GENESYS™

Supervisor 101

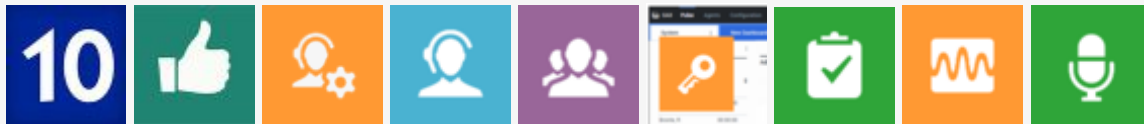2/6/2026

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- Supervisor

Just getting started with Genesys Multicloud CX? Let's begin with what most supervisors do daily. Feel free to work through the First 10, try some of the Most popular tasks, or browse Learning by app to find specific tasks you want to learn.

First 10

Learn these ten tasks to get you up to speed.

1. Manage agents
2. Manage agent skills
3. Genesys Softphone for agents and supervisors
4. Use your Agent Workspace
5. Supervise agents in Agent Workspace
6. Check your voicemail
7. Get started with Workforce Management
8. Scheduling
9. Forecasting

10. How reporting works

Most popular

Supervisors use these topics most often.

1. Manage agents
2. Manage agent skills
3. Supervise agents in Agent Workspace
4. Using the Master Schedule Views
5. Add calendar items
6. Monitor and display agent adherence
7. Popular real-time reports
8. Agent reports (historical)
9. Monitor contact center performance through Workforce Management
10. View IVR reports

Learning by app

Here's a more complete list of learning topics to get you started, organized by application.

Agent Setup

- Manage agents
- Create and manage agent skills

Agent Workspace

- Supervising agents in Agent Workspace

Workforce Management

- Getting started with Workforce Management for Supervisors
- Schedules
- Forecasts
- Calendar
- Trading
- Reports

Pulse (real-time reporting)

- Real-time Reporting with Genesys Pulse
- Working with Dashboards and Wallboards
- Popular reports

CX Insights (historical reporting)

- Get started with Genesys CX Insights
- Generate historical reports
- Work with reports

IVR Administration (GVP reporting)

- Get started with GVP reporting

Recording

- How Recording, Quality Management and Speech Analytics works
- Get started

Contact us

If you have questions about any of the tasks, or would like to see additional tasks, send an email to Technical Publications Administrator.