the size of the browser window so as not to consume computing power unnecessarily. In other words, it is better to go to page 2, 3 etc. than to scroll through excessively long tables. The maximum number of rows is 49.

Displayed row count



Change displayed row count

Rows : 49

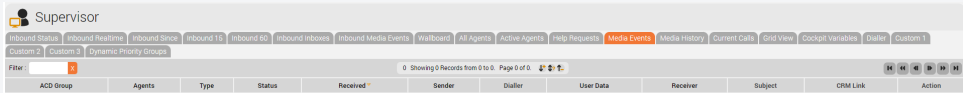
Save

Cancel

Active Agents	Displays all active agents in the ACD groups assigned to the supervisor. The supervisor can see what status the agent is currently in and view the performance figures such as number of calls answered and time in the current status. The supervisor can also change the agent status. This table has the same content as All Agents, except that only logged in agents are displayed here. When logging out an agent here, it no longer appears in this table. You must switch to the All Agents tab to log the agent.
Help Requests	Here you can see current help requests from agents. If this function is activated for the ACD group, he can request the supervisor's help via a button. You can then join the conversation here by clicking on monitoring. A click on the help request. If you click on the symbol, you go directly to the table of active agents.  If you reach the table and it is empty, the following conditions may have occurred: • The caller hung up. • The agent has ended the call. • The agent has cancelled the help request by clicking Cancel. • In the meantime, the agent has initiated another function, such as transferring the call to another agent.

Supervisors can view the media events currently running in the system (new, not yet distributed, and seen events).

This tab displays a table of open, unfinished media events for the supervisor's groups. The following columns are included:



ACD Group	Name of the ACD Group
Agents	Name of the agent to which the event was assigned. If no agent has been assigned yet, this column is empty. In the media history, this column is also empty if the distribution has taken place to a fixed e-n
Type	Voice Mail, Callback request, SMS, Fax
Status	The current processing status of the media event. Ready: Event not yet distributed. New: Event has just arrived at the agent. Seen: Event has been viewed by the agent. Done: Event is processed.
Received	Date and time when the media event entered the ACD Group
Sender	The sender of the media event
User Data	User data can be displayed here
Receiver	Name of the service number via which the event was generated.
Subject	Subject of the media event
CRM Link	A CRM link can be displayed here
Action	The action Open takes you to the editing of the respective media event. See also Agent Home .

In this tab, completed media events for the supervisor's groups are displayed. The supervisor can view completed media events and, if necessary, reopen them to initiate further actions, such as forwarding the event to a



Here supervisors can view the active calls within their assigned ACD groups. By clicking on the detail view of an active call, they can get more information about each call.

Supervisor

Group

Service Level: 20 (3)

Short Hangups: 5 (0)

Service Queue: 80

Statistics Since Oct 20, 2021 12:00:00 AM 00 | 00

Graph Interval: 15 (min)

