

# Call Center Supervisor Guide

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# Call Center Supervisor Guide

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Call Center is an application that handles incoming calls as efficiently and economically as possible. Call Center answers calls, then routes the calls to agents in a skillset that most closely matches the needs of the caller. If there are no agents available, the calls are placed in a skillset to wait for an appropriate agent. Waiting callers receive periodic announcements and informative messages.

This guide describes how you can use Call Center features as a supervisor or as an agent. For more information about Call Center agents, refer to the *Call Center Agent Guide*. For information about Call Center administration, refer to the *Call Center Set Up and Operation Guide* and the *Call Center Reporting Set Up and Operation Guide*.

## Logging on to Call Center

You can log on as a supervisor to monitor or participate in calls between agents and callers. You can also log on to a skillset as an agent to have calls routed to you. Check with your Call Center Administrator to make sure you are set up as a supervisor.

You must use a two-line display telephone. Your telephone must have handsfree/mute capability. To monitor calls with your voice muted, your telephone must have the handsfree/mute feature programmed.

## Using 9 0 4 to monitor skillsets

When you use  9 0 4 :

- Use only preprogrammed feature buttons.
- Do not start a non-preprogrammed feature session by pressing the  button.
- Do not start any 900 series feature sessions other than  9 0 8 .

## Using a headset

Use a headset rather than handsfree when you monitor a call. This ensures call privacy and reduces the office noise level. The headset must be plugged into the headset port on the bottom of the telephone. If you pick up the handset when the headset is plugged in, the handset does not work. Check with your Call Center Administrator to make sure you can use a headset with your telephone.

## Monitoring tips

- More than one supervisor can log on to the same skillset.
- An agent can be monitored by only one supervisor at a time.
- Agents hear a tone when a supervisor begins to monitor the call.
- While you monitor a call, the intercom indicator on your telephone flashes. This is normal and indicates the telephone is muted.
- When you press the intercom button, mute will toggle with unmute.
- To participate in a call, unmute the call by switching from handsfree to the handset.
- While you are on a call, do not initiate a monitoring session.

## Logging on to Call Center

- 1 Press **[\*] 9 0 4**.
- 2 Enter your Agent ID number and press **OK**.  
Your Agent ID number is given to you by your Call Center Administrator.
- 3 Enter your password and press **OK**.  
The default password you enter to log on for the first time, or if your password is reset, is 0000. If you enter the default password, you must change your password. Enter a new password from four to eight digits long and press **OK**. Enter your new password again and press **OK**.
- 4 Press **CHNG** until **Supervisor: Yes** appears. When If log on as a supervisor, you can monitor and participate in calls.
- 5 Press **OK** to accept supervisor status. Calls will not be routed to you.  
If you want to log on as an agent, press **CHNG** until **Supervisor: No** appears, then press **OK** to log on as an agent. If you log on as an agent, calls are routed to you but you cannot monitor calls.
- 6 Press **IN** to log on to one or more skillsets that you want to monitor. You can monitor only the agents who are logged on to the same skillset as you. If **IN** does not appear, you are already logged on to all the skillsets or there are no skillsets available.
- 7 Press **CHNG** until the skillset you want to log on to appears on the display. The skillsets that are available are the skillsets that are assigned to you. If there is only one skillset available to log on to that you are assigned to, you are automatically logged on to that skillset.
- 8 Press **OK**. The display briefly confirms the skillsets that you are logged on to.
- 9 Press **NEXT**.
- 10 Press **SUPER** to monitor an agent.
- 11 Press **OK** to accept the skillset shown or press **NEXT** or **PREV** to find the skillset you want to monitor. If **Supervised** and a supervisor number appears, the supervisor with that number is also requesting to monitor the skillset.
- 12 Enter the Agent ID of the agent you want to monitor and press **OK**.  
**Invalid Agent** appears if the agent is not assigned to you.  
You can press **DIR** to find the Agent ID in the Agent directory. You can monitor any agent that is in a skillset assigned to you.
- 13 Press **OBSV** to monitor an agent's call. If **CANCL** appears, or the middle display button space is blank, you cannot monitor the agent at this time.
- 14 Press **INFO** to display the Agent ID number, agent name, call state and the time in minutes and seconds that the call has been in this state. Call states include Idle, Busy, and Break Time (BusyTO).
- 15 Press **INFO** a second time to display the Agent ID number, agent name, and monitoring options again.
- 16 To join the call, press the Intercom button or pick up the handset.  
If you do not want to be heard, do not press the intercom button and do not pick up the handset. These actions unmute your telephone.
- 17 Press **CANCL** to end monitoring a call. The next agent's name appears for you to monitor.
- 18 Press **[\*]** to end your session.

