

# 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".

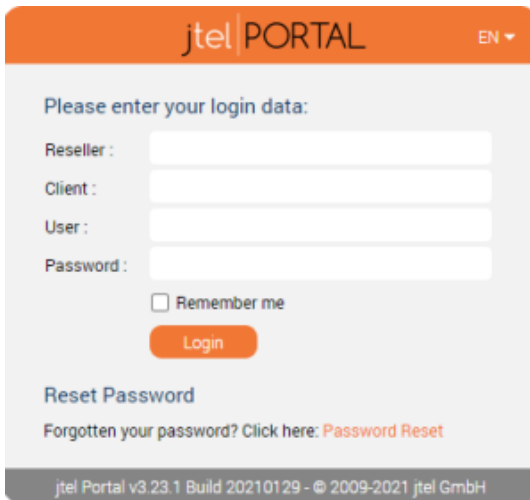
Supervisors can define, in the ACD groups assigned to them, which agents are available for the distribution of calls and events and with which skills they should be considered by the distribution algorithms configured in the ACD groups. Supervisors can view the availability of agents and corresponding 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.

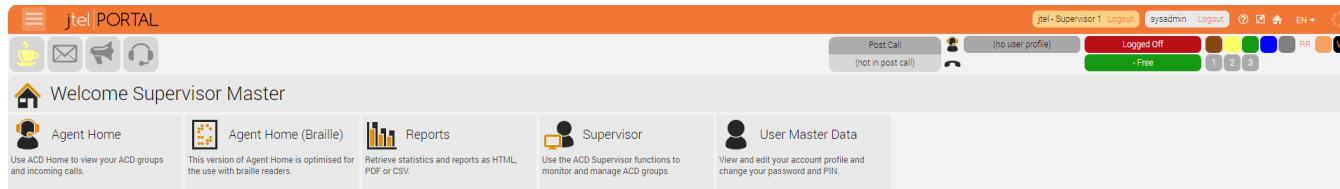
Details depend on the rights you have been granted in the system.

## Log in

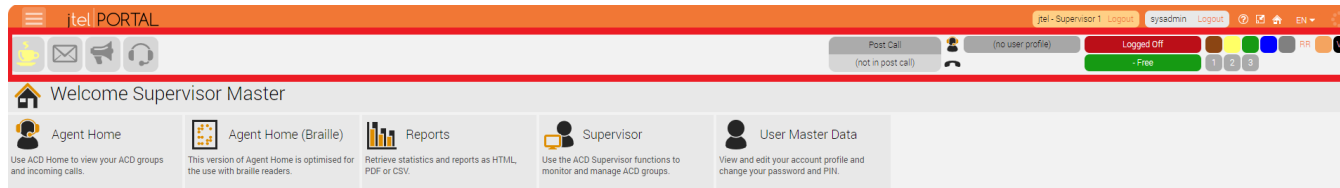
To log in, open the jtel portal via your browser.







## Home Screen



## Toolbar



	<p><b>Coffee cup icon = work break indicator</b></p> <p>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.</p> <ul style="list-style-type: none"> <li>• Green = the agent can set the status to "Pause".</li> <li>• 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.</li> <li>• Red = the agent cannot set the "Pause" status</li> </ul>
	<p><b>Envelope icon = media events</b></p> <p>New media events are indicated by a flashing envelope icon in the toolbar.</p>
	<p><b>Megaphone symbol = banner message</b></p> <p>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")</p> <p>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.</p>
	<p><b>Headset icon = Supervisor request</b></p> <p>When an agent requests the supervisor for assistance, the headset icon flashes.</p>

Calls and Media

49123456786 - Free

RR

2

3

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)

jtel PORTAL

jtel - Supervisor 1 Logged Outsysadmin Logout

Post Call (not in post call)

(no user profile)

Logged Off

- Free

123RRVP

Welcome Supervisor Master

Agent Home

Use ACD Home to view your ACD groups and incoming calls.

