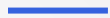




Supervisor portal





Supervisor portal

Launching Supervisor

- Click the grid icon in the top left corner of the screen
- Select Supervisor to launch the dashboard

The image shows a screenshot of the Revinate interface. A white 'Applications' menu is overlaid on the top left, listing various options. The 'Supervisor' option is highlighted with a mouse cursor. The background shows the main dashboard with a blue header, a search bar, and a table of agent status.

Applications Menu:

- GENERAL
 - Admin
 - Supervisor**
- OMNICHANNEL ROUTING
 - ACD
 - Agent

Dashboard Overview:

ATE [?] [JD]

Search by name, number, ID, text, or s | Overall View

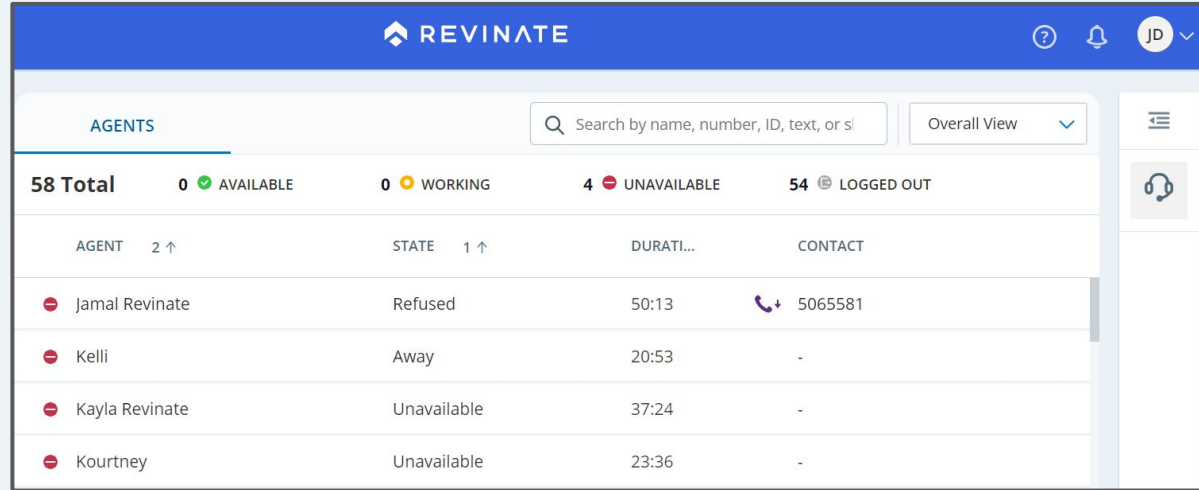
4 UNAVAILABLE | 54 LOGGED OUT

DURATI...	CONTACT
50:13	5065581
20:53	-
37:24	-
23:36	-

Kourtney | Unavailable

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.



