

# OSSmosis Call Center: Manage Supervisors

## Manage Supervisors

Manage Supervisors provides a list of all available supervisors at the selected location. From the list provided, you can drill down into each supervisor and manage the agents and call centers they are supervising.

### Manage Call Centers

1. From the Manage Supervisor main page select the *Options Icon* and from the menu select *Manage Call Centers*.



### Manage Supervisors

There are 22 supervisors in EIP Demo ?

Ben Edwards bedwards@eip.local	6  9	<div>Manage Call Centers</div> <div>Manage Agents</div> <div>Remove</div>
Ben Edwards Demo 6102632982	8  36	
Chicago Dashboard 8474633600.9988	?  ?	
cisco test1 4845886493	1  0	
Demo 57i 6102300855	1  4	
Demo Cisco 7945 6109648000.1120	1  0	

2. A list of all call center the supervisor is monitoring will open.

### Ben Edwards (6)

Ben Edwards ?

Billing Queue None 3200	Skill Based	Uniform	Premium	
Customer Service Overflow None 0871	Skill Based	Regular	Premium	
ECS Support 8335326889 6889	Skill Based	Uniform	Premium	
Inbound Customer Service 6102633200 0869	Priority Based	Regular	Premium	
Inbound Receptionist None 0874	Priority Based	Regular	Premium	
Inbound Spanish None 0873	Skill Based	Regular	Premium	

### Assigning a Call Center

1. Select the *Add Icon*



2. The advanced search popup window will open. You can search for call centers by Call Center, Location, Department or Type. Once a search option has been chosen, select the call centers to assign to the supervisor and select Save.

### Call Centers Search

Easily find Call Centers in your enterprise

Search

Search Criteria

☐ Call Center

☒ Location

☐ Department

☐ Type

Filtering by: United States

☐ Select All

☒ Billing OF

☒ Sales OF

☐ Premium Test - Liz Queue

☒ Billing

☐ Test Queue JJ\_Premium

☐ LizTest Premium

☐ Hammy Test Premium CC

☐ test prov 2

☐ Test Prov

☐ Foxy Standard Test

☐ Customer Service

CANCEL

RESET

SAVE

Removing a Call Center

1. To remove a call center from the supervisor, select the *delete* (trashcan) icon next to the call center you wish to remove. A confirmation popup will appear to confirm you want to remove that call center from the supervisor. Select Delete.

Billing Queue

None 3200

Skill Based

Uniform

Premium

### Remove Call Center

Remove Call Center **Billing**

**Warning: This Call Center will no longer be supervised.**

Are you sure you want to remove Call Center "Billing" from supervisor Supervisor4 - Rich Load?

CANCEL

DELETE

## Manage Agents

1. From the Manage Supervisor main page select the *Options Icon* and from the menu select *Manage Agents*.



### Manage Supervisors

There are 22 supervisors in EIP Demo ?

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Ben Edwards Demo 6102632982	8  36	
Chicago Dashboard 8474633600.9988	?  ?	
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Demo 57i 6102300855	1  4	
Demo Cisco 7945 6109648000.1120	1  0	

2. A supervised queue and assigned Agents will open.

### Ben Edwards's Supervised Agents

Manage the agents supervised by Ben Edwards ?

Supervised Call Centers  
Customer Service Overflo

Don't see what you're looking for? Try changing your selected call center above.

Elizabeth Crider ecrider@eip.local	
Rich Fox rfox@eip.local	
Rich Fox - Demo 6109648000.8999	
William Kuritz 6102320408	

## Assigning Agents

1. From the Supervised Call Centers drop down, select which call center you wish to assign the agents to the Supervisor

### Ben Edwards's Supervised Agents

Manage the agents supervised by Ben Edwards

Supervised Call Centers

Available Selections (6/6)

ECS Support

Inbound Customer Service

Customer Service Overflow

Looking for? Try changing your selected call center above.

Supervised Call Centers

Customer Service Overflow

2. Select the *Add Icon*



2. The advanced search popup window will open. You can search for call centers by User, Call Center, Supervisor, Location, or Department. Once a search option has been chosen, select the call centers to assign to the Supervisor and select Save.

### User Search

Easily find users in your enterprise.

Filtering by

☒ None

☐ Call Center

☐ Supervisor

☐ Location

☐ Department

Search

Al

☐ Select All

☐ Alfredo On Call  
6103661100.8102

☒ Gerald Gallagher  
6102300193

☒ Sean Halpin  
shalpin@eip.local

☒ David Walters  
dwalters@eip.local

☐ James Halpin  
jhalpin@eip.local

CANCEL

RESET

SAVE


**Unassigning Agents**

1. To unassign an agent from a supervisor, select the *delete* (trashcan) *icon* next to the agent you wish to unassign. A confirmation popup will appear to confirm you want to unassign that agent from the supervisor. Select Delete.

Elizabeth Crider  
ecrider@eip.local



## Remove Supervised Agent

 **Warning: This agent will no longer be supervised.**

Are you sure you want to remove agent **Elizabeth Crider** from call center **Customer Service Overflow**?

**CANCEL** **REMOVE**