## Logging off

Log off when you complete your shift or will be away from your telephone for an extended period, log off.

1. From the display that shows your name on the top line, press OUT. The date and time display appears. If OUT does not appear, you are not logged on to any skillsets.

## Changing your supervisor password

Keep your password confidential. Change your password regularly, about every 30 days.

- 1 Press ☎ 9 0 4.
- 2 Enter your Agent ID number and press OK.
- 3 Enter your password and press OK.  
The default password you enter to log on for the first time, or if your password is reset, is 0000. If you use the default password you must change your password.
- 4 Press OK to accept supervisor status, or press CHNG and then OK to log on as an agent.
- 5 Press IN to log on to one or more skillsets.  
If IN does not appear, you are already logged on to all the skillsets or there are no skillsets available.
- 6 Press CHNG until the skillset you want to log on to (All, or a number) appears on the display.  
If there is only one skillset available to log on to that you are assigned to, you are automatically logged on to that skillset.
- 7 Press OK.
- 8 Press NEXT.
- 9 From the Supervisor display, press ADMIN.
- 10 Enter a new password from four to eight digits long and press OK.
- 11 Enter your new password again and press OK.
- 12 Press ☎.

## Reading the telephone wallboard display

If you are logged on and not active, the top line of the telephone display shows at five second intervals:

- your name
- service mode, either Day, Night or Special
- skillset number and skillset name
- skillset number, number of agents in the skillset (AGT) and number of calls waiting in the skillset (CWT)
- skillset number and the number of calls answered (ANS) and abandoned (ABA)
- skillset number, longest waiting call in the skillset (LIQ), and time the call has been in the skillset
- skillset number, number of calls that have surpassed the first threshold (T1), and number of calls that have surpassed the second threshold (T2)

## Checking skillset mailboxes for messages

Frequently check skillset mailboxes for messages. Only one agent at a time can retrieve messages from each skillset mailbox. If different agents access the messages in the skillset mailbox throughout the day, each agent should:

- listen to the message
- write down what the message says
- erase the message
- return the caller's telephone call

If the caller is not available, the agent can try again later or give the message to another agent. If only one agent retrieving the messages at your call center, this agent does not need to transcribe and delete each message before callback. This agent handles messages and knows the status of the old messages.

## Playing messages in a skillset mailbox

- 1 Press **[\*] 9 8 1**.  
Follow the voice prompts or the display button options on your telephone to open the skillset mailbox.
- 2 Press **PLAY** or **[2]** to listen to your messages.  
For other options, refer to the user card for your telephone, the *CallPilot Reference Guide*, or the *Call Center Set Up and Operation Guide*.
- 3 Press **[\*]** to end the session.

## Do not use these features while you are logged on to Call Center

### Call Park

Instead of using Call Park to transfer a call to another agent or send the call back to a skillset:

- to send the call to a specific agent, enter the Transfer Feature Code (**[\*] 7 0**) and enter the agent's extension number
- to send the call to a skillset, enter the Transfer Feature Code (**[\*] 7 0**) and enter the mailbox number of a skillset to send the call to a skillset

### Call Forward

Do not use Call Forward (**[\*] 9 8 4** or **[\*] 4**) to forward calls.

### Call Pickup

Do not use Call Pickup to retrieve a call that is ringing on another agent's phone. Instead:

- let the call ring at the agent's phone until the number of rings for Transfer Callback Timeout is reached
- or
- enter the Not Ready Feature Code (**[\*] 9 0 8**) on the other agent's phone

### Do Not Disturb

Instead of using Do Not Disturb, use the Not Ready Feature Code (**[\*] 9 0 8**)

### Call Forward No Answer

You can use Call Forward All Calls, Call Forward No Answer, and Call Forward on Busy only to the voicemail extension.