Supervisor portal

REVINATE
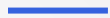
Supervisor portal

Launching Supervisor

- Click the grid icon in the top left corner of the screen

- Select Supervisor to launch the dashboard

REVINATE

Supervisor Dashboard

- Manage and boost the overall performance of your teams.

- Helps you gain insights into agent states and contact queues.

- View your agents' performance and assist them in real time.

NOTE: When logged in to the Supervisor portal, you will NOT be able to answer calls. To answer calls you must be logged into agent portal.
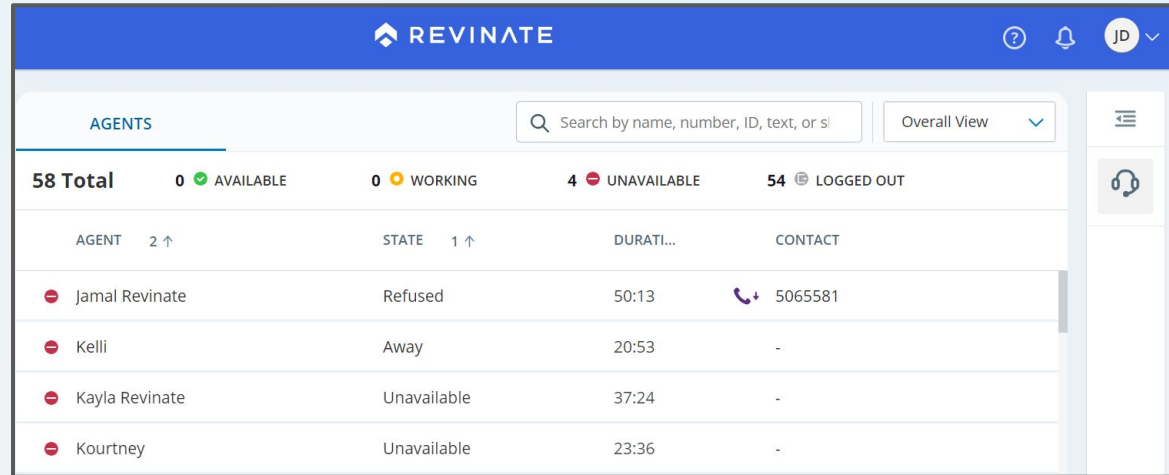
Dashboard | Focused view

- Focused view
  - Ideal for a Supervisor who is actively working with the team and monitoring call behaviors - perhaps even helping handle calls during peak hours.

  - Provides detailed and real-time information about a specific group of agents and callers.

  - This view has advanced filtering options.
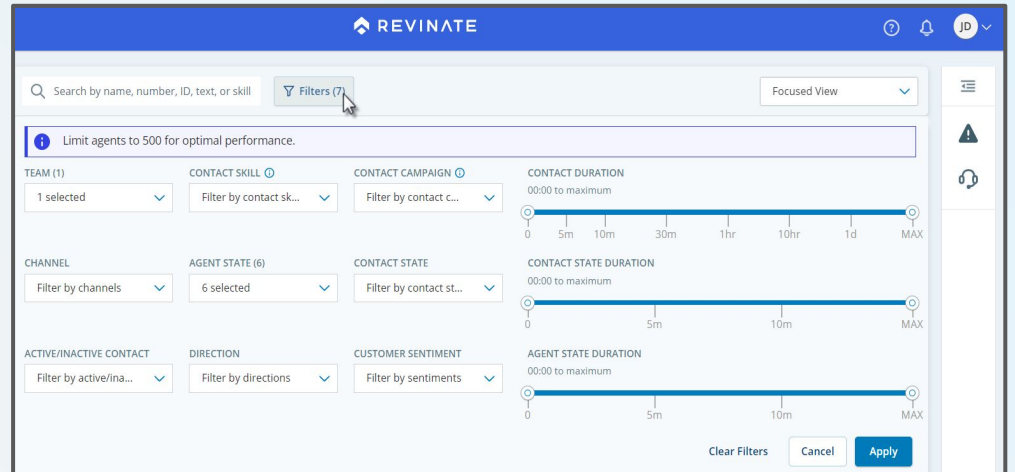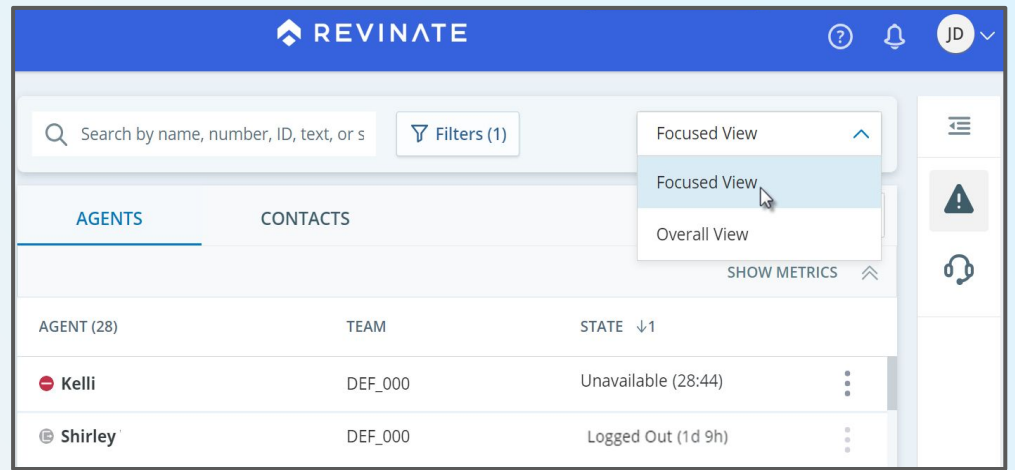
Dashboard | Overall view