Zoom: 100 %

Server Time: Oct 20, 2021 10:54:26 AM

Forward Status

Inbound Queue

Inbound Group

Inbound 10

Inbound 60

Inbound Inboxes

Inbound Media Events

Inbound

All Agents

Active Agents

Hold Requests

Media Events

Media History

Current Calls

Call View

Queue Variables

Queue

Custom 1

Custom 2

Custom 3

Dynamic Priority Groups

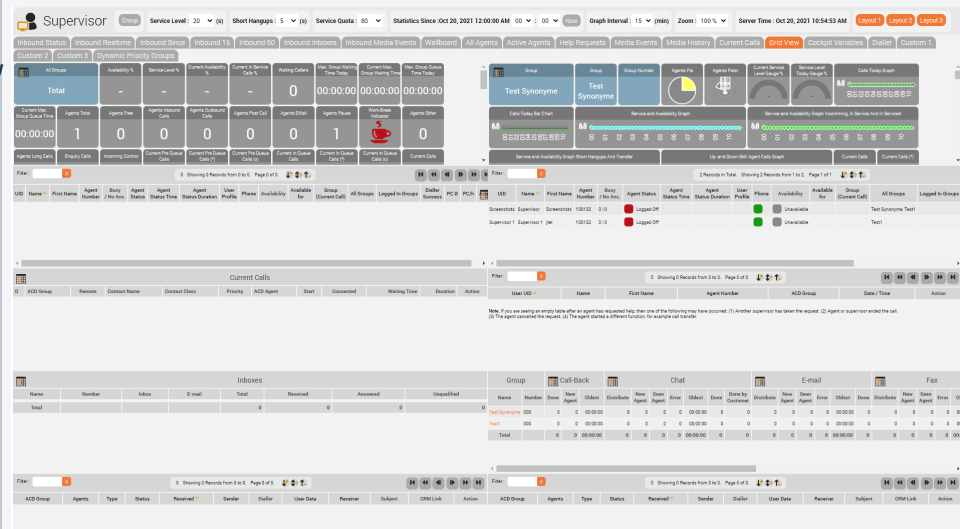
Current Calls

ID	ACD Group	Remote	Contact Name	Contact Class	Priority	ACD Agent	Start	Connected	Waiting Time	Duration	Action
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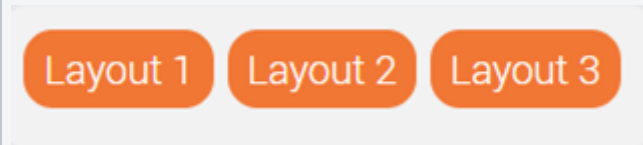
ACD Group	Name of the ACD group the caller is in
Remote	Caller number
Contact Name	Name of the contact (if available)
Contact Class	Contact class name (if available)
Priority	Priority of the call on hold
ACD Agent	Agent name
Start	Time of arrival of the call in the system
Connected	Time of connection with an agent
Waiting Time	Waiting time of the caller
Duration	Talk time with the agent so far

Grid view

Die Gitteransicht ist eine Kombination aus allen Ansichten.



There are 3 layouts available.



Cockpit variables

xxx (Your cockpit variables are displayed here)

Dialler

Here you can find statistics on dialer campaigns.

C u s t o m 1 /2 /3	xxx
D y n a m i c P r i o r i t y G r o u p s	Here you will find statistics on Dynamic Priority Groups.
C a l C o n t r o l	The control number is the sum of the columns: • Calls - Agents • Calls - Busy • Hangup Announcement - Total • Short Hangups - Total • Overflow - Queue Timeout • Calls - Other (and serves as a control of the "Calls - Total" figure)
A g e n t H o m e	Home view of the agent

A g e n t H o m e (B r a i l l e)	This version of Agent Home has been optimised for use with Braille readers.
U s e r p r o f i l e s	xxx
A g g r e g a t i o n G r o u p s	xxx
S u p e r v i s o r	The supervisor's main view is divided into intuitive tabs that the supervisor can select as needed.

C at e g o r i es	xxx
U s e r M a s t e r D ata	Supervisors can view and change their personal settings (e.g. change password, change language and settings that affect web views)
C h at C o n n e c t o rs	Here you can edit the chat connector.
S u b s c r i b e d r e p o rts	Supervisors can access their subscribed reports.
R e p o rts	Supervisors can access standard reports. Depending on requirements, further reports can be activated for supervisors on a project-specific basis. Reports can be created on the fly or subscribed to, in which case they are available: PDF, CSV, HTML or Excel files.

S e r v i c e N u m b e r s	Supervisors can view statistics on service numbers.
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*Inbound Since, Inbound 15, Inbound 60

Calls Control	The control number is the sum of the columns: - Calls - Agents - Calls - Busy - Hangup Announcement - Total - Short Hangups - Total - Overflow - Queue Timeout - Calls - Other (and serves as a control of the "Calls - Total" figure)	The calculated sum of the totals rows from the columns: - Calls - Agents - Calls - Busy - Hangup Announcement - Total - Short Hangups - Total - Hangup Queue - Total - Overflow - Queue Timeout - Calls - Other (and serves as a control of the "Calls - Total" figure)
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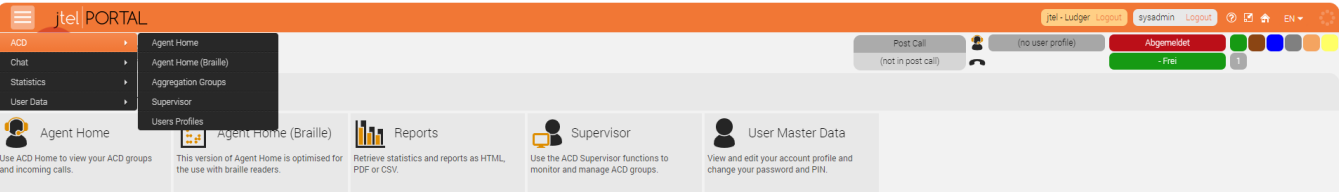
Mappings

Here supervisors can define the affiliation of agents to ACD groups and their skills therein.

