OSSmosis Call Center: Supervisor Staffing

Supervisor Staffing

Supervisor staffing provides the ability to add, remove and manage agents assigned to supervisors within a queue.
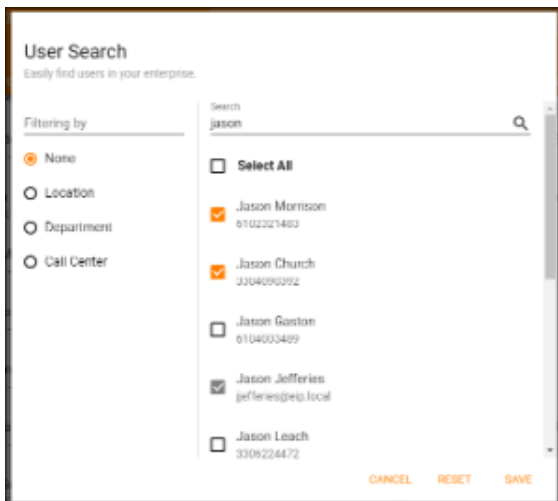
- Adding New Supervisor
- Assigning Agents to a Supervisor
- Removing Supervisors

Adding New Supervisors

1. Select the *Actions Icon* and *Add Supervisors Icon*

2. Locate and select supervisors in the advanced search by Call Center, Location or Department. Save.

3. Newly added supervisors will appear on the Supervisor Staffing page.

Supervisor Staffing

Manage supervisors for **Billing Queue (cc-6102300853-Product)** ?

Total Supervisors: **8**

Ben Edwards bedwards@eip.local	Elizabeth Crider ecrider@eip.local
Jason Church 3304090392	Jason Gaston 6104003489
Jason Jefferies jjefferies@eip.local	Jason Morrison 6102300832.8383
John Wesselman 5024343038	Michael Hamilton mhamilton@eip.local

Assigning Agents to a Supervisor

1. On the Supervisor Staffing page click and highlight all the supervisors that need to be assigned to agents.

Supervisor Staffing

Manage supervisors for **Billing Queue (cc-6102300853-Product)** ?

Total Supervisors: **8**

|	
Ben Edwards bedwards@eip.local	Elizabeth Crider ecrider@eip.local
Jason Church 3304090392	**Jason Gaston** 6104003489
Jason Jefferies jjefferies@eip.local	Jason Morrison 6102300832.8383
John Wesselman 5024343038	Michael Hamilton mhamilton@eip.local

2. Select the *Actions Icon* and *Assign to Supervisors Icon*

3. The Assign Agents pop up will open. Select the Agents to which the Supervisors should be assigned and select Assign.
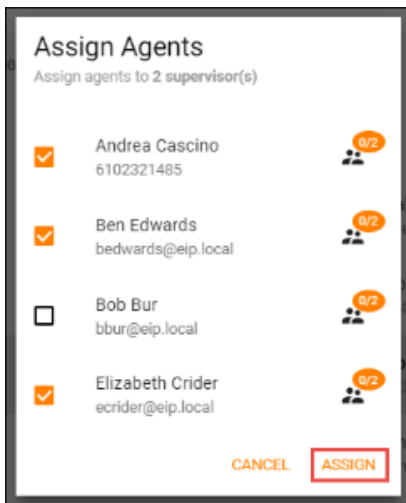
4. A successful assignment pop up will appear in the Supervisor Staffing Window.

5. The icon next to the agents name indicates whether the current supervisors selected are currently supervising the agent. In the example below, it shows that one of the 2 supervisors selected are currently supervising the agent.
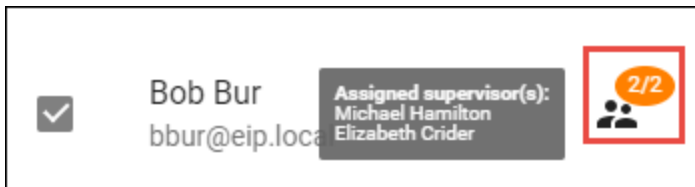
Removing Supervisors

1. On the Supervisor Staffing page click and highlight all the supervisors that need to be removed from supervising the queue.

Supervisor Staffing
Manage supervisors for **Billing Queue (cc-6102300853-Product)**

Total Supervisors: **8**

Ben Edwards
bedwards@eip.local

Elizabeth Crider
ecrider@eip.local

Jason Church
3304090392

Jason Gaston
6104003489

Jason Jefferies
jjefferies@eip.local

Jason Morrison
6102300832.8383

John Wesselman
5024343038

Michael Hamilton
mhamilton@eip.local

2. Select the *Actions Icon* and *Remove Supervisors Icon*
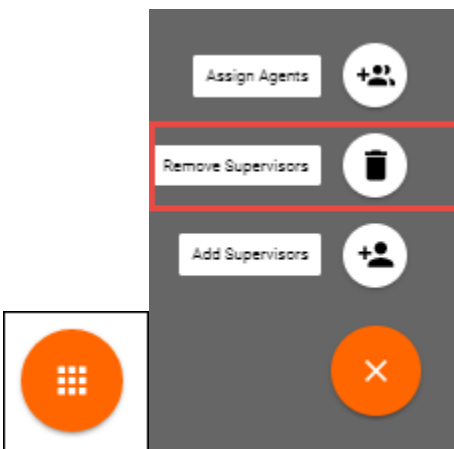
4. A warning pop up will appear to validate the action of removing the supervisors. Select Remove.

Remove Supervisors
Remove supervisors from **Marketing Queue** (cc-2000000005-LizMarketing)

⚠ **Warning: Supervisors will no longer exist.**

Are you sure you want to remove selected 1 supervisor(s)?

CANCEL   REMOVE

5. A successful removal pop up will appear in the Supervisor Staffing Window.