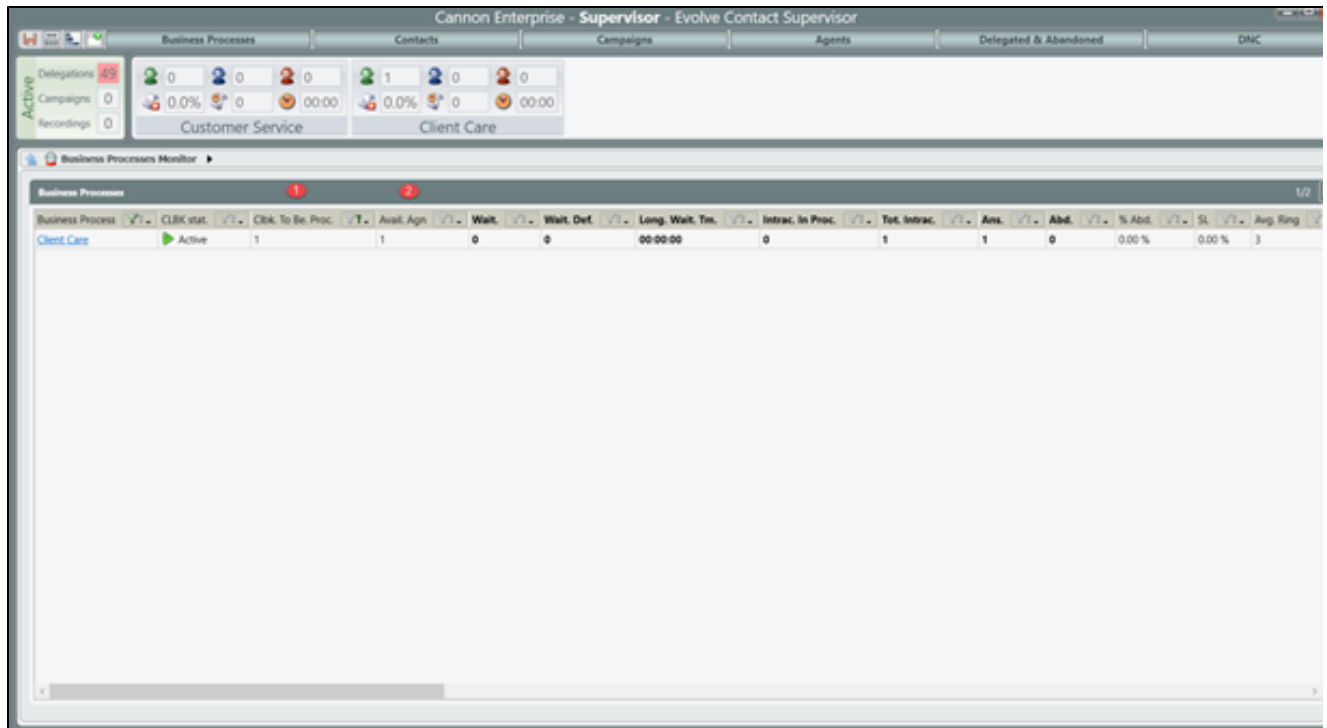
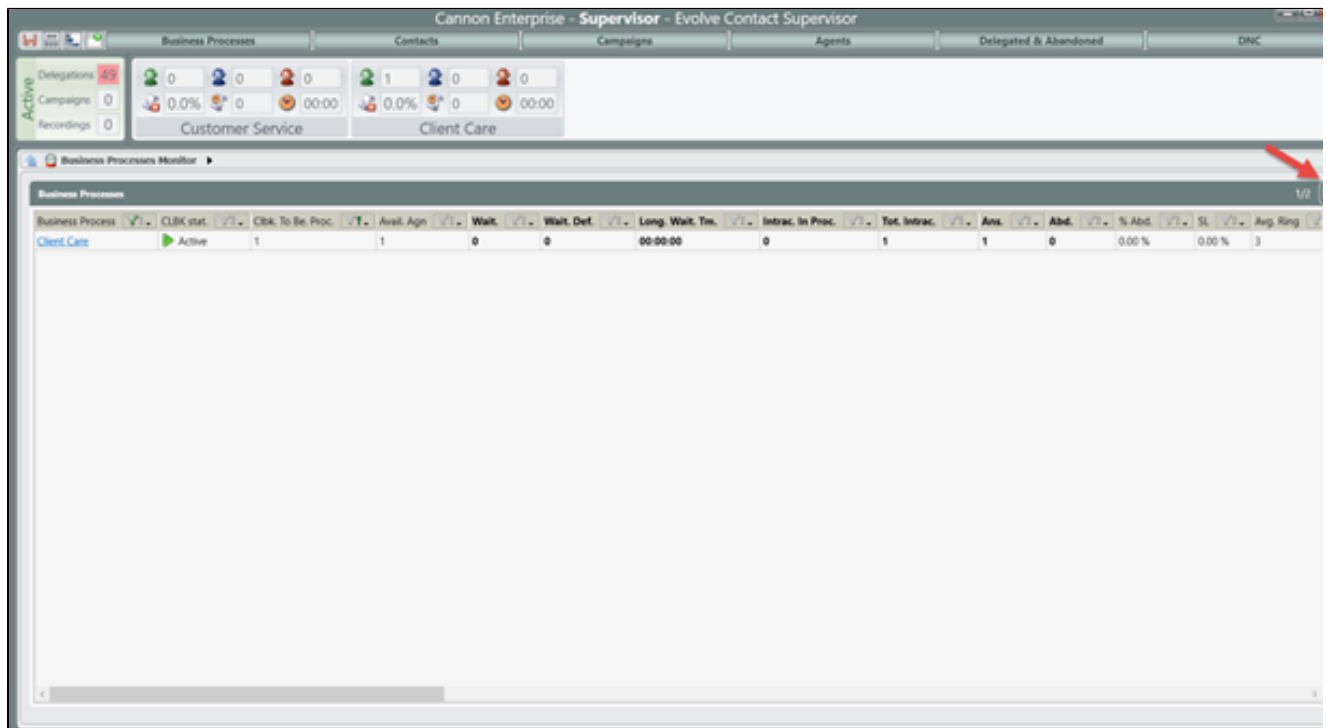


