Call Center - Supervisor - Night Mode Force Forward
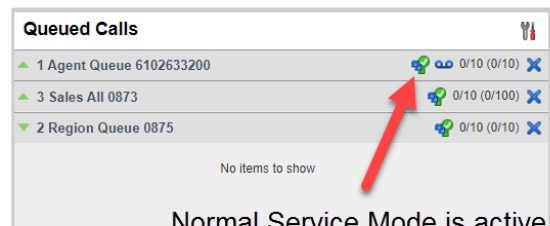
Product Category	HPBX
	Call Center
Product Family	Call Center
Trouble Type	
Support Tier	
Last Updated	

In Supervisor

In the Queue View

Each Queue can show the Service mode

Normal Service Mode

Normal Service Mode is active
Click to change Mode

Forwarding options available

1. Night Service - If activated this invokes Night Service as set in OSSmosis. No need to complete step 2 or 3
2. Force Forward - Click to activate
3. Enter extension or DID to forward calls.
4. Click Save button