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 O*ptions Icon* and from the menu select *Manage Call Centers.*

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

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.

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.

Manage Agents

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

2. A supervised queue and assigned Agents will open.

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)

...king for? Try changing your selected call center above.

ECS Support

Inbound Customer
Service

**Customer Service
Overflow**

Supervised Call Centers
Customer Service Overflo ▼

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

Search
All 🔍

🔘 None

⚪ Call Center

⚪ Supervisor

⚪ Location

⚪ Department

☐ **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