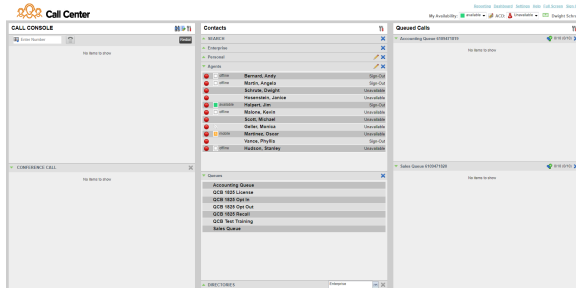


BroadWorks Call Center Supervisor Training

Description

The Call Center Supervisor client is designed to support the needs of call center supervisors in a contact center environment. It supports 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.