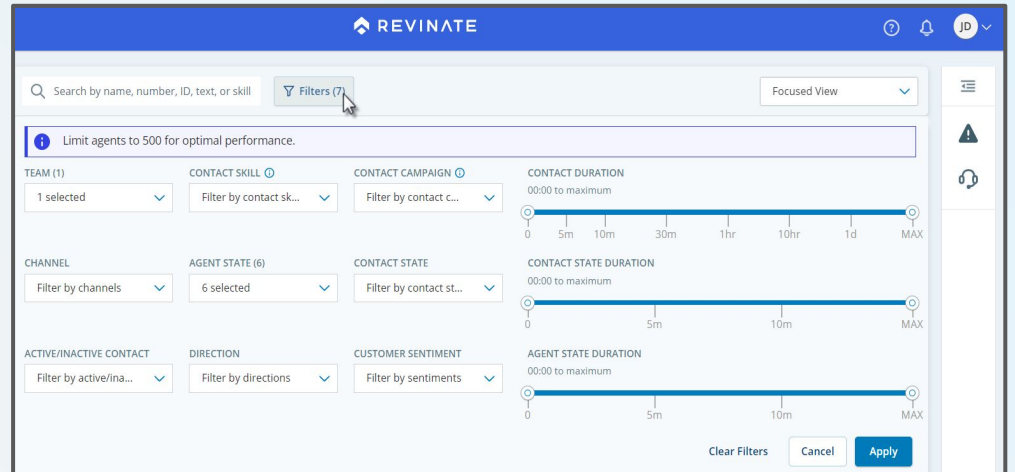
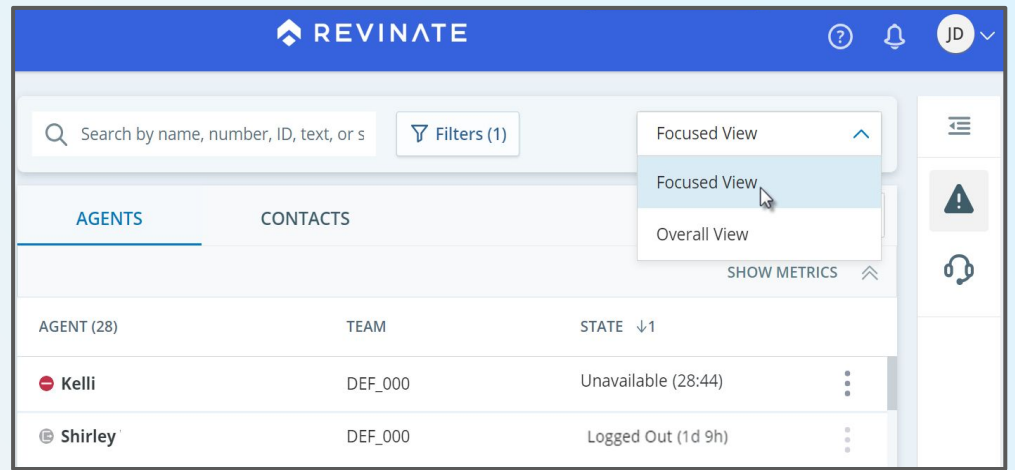
The screenshot displays the Revinate Supervisor Dashboard. At the top, the Revinate logo is visible on the left, and user profile information (JD) is on the right. Below the header, there is a search bar and a dropdown menu set to 'Overall View'. The main section shows a summary of agent status: 58 Total, 0 Available, 0 Working, 4 Unavailable, and 54 Logged Out. Below this summary is a table with columns for Agent, State, Duration, and Contact. The table lists four agents: Jamal Revinate (Refused, 50:13), Kelli (Away, 20:53), Kayla Revinate (Unavailable, 37:24), and Kourtney (Unavailable, 23:36).

AGENT	STATE	DURATI...	CONTACT
Jamal Revinate	Refused	50:13	5065581
Kelli	Away	20:53	-
Kayla Revinate	Unavailable	37:24	-
Kourtney	Unavailable	23:36	-

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.