Agent Home (Braille)

This version of Agent Home is optimised for the use with Braille readers.

Reports





Retrieve statistics and reports as HTML, PDF or CSV.

Supervisor

Use the ACD Supervisor functions to monitor and manage ACD groups.

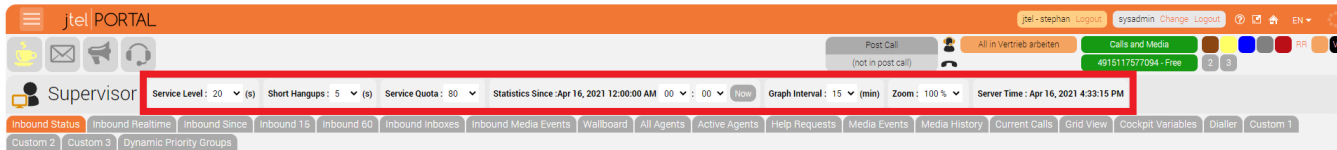
User Master Data

View and edit your account profile and change your password and PIN.

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	<p>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.</p> <p>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).</p> <p>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".</p> <p>Clicking <b>Details</b> in the <b>Action</b> 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.</p> <p>Use <b>Map</b> 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.</p>
Dialer-Campaigns (Optional Feature)	Supervisors can create outbound campaigns and assign them to agents (campaign management). Manual or automated dialer campaigns can be created.

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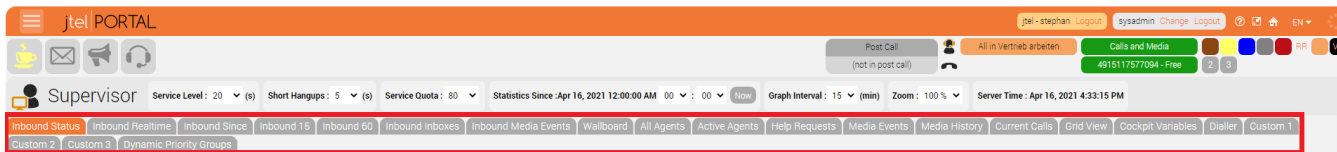
## Header



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.

<b>Service Level</b>	Here you set what time you want to use as the service level for calculating some of the values in the tables.
<b>Short Hangups</b>	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.
<b>Service Quota</b>	For the calculation of the column X% answered in (s), set here which percentage of calls you want to consider.
<b>Statistics Since</b>	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.
<b>Graph Interval</b>	Here you set the granularity of some of the graphics in the <i>Wallboard</i> tab.
<b>Zoom</b>	The zoom function can be used to minimize the individual tiles so that as many as possible can be displayed on one screen.
<b>Server Time</b>	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.

Supervisor Service Level: 20 (0) Short Messages: 1 (0) Service Queue: 0 Statistics Since: Apr 14, 2021 12:00:00 AM 00 (0) Graph Interval: 15 (min) Zoom: 100 % Server Time: Apr 14, 2021 4:43:25 PM

**Inbound Status** Inbound Realtime Inbound Since Inbound ID Inbound Inboxes Inbound Media Events Inbound All Agents Active Agents Help Requests Media Levels Media History Current Calls Grid View Custom Variables Define Custom 1 Custom 2 Custom 3

Dynamic Priority Groups

Realtime Statistics											
Group		Calls Total	Availability Today	In Queue	Queue Time	Max. Waiting Time	Agent Calls	Service Level	Last Agent	Current Calls	Calls in Service Level
Vertrieb	101	0	0.00 %	0	00:00:00	00:00:00	0	0.00 %	0	0	0
Support	102	0	0.00 %	0	00:00:00	00:00:00	0	0.00 %	0	0	0
Total		0	0.00 %	0	00:00:00	00:00:00	0	0.00 %	0	0	0

