CX CLOUD®

Supervisor

CX CLOUD® Supervisor is a recommended interface for contact centre managers and team leaders that provides a real-time, easy-to-use interactive snapshot of all your contact centre activity.

The Challenge

Some critical questions that a supervisor or manager must have answers to, in order to ensure their contact centre is performing well are:

- What are my agents working on right now?
- How is each team performing?
- What type of interactions are being handled?
- Do any of my agents need help?
- How do I assist, when needed?
- Can I track down a specific historical interaction?
- Can I record and play back a call?
- Can I easily communicate with individual agents without interrupting call handling?
- Can I monitor and assist my team from another location?

The Solution

Supervisors can transparently or invisibly listen-in to an agent's call.

If needing to assist, they can provide "whisper" coaching that the caller can't hear, or simply "barge in", to join the call.

Dataset	Status	Time in Current State (sec)	Current Call Length (sec)
711,Whyte,Brad		00:18:43	00:00:00
1009,Owens,Mark		00:00:51	00:00:00
Total		00:19:34	00:00:00

711 Brad Whyte
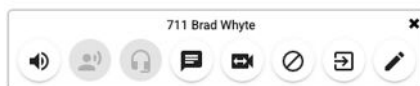
Audio Spy

Most contact centres significantly benefit from having a specialised supervisor assigned who can help ensure that an excellent experience is delivered to your customers.

In addition to experience and strong leadership skills, a good supervisor requires a reliable specialist toolset that provides clear visibility of the team's activities and allows them to assist as necessary, supporting them in their task to ensure that all members are delivering a consistent and high level of service to meet your organisation's standards. CX CLOUD® Supervisor provides this toolset.

CX CLOUD® Supervisor Features

- View real-time status of each agent.
- See activity of separate teams.
- Monitor all current interactions being handled.
- Review historical data.
- See when agents are requesting assistance.
- Assist agents in real time via monitoring assist.
- "Barge in" or intrude on an agent call to assist.
- Record and play back any call as needed.
- Log in remotely via web-based interface.

Run historical reports manually on demand or have them created automatically and emailed to selected management.

Supervisors also get access to the CX CLOUD® comprehensive dashboard and reporting features, giving them information on all contact center activities such as queues, skills, teams, groups, and more.

Historical Analytics

- Build reports from historical cradle-to-grave data of all call-related and user-related events with multiple filters and views.
- Alternatively – or additionally – use the CX CLOUD® open database schema to create custom reports using standard report generation tools.

Real-time Dashboard

- A browser-based interface lets supervisors share or configure a personal real-time dashboard view in their own application that includes customizable alerts.
- An HTML-based soft wallboard is included and can display views of current activity on a compliant monitor.
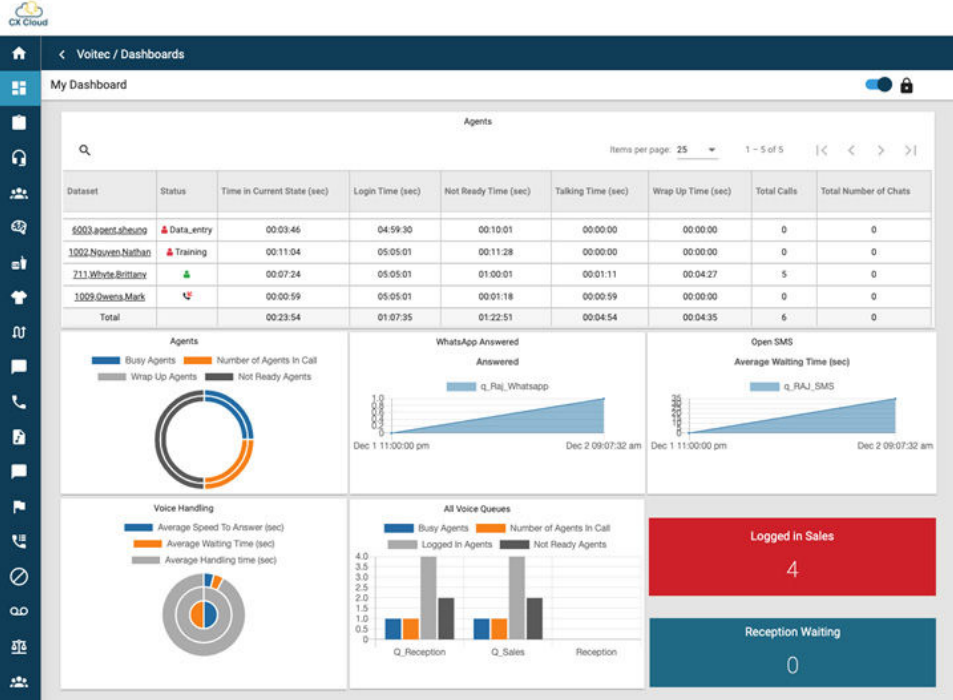
Create your own dashboard reports and/or share with others. Filter and display by queue, user, user status, time of call etc, and use gadgets such as tables, charts or graphs to present information graphically.