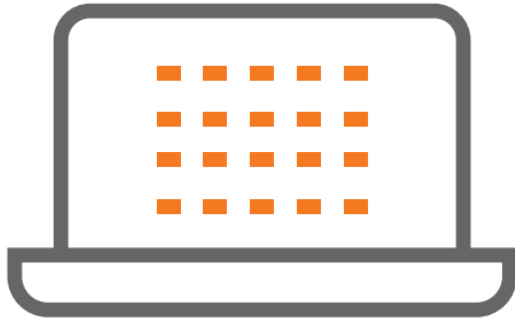


Evolve Contact Suite - Supervisor



ECS Supervisor advanced features provide contact center leaders with powerful real-time control and visibility of their agents and Business Processes. The client will equip supervisors with the tools needed to increase the effectiveness of their agents with advanced management features such as whisper coaching and live call listening, delegate callbacks for abandoned calls, manage call campaigns, and identify and address operational improvements and best practices based on the built in reporting and real time wallboard view.

Related Pages

- [ECS Supervisor - Dialer User Guide](#)
- [ECS Supervisor - Send Callback to Queue Command](#)
- [ECS Supervisor - Quick Reference Guide](#)
- [ECS Supervisor - User Guide](#)