Web Messages

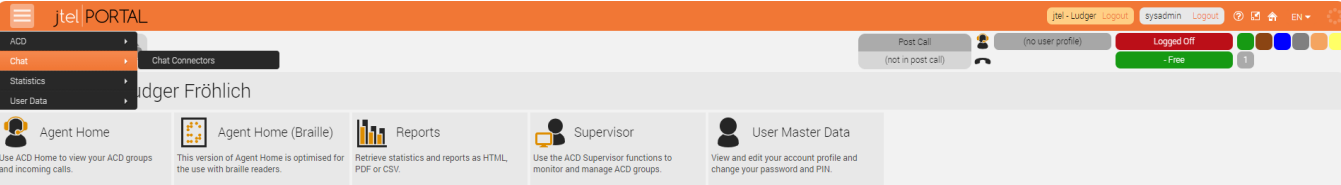
Supervisors can create and send messages to specific ACD groups and/or agents and supervisors. These messages are displayed in the recipients' web clients. It is possible to set a time period in which web messages are to be displayed. This way supervisors can prepare them in advance. Group messages can only be deleted by the supervisor and are automatically removed after the time stamp has expired. Personal messages can be deleted by the agent or supervisor and are automatically removed after the configured timestamp has expired.

Menu - ACD



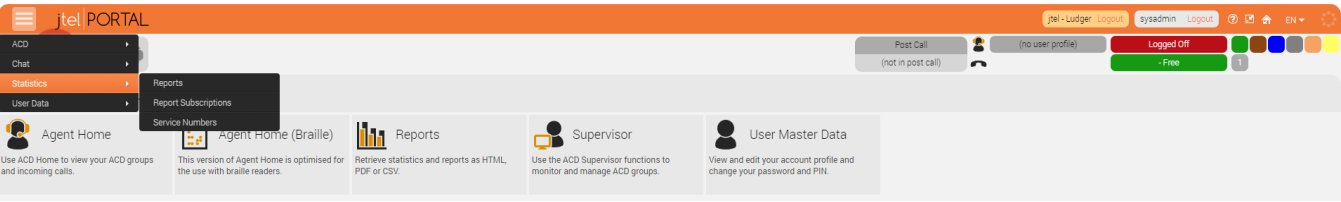
Agent Home	Home view of the agent
Agent Home (Braille)	This version of Agent Home has been optimised for use with Braille readers.
Aggregation Groups	xxx
Supervisor	The supervisor's main view is divided into intuitive tabs that the supervisor can select as needed.
Users Profiles	xxx

Menu - Chat



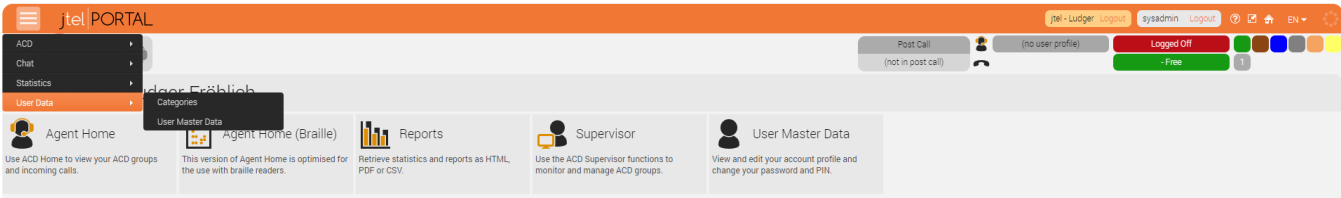
Chat connectors	Here you can edit the chat connector.
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Menu - Statistics



Reports	Supervisors can access standard reports. Depending on requirements, further reports can be activated for supervisors on a project-specific basis. Reports can be created on the fly or subscribed to, in which case they are sent to the supervisor by email. Several formats are available: PDF, CSV, HTML or Excel files.
Report Subscriptions	Supervisors can access your subscribed reports.
Servicerufnummern	Supervisors can view statistics on service numbers.

Menu - User Data



Categories	xxx
User Master Data	Supervisors can view and change their personal settings (e.g. change password, change language and settings that affect web views)