Group		Agents					Skill 1		Skill 2		Skill 3		Skill 4		Skill 5	
Name	Number	Agents Email	Logged In	Pause	Busy	Work Break Indicator	Name	Logged In	Free	Busy	Name	Logged In	Free	Busy	Name	Logged In
Vertrieb	101		2	2	0	0		0	0	0		0	0	0		0
Support	102		1	1	0	0		0	0	0		0	0	0		0
Total			2	2	0	0										

Today's Statistics											
Group Name	Group Number	Calls Total	Unanswered Calls	Waiting Time Max.	Duration (All) Max.	Calls Cancel	Overflow Level	Enquiry Calls	In Service	Availability	Answered in 30 s
Vertrieb	101	0	0	00:00:00	00:00:00	0	0	0	0.00 %	0.00 %	0.00 %
Support	102	0	0	00:00:00	00:00:00	0	0	0	0.00 %	0.00 %	0.00 %
Total		0	0	00:00:00	00:00:00	0	0	0	0.00 %	0.00 %	0.00 %

Group		Skill 1		Skill 2		Skill 3		Skill 4	
Group Name	Group Number	Name	Total	Answered	Servicelevel	Name	Total	Answered	Servicelevel
Vertrieb	101		0	0	0.00 %		0	0	0.00 % Details   Map
Support	102		0	0	0.00 %		0	0	0.00 % Details   Map
Total									


  

Inboxes				
Name	Number	Inbox	E-mail	Total
				Received
				Answered


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


**Inbound Status** **Inbound Realtime** **Inbound Since**



**Dynamic Priority Groups**

**Group** 

Name	Number	Calls Total
Vertrieb	101	0
Support	102	0
Total		0

**Select visible groups** 

Filter :  X 2 records (1 to 2 out of 2) 

#	Group	Order	Show
1	Vertrieb (101)	Up   Down	
2	Support (102)	Up   Down	

**All** **None** **Alpha** **Close**

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

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

Supervisor Service Level: 20 (s) Short Hangups: 5 (s) Service Quota: 80 Statistics Since: Apr 16, 2021 12:00:00 AM 00 : 00 : 00 Now Graph Interval: 15 (min) Zoom: 100 % Server Time: Apr 16, 2021 4:5

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

Dynamic Priority Groups

Group Realtime Statistics

Name	Number	Calls Total	Availability Today	In Queue	0 Queue Time	Max. Waiting Time	Agent Calls	Service Level	Last Agent	Current Calls	Calls in Service Level	In Queue (%)	Action
Vertlieb	101	0	0.00 %	0	00:00:00	00:00:00	0	0.00 %	0	0	0	0	<a href="#">Details</a>   <a href="#">Map</a>
Support	102	0	0.00 %	0	00:00:00	00:00:00	0	0.00 %	0	0	0	0	<a href="#">Details</a>   <a href="#">Map</a>
Total				0	00:00:00	00:00:00	0	0.00 %	0	0	0	0	

Group Agents Skill 1 Skill 2 Skill 3 Skill 4 Skill 5

Name	Number	Agents	Logged In	Pause	Busy	Work Break Indicator	Name	Logged In	Free	Busy	Name	Logged In	Free	Busy	...	...	...	...	Action
Vertlieb	101	2	2	0	0			0	0	0		0	0	0					<a href="#">Details</a>   <a href="#">Map</a>
Support	102	1	1	0	0			0	0	0		0	0	0					<a href="#">Details</a>   <a href="#">Map</a>
Total		2	2	0	0														

Current Calls

ACD Group	Remote	Priority	ACD Agent	Start	Connected	Waiting Time	Duration	Action
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This tab allows you to view content from [Supervisor - Realtime Values](#) .