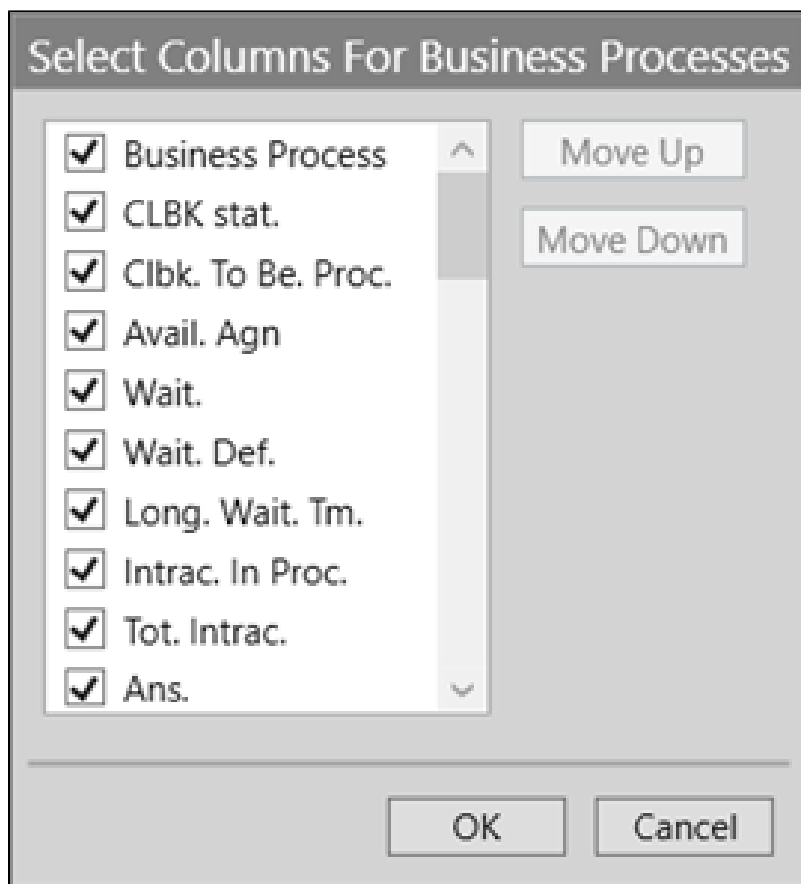
ECS Supervisor - Send Callback to Queue Command

If the supervisor client is reflecting a **callback to be processed** while also displaying single or multiple available agents (screen shot below for example), please continue with the following steps to manually resolve.

