Call Center - Supervisor

Call Center Supervisor is a web-based application that provides management team members the ability to view queue activity, change agent states, retrieve, transfer or reorder calls in queue, silent monitor or barge-in on calls.

Combined with comprehensive reporting capabilities, including historical and real-time activity for agents and queues, Web Supervisor provides the features and flexibility needed for Call Center Managers.

webapp-xsp.voip.evolveip.net/callcenter

Related Pages

- Call Center - Supervisor - Night Mode Force Forward
- Enhanced Reporting Upgrade
- FAQ: Call Center Routing - Wrap - Up and Guard Timer
- FAQ: How do I stop the spinning wheel on the Supervisor when attempting to open the Dashboard or Reporting applications
- Quick Reference Guide: Supervisor Enhanced Reporting
- Quick Reference Guide: Supervisor Web Application
- Quick Tip Video: Enhanced Reporting within the Supervisor Web Thin Client
- Quick Tip Video: Supervisor Web Client
- User Guide: Call Center Enhanced Reports
- User Guide: Call Center Enhanced Reports Guide
- User Guide: Supervisor Web Client
- User Guides and Manuals - Web Supervisor Portal
- Web Supervisor Enhanced Reporting Guide and Report Examples