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

Supervisor Service Level: 20 (s) Short Hangups: 5 (s) Service Quota: 80 Statistics Since: Apr 16, 2021 12:00:00 AM 00 : 00 : 00 Now Graph Interval: 15 (min) Zoom: 100 % Server Time: Apr 16, 2021 5:08:53 PM

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 Co

Dynamic Priority Groups

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

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

Supervisor Service Level: 20 (s) Short Hangups: 5 (s) Service Quota: 80 Statistics Since: Apr 16, 2021 12:00:00 AM 00 : 00 : 00 Now Graph Interval: 15 (min) Zoom: 100 % Server Time: Apr 16, 2021 5:13:38 PM

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 Custom Variables Queue Custom 1 Custom 2 Custom 3

Dynamic Priority Groups

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

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

Supervisor Service Level: 20 (s) Short Hangups: 5 (s) Service Quota: 80 Statistics Since: Apr 16, 2021 12:00:00 AM 00 : 00 : 00 Now Graph Interval: 15 (min) Zoom: 100 % Server Time: Apr 16, 2021 5:15:28 PM

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 Custom Variables Queue Custom 1 Custom 2 Custom 3

Dynamic Priority Groups

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

In  
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Here you can find statistics about e-mail. (Total, Delivered, Answered, Unqualified)

Supervisor

Inbound Status

Inbound Estimate

Inbound Mail

Inbound 10

Inbound 15

Inbound 30

Inbound 60

Inbound 120

Inbound 240

Inbound 480

Inbound 960

Inbound 1920

Inbound 3840

Inbound 7680

Inbound 15360

Inbound 30720

Inbound 61440

Inbound 122880

Inbound 245760

Inbound 491520

Inbound 983040

Inbound 1966080

Inbound 3932160

Inbound 7864320

Inbound 15728640

Inbound 31457280

Inbound 62914560

Inbound 125829120

Inbound 251658240

Inbound 503316480

Inbound 1006632960

Inbound 2013265920

Inbound 4026531840

Inbound 8053063680

Inbound 16106127360

Inbound 32212254720

Inbound 64424509440

Inbound 128849018880

Inbound 257698037760

Inbound 515396075520

Inbound 1030792151040

Inbound 2061584302080

Inbound 4123168604160

Inbound 8246337208320

Inbound 16492674416640

Inbound 32985348833280

Inbound 65970697666560

Inbound 131941395333120

Inbound 263882790666240

Inbound 527765581332480

Inbound 1055531162664960

Inbound 2111062325329920

Inbound 4222124650659840

Inbound 8444249301319680

Inbound 16888498602639360

Inbound 33776997205278720

Inbound 67553994410557440

Inbound 135107988821114880

Inbound 270215977642229760

Inbound 540431955284459520

Inbound 1080863910568919040

Inbound 2161727821137838080

Inbound 4323455642275676160

Inbound 8646911284551352320

Inbound 17293822569102704640

Inbound 34587645138205409280

Inbound 69175290276410818560

Inbound 138350580552821637120

Inbound 276701161105643274240

Inbound 553402322211286548480

Inbound 1106804644422573096960

Inbound 2213609288845146193920

Inbound 4427218577690292387840

Inbound 8854437155380584775680

Inbound 17708874310761169551360

Inbound 35417748621522339102720

Inbound 70835497243044678205440

Inbound 141670994486089356410880

Inbound 283341988972178712821760

Inbound 566683977944357425643520

Inbound 1133367955888714851287040

Inbound 2266735911777429702574080

Inbound 4533471823554859405148160

Inbound 9066943647109718810296320

Inbound 18133887294219437620592640

Inbound 36267774588438875241185280

Inbound 72535549176877750482370560

Inbound 145071098353755500964741120

Inbound 290142196707511001929482240

Inbound 580284393415022003858964480

Inbound 1160568786830044007717928960

Inbound 2321137573660088015435857920

Inbound 4642275147320176030871715840

Inbound 9284550294640352061743431680

Inbound 18569100589280704123486863360

Inbound 37138201178561408246973726720

Inbound 74276402357122816493947453440

Inbound 148552804714245632987894906880

Inbound 297105609428491265975789813760

Inbound 594211218856982531951579627520

Inbound 1188422437713965063903159255040

Inbound 2376844875427930127806318510080

Inbound 4753689750855860255612637020160

Inbound 9507379501711720511225274040320

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Inbound 4867778304876400901747340308643840

