## **BroadWorks Call Center Supervisor Training**

**Description** 

The Call Center Supervisor client is designed to support the needs of call centers agent in call centers. Supervisors agent monitoring, queue management, real-time and historical reporting, and other features required in call centers. Supervisors can also use this application for their own call handling needs.



## **On-Demand Training**

e-Learning training courses can be found in the Evolve IP Client Training Center, our Learning Management System (LMS) designed specifically for our clients and their training needs. Our on-demand training is free for all Evolve IP clients and accessible via the Evolve IP Client Training Center.

Follow the link below to enroll in a specific on-demand training course. You will be prompted to login with your Evolve IP Client Training Center credentials. If you do not have credentials, please ask your administrator to contact training@evolveip.net to register your organization in the LMS.

**BroadWorks Call Center Supervisor Training** 

## **Documentation**

**BroadWorks Supervisor - Quick Reference Guide** 

**BroadWorks Supervisor - User Guide** 

**BroadWorks Supervisor Reports - Quick Reference Guide** 

**BroadWorks Supervisor Reports - User Guide** 

**BroadWorks Supervisor Wallboard - User Guide** 

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**Return to Training Resources Page** 

Do you have a training related question? Email us at training@evolveip.net

We will respond within 24 hours on normal business days.