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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

Monitor

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Agent Control

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Agent Channels

Voice, Chat, Email

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Refresh Agent Control

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Agent Page Limit

10

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Agent Page Refresh

30

---

Monitor Current Voice

---

Coach Current Voice

---

Show Voice Monitoring

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Monitor Chat

---

Coach Chat

---

My Team Workbins

---

Access to Interaction Management

---

Allow Moving Interactions to Queue

---

Allow Moving Interactions to Workbin

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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.

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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.