Inbound 9735556609752801803494680617287680

Inbound 19471113219505603606989361234575360

Inbound 38942226439011207213978722469150720

Inbound 77884452878022414427957444938301440

Inbound 155768905756044828855914889876602880

Inbound 311537811512089657711829779753205760

Inbound 623075623024179315423659559506411520

Inbound 1246151246048358630847319119012823040

Inbound 2492302492096717261694638238025646080

Inbound 4984604984193434523389276476051292160

Inbound 9969209968386869046778552952102584320

Inbound 19938419936773738093557105904205168640

Inbound 39876839873547476187114211808410337280

Inbound 79753679747094952374228423616820674560

Inbound 159507359494189904748456847233641349120

Inbound 319014718988379809496913694467282698240

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Inbound 2552117751907038475975309555738261585920

Inbound 5104235503814076951950619111476523171840

Inbound 10208471007628153903901238222953046343680

Inbound 20416942015256307807802476445906092687360

Inbound 40833884030512615615604952891812185374720

Inbound 81667768061025231231209905783624370749440

Inbound 163335536122050462462419811567248741498880

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Inbound 5226737155905614798797433970151959727964160

Inbound 10453474311811229597594867940303919455928320

Inbound 20906948623622459195189735880607838911856640

Inbound 41813897247244918390379471761215677823713280

Inbound 83627794494489836780758943522431355647426560

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Inbound 1338044711911837388492143096358901690358824960

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Inbound 10704357695294699107937144770871213522870599680

Inbound 21408715390589398215874289541742427045741199360

Inbound 42817430781178796431748579083484854091482398720

Inbound 85634861562357592863497158166969708182964797440

Inbound 171269723124715185726994316333939416365929594880

Inbound 342539446249430371453988632667878832731859189760

Inbound 685078892498860742907977265335757665463718379520

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Inbound 2740315569995442971631909061343030661854873518080

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Inbound 10961262279981771886527636245372122647419484072320

Inbound 21922524559963543773055272490744245294838968144640

Inbound 43845049119927087546110544981488490589677936289280

Inbound 87690098239854175092221089962976981179355872578560

Inbound 175380196479708350184442179925953962358711745157120

Inbound 350760392959416700368884359851907924717423490314240

Inbound 701520785918833400737768719703815849434846980628480

Inbound 140304157183766680147553743940763169886969396125760

Inbound 280608314367533360295107487881526339773938792251520

Inbound 561216628735066720590214975763052679547877584503040

Inbound 1122433257470133441180429951526105359095755169006080

Inbound 2244866514940266882360859903052210718191510338012160

Inbound 4489733029880533764721719806104421436383020676024320

Inbound 8979466059761067529443439612208842872766041352048640

Inbound 17958932119522135058886879224417685745532082704097280

Inbound 35917864239044270117773758448835371491064165408194560

Inbound 71835728478088540235547516897670742922128330816391040

Inbound 143671456956177080471095033795341485844256661632782080

Inbound 287342913912354160942190067590682971688513323265564160

Inbound 574685827824708321884380135181365943377026646531128320

Inbound 1149371655649416643768760270362731886754053293062256640

Inbound 2298743311298833287537520540725463773508106586124513280

Inbound 4597486622597666575075041081450927547016213172249026560

Inbound 9194973245195333150150082162901855094032426344498053120

Inbound 18389946480390666300300164245803710188064852688996106240

Inbound 36779892960781332600600328491607420376129705377992212480

Inbound 73559785921562665201200656983214840752259410755984424960

Inbound 147119571843125330402401313966429681504518821511968849280

Inbound 294239143686250660804802627932859363009037643023937698560

Inbound 588478287372501321609605255865718726018075286047875397120

Inbound 1176956574745002643219210511731437452036150572095750794240

Inbound 2353913149490005286438421023462874904072301144191501588480

Inbound 4707826298980010572876842046925749808144602288383003176960

Inbound 9415652597960021145753684093851499616289204576766006353920

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