ECS Supervisor - Send Callback to Queue Command

If the supervisor client is reflecting a *callback to be processed* while also displaying single or multiple available agents (screen shot below for example), please continue with the following steps to manually resolve.

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	Business Processer		Contacts		Campaigns	Agents	Deleg	ated & Abandoned	DNC
angrow Recordings	2 0 2 0 0 2 0.0% 2 0 Customer	2 0 9 00:00 Service	2 1 2 0 3 0.0% \$ 0 Client	2 0 9 00:00 Care					
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CHELLER	P AGA					•		• 0.00	
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1. Use the column selector icon to re-order/hide specific metrics within your supervisor client for easier identification of callbacks

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	Business Processes	Cor	viacts	Campaigns	Agents	Delegated & Abandoned	DNC
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	Oł	Cancel

2. Once identified, select the business process that is impacted

	Cannon Enterprise - Supervisor - Evolve Contact Supervisor										
	Business Processe		Contacts		Campaigna	Apents		Delegated & Aban	doned	DN	c
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3. Navigate to the Callback Search tab

Cannon Enterprise - Supervisor - Evolve Contact Supervisor							
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No items in list							
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4. Select the Search button

Cannon Enterprise - Supervisor - Evolve Contact Supervisor							
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This will populate a list of *pending* callbacks

Cannon Enterprise - Supervisor - Evolve Contact Supervisor						
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		Send To Queue				
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5. Right click on the specific callbacks you would like agents to handle and select **Send to Queue.** The callback will now route to an available agent.