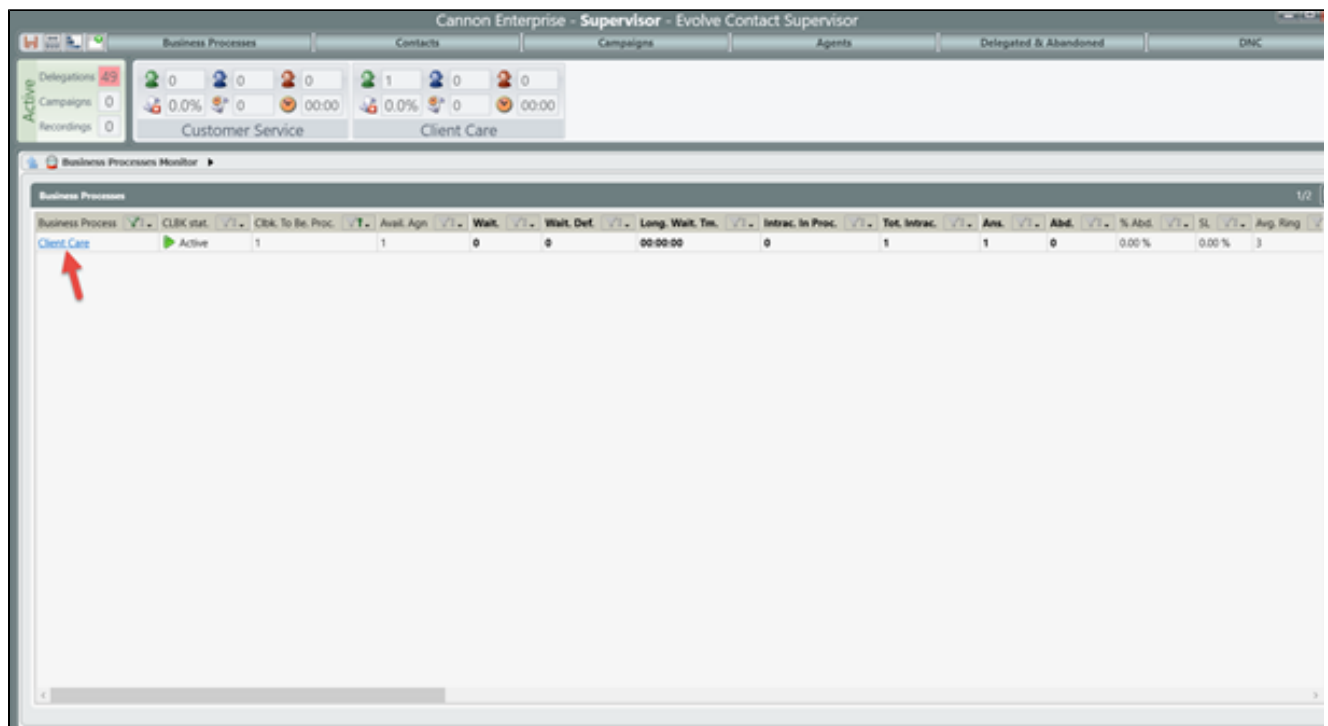


1. Use the column selector icon to re-order/hide specific metrics within your supervisor client for easier identification of callbacks