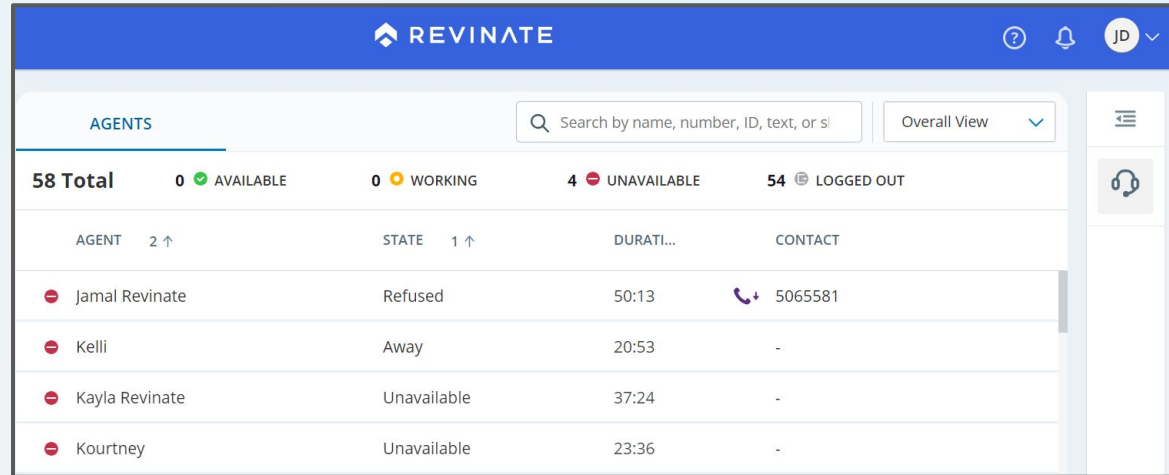
Dashboard | Focused view

- 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



The screenshot displays the Revinate dashboard in the 'Overall View' for agents. The interface features a blue header with the Revinate logo and user profile 'JD'. Below the header, there is a search bar and a dropdown menu set to 'Overall View'. A summary bar shows the following agent counts: 58 Total, 0 Available (green dot), 0 Working (yellow dot), 4 Unavailable (red dot), and 54 Logged Out (grey dot). Below this, a table lists agent details:

AGENT	STATE	DURATI...	CONTACT
Jamal Revinate	Refused	50:13	+ 5065581
Kelli	Away	20:53	-
Kayla Revinate	Unavailable	37:24	-
Kourtney	Unavailable	23:36	-

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.

The screenshot displays the Revinate interface for agent Kelli. The main header shows the Revinate logo and user profile. Below the header, there is a search bar and a 'Filters (1)' button. The interface is divided into sections: 'AGENTS' and 'CONTACTS' tabs, and a 'State' dropdown menu. The 'Activity Log' section is highlighted, showing a summary of agent activity for Kelli on Sep 04, 2024 to Sep 05, 2024. The summary includes a circular progress chart and a table of activity logs.

AGENT	STATE	START TIME	DURATION
Kelli	Unavailable (31:30)		
	Working	01:05:58	10.84%
	Available	01:41:31	16.69%
	Unavailable	02:16:40	22.47%

ACTIVITY (58)	SKILL	START TIME	DURATION
Coaching	-	09:18 PM	27:19
Unavailable	-	08:42 PM	35:04
Logged In Thu Sep 05, 2024	-	08:42 PM	00:00
Logged Out Thu Sep 05, 2024	-	11:37 AM	09:05:12
Unavailable	-	11:37 AM	00:00
Unavailable	-	11:37 AM	00:05
Available	-	10:59 AM	38:33

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



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.

The screenshot displays the Supervisor interface for REVINATE. The top navigation bar includes the Supervisor logo, a search bar, and a 'Focused View' dropdown. Below the navigation, there are tabs for 'AGENTS' and 'CONTACTS'. A summary card shows agent status: 28 total agents, with 1 Available, 5 Unavailable, 1 Working, and 21 Logged Out. A 'LONGEST DURATION' box shows 05:22:27. Below this is a table of agents with columns for Agent Name, Team, State, Next State, Contacts, Active Contact, and Duration. The 'Shirley' agent is highlighted in blue. A context menu is open for Shirley, listing actions: Monitor voice, Coach, Join, Takeover, Change agent state, and Force Logout.

