

## **GENESYS**

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## Manage your Contact Center in Agent Setup

Supervisor options

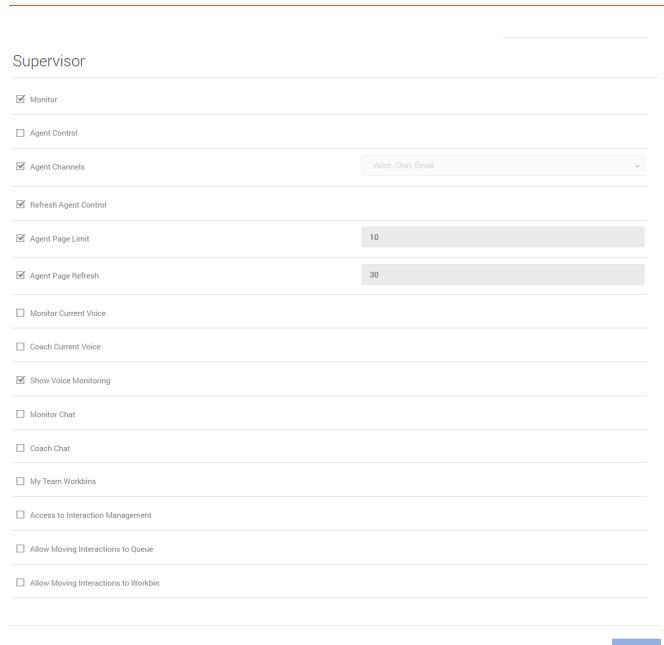


Administrator

Learn about Supervisor options available in Agent Setup.

## **Related documentation:**

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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.

- **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.