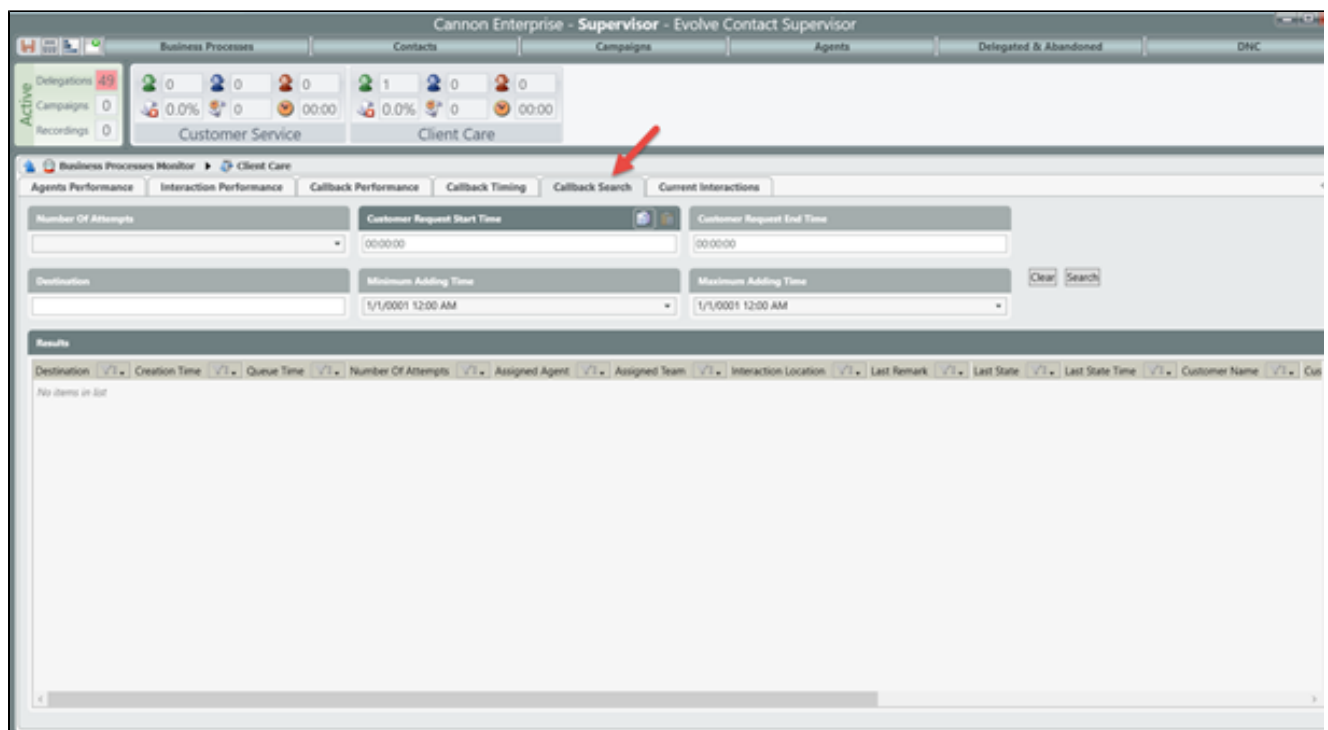




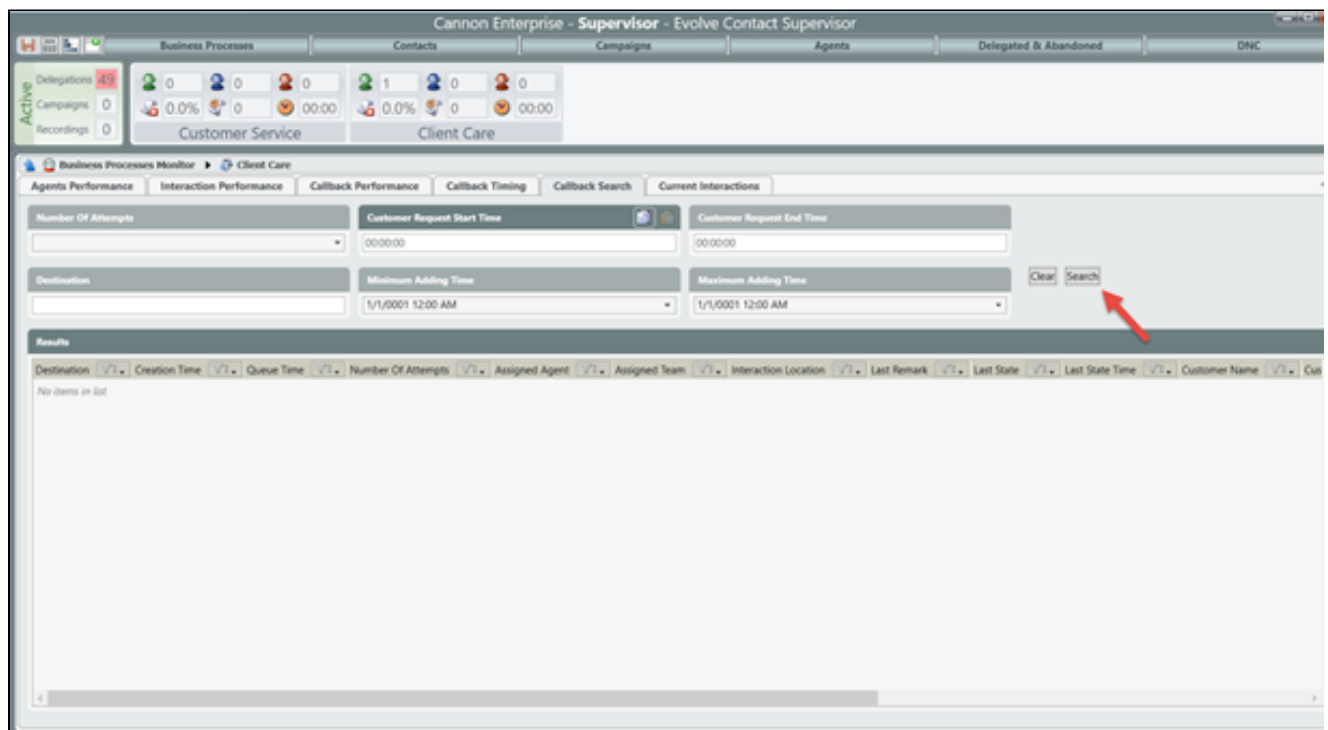
2. Once identified, select the business process that is impacted