- Overall view
  - Ideal view for managers who may need a high level view of the entire team.

  - In this view you are able to see agent status as well as details of their current state i.e. duration

Indent panel icon

- Slide open the right panel by selecting the icon.

- Select an agent and you will have visibility to agent state (phone status) activity or contact (caller) activity.

- The activity log offers printable or exportable data for quick access while coaching.

NOTE: You will still have access to reporting in Reservation Sales.

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Live call monitoring

Live Call Monitoring

- This feature enhancement allows a Supervisor to interact with an agent during a live call.

- Supervisors can monitor, coach, join and take over the guest calls.

Monitor

- Allows you to enter the live call WITHOUT the agent or guest knowing you are on the call.
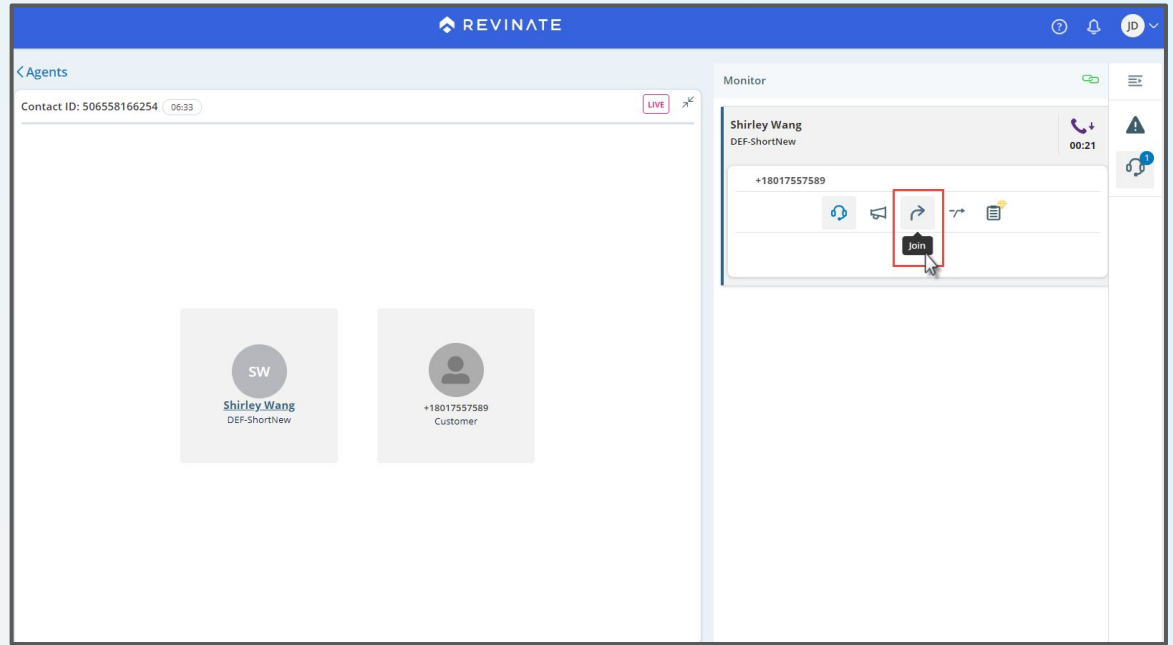
Coach

- Allows you to enter the live call and you will be able to talk to the agent.

