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Manage your Contact Center in Agent Setup

Supervisor options



- Administrator

Learn about Supervisor options available in Agent Setup.

Related documentation:

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Supervisor

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Voice, Chat, Email

☒ Refresh Agent Control

☒ Agent Page Limit

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☐ Monitor Current Voice

☐ Coach Current Voice

☒ Show Voice Monitoring

☐ Monitor Chat

☐ Coach Chat

☐ My Team Workbins

☐ Access to Interaction Management

☐ Allow Moving Interactions to Queue

☐ Allow Moving Interactions to Workbin

Save

In the **Supervisor** section under **Desktop Options**, configure the following options:

- **Monitor** enables supervisor and team lead monitoring on agent interactions. See Supervising agents for more details.
- **Agent Control** allows the supervisor or team lead to access the **My Agents** view.
- **Agent Channels** defines the channels to be displayed in the **My Agents** view.
- **Refresh Agent Control** enables the manual refresh of agent states.
- **Agent Page Limit** specifies the maximum number of rows displayed per page in the My Agents tab.

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- **Agent Page Refresh** specifies the frequency, in seconds, to refresh the list of users. Auto-refresh turns off when this option is set to '0' (zero).
 - **Monitor Current Voice** allows the supervisor or team lead to monitor voice interactions.
 - **Coach Current Voice** allows the supervisor or team lead to coach voice interactions.
 - **Show Voice Monitoring** notifies agents when the current call is being monitored by a supervisor or team lead.
 - **Cross Site Voice Monitoring** allows the supervisor or team lead to supervise an agent located at a different location. This option is only visible in Agent Setup while in v2 mode.
 - **Monitor Chat** allows the supervisor or team lead to monitor chat interactions.
 - **Coach Chat** allows the supervisor or team lead to coach chat interactions.
 - **My Team Workbins** enables supervisors to see the workbins of the agents in their Agent Group.
 - **Access to Interaction Management** enables supervisors to see Interaction Management.
 - **Allow Moving Interactions to Queue** enables supervisors to move interactions from displayed workbins to available queues.
 - **Allow Moving Interactions to Workbin** enables supervisors to move interactions from displayed workbins to other workbins.