

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.

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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.



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CX CLOUD®

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

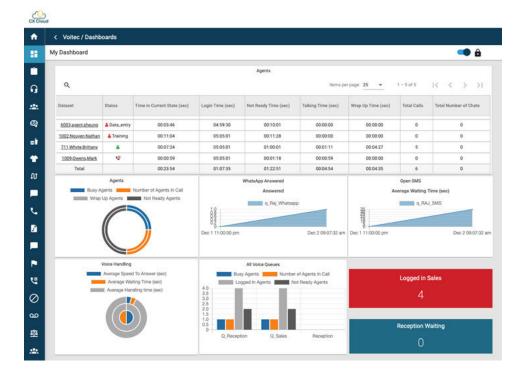
Supervisors also get access to the CX CLOUD[®] comprehensive dashboard and reporting features, giving them information on all contact center activities such as queues, skills, teams, groups, and more.

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.



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