- ONLY the agent will be able to hear you during this interaction.
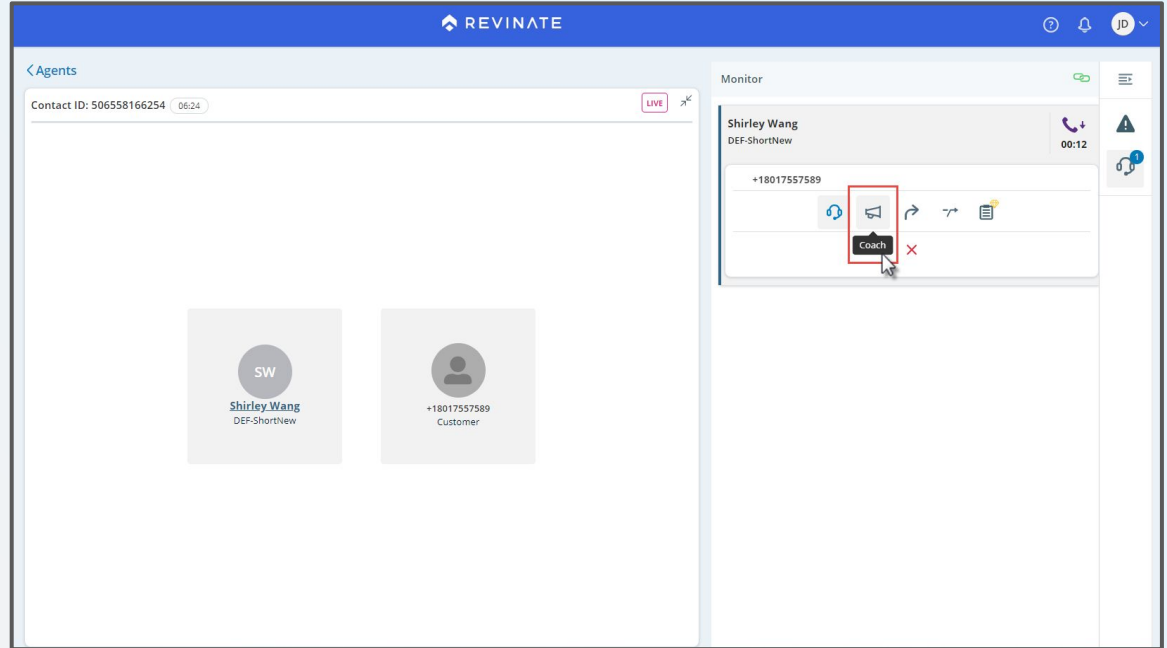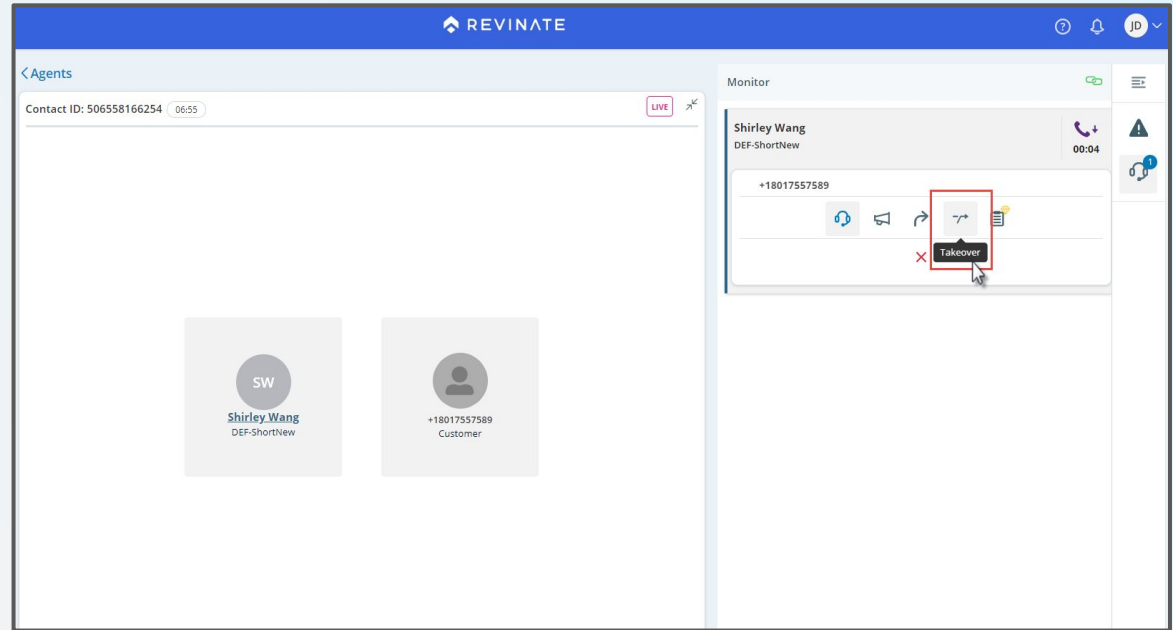
Join