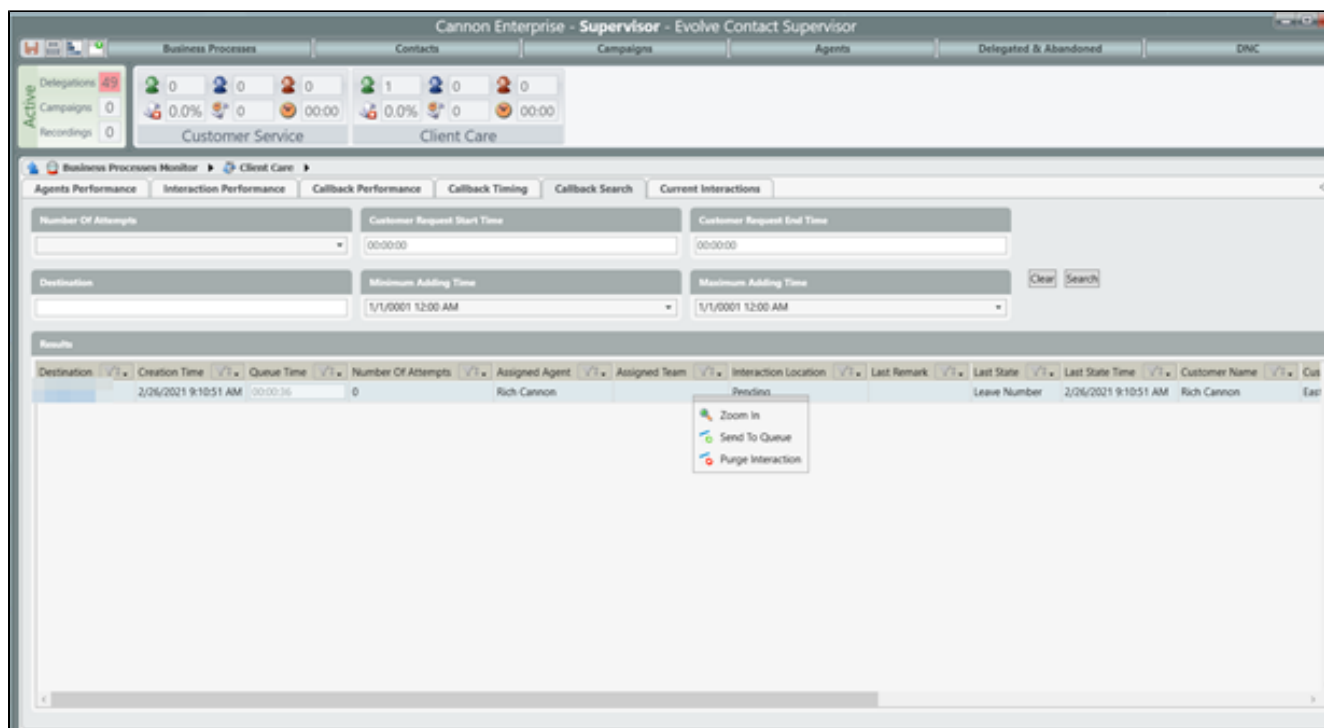
3. Navigate to the **Callback Search** tab



4. Select the Search button



This will populate a list of **pending** callbacks



5. Right click on the specific callbacks you would like agents to handle and select **Send to Queue**. The callback will now route to an available agent.