- Allows you to enter the live call and BOTH the agent and the guest will be able to hear you.

Take Over

- This will disconnect the agent from the call and the guest will be speaking with you.

REVINATE

Listening to calls

Accessing call recordings

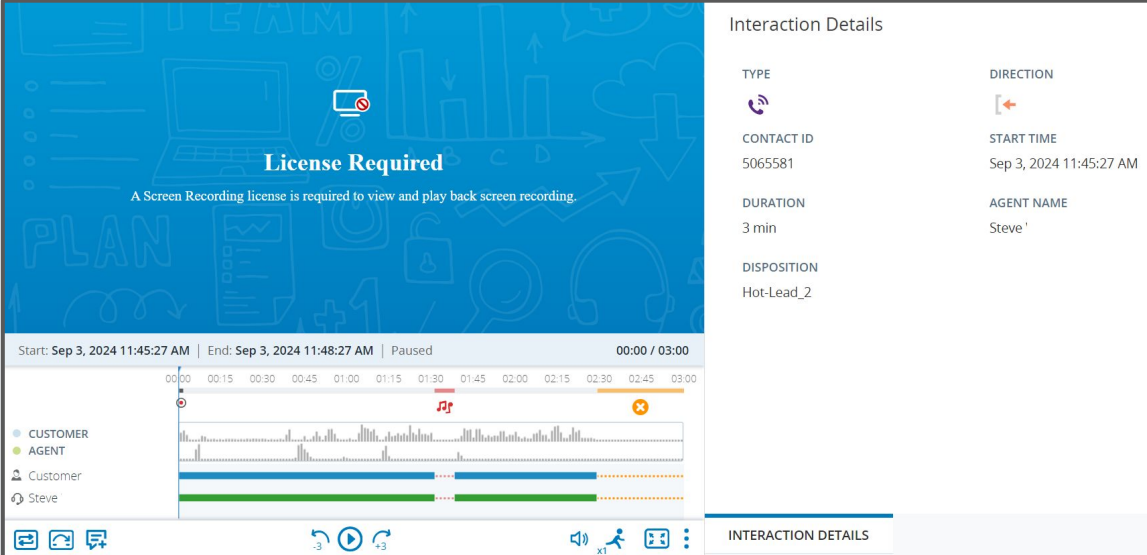In Reservation Sales you will access the inbound call tracking report

- Select the play button for the call you want to listen to

- A new window for will open with the CXone Player

CXone Player

This enhanced audio player provides a more immersive playback experience.

- Interaction information is centralized for a cohesive overview at a glance.

- Timeline allows you to navigate and track the recording.

- Player icons are designed for ease of use and improved visibility.

License Required

A Screen Recording license is required to view and play back screen recording.

Start: **Sep 3, 2024 11:45:27 AM** | End: **Sep 3, 2024 11:48:27 AM** | Paused   00:00 / 03:00

CUSTOMER
AGENT
Customer
Steve

Interaction Details

TYPE

DIRECTION

CONTACT ID
5065581

START TIME
Sep 3, 2024 11:45:27 AM

DURATION
3 min

AGENT NAME
Steve

DISPOSITION
Hot-Lead_2

INTERACTION DETAILS