AGENT (28)	TEAM	STATE	NEXT STATE ↓ 1	CONTACTS	ACTIVE CONTACT	DURATION
• Kelli	DEF_000	Unavailable (15:07)	Unavailable	0	-	-
• Brent	DEF_000	Unavailable (08:44)	Unavailable	0	-	-
• Jackie	DEF_000	Unavailable (00:10)	Unavailable	0	-	-
• Sami	DEF_000	Training (38:54)	Training	0	-	-
• Kelli	DEF_000	Away (32:23)	Away	0	-	-
• Shirley	DEF_000	Inbound Contact (03:38)	Available	1	+1801755: 9 Act	-

Monitor

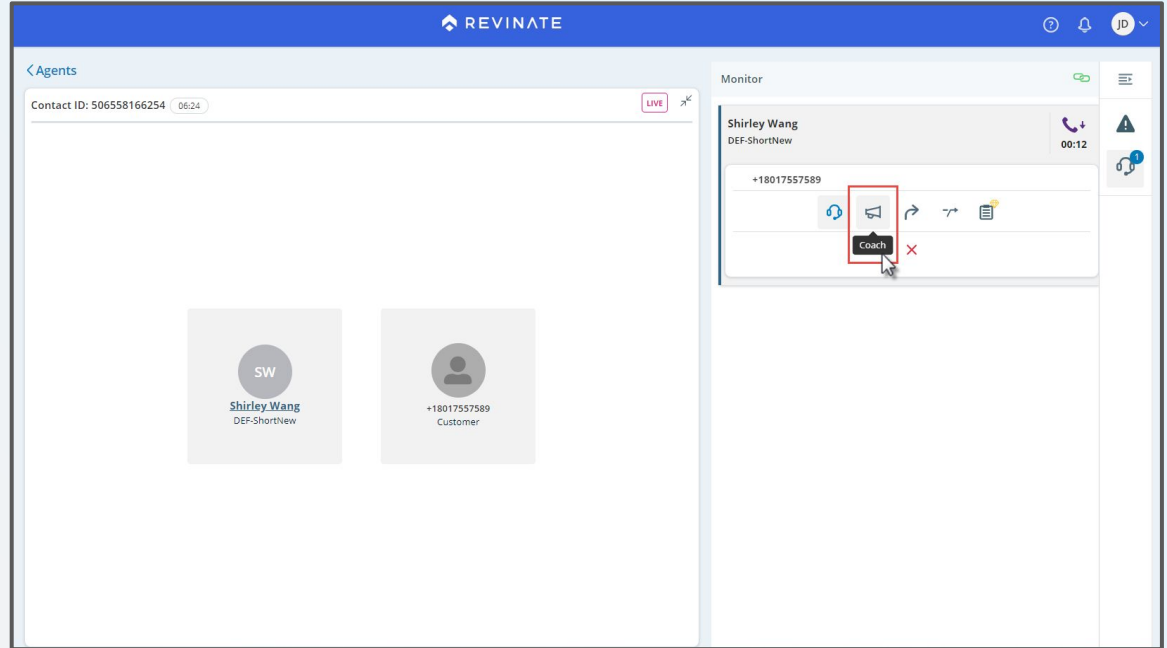
- Allows you to enter the live call WITHOUT the agent or guest knowing you are on the call.

The screenshot shows the Revinate Agent Desktop interface. At the top, there is a search bar and a 'Filters (1)' button. Below this, there are tabs for 'AGENTS' and 'CONTACTS'. A summary card shows 28 agents with a breakdown: 1 Available, 5 Unavailable, 1 Working, and 21 Logged Out. A '05:22:27 LONGEST DURATION' box is also present. The main table lists agents with columns for Agent (28), Team, State, Next State, Contacts, Active Contact, and Duration. A context menu is open for the 'Kelli' agent, with 'Monitor voice' highlighted.

AGENT (28)	TEAM	STATE	NEXT STATE ↓1	CONTACTS	ACTIVE CONTACT	DURATION
Kelli	DEF_000	Unavailable (15:07)	Unavailable	0	-	-
Brent	DEF_000	Unavailable (08:44)	Unavailable	0	-	-
Jackie	DEF_000	Unavailable (00:10)	Unavailable	0	-	-
Sami	DEF_000	Training (38:54)	Training	0	-	-
Kelli	DEF_000	Away (32:23)	Away	0	-	-
Shirley	DEF_000	Inbound Contact (03:38)	Available	1	+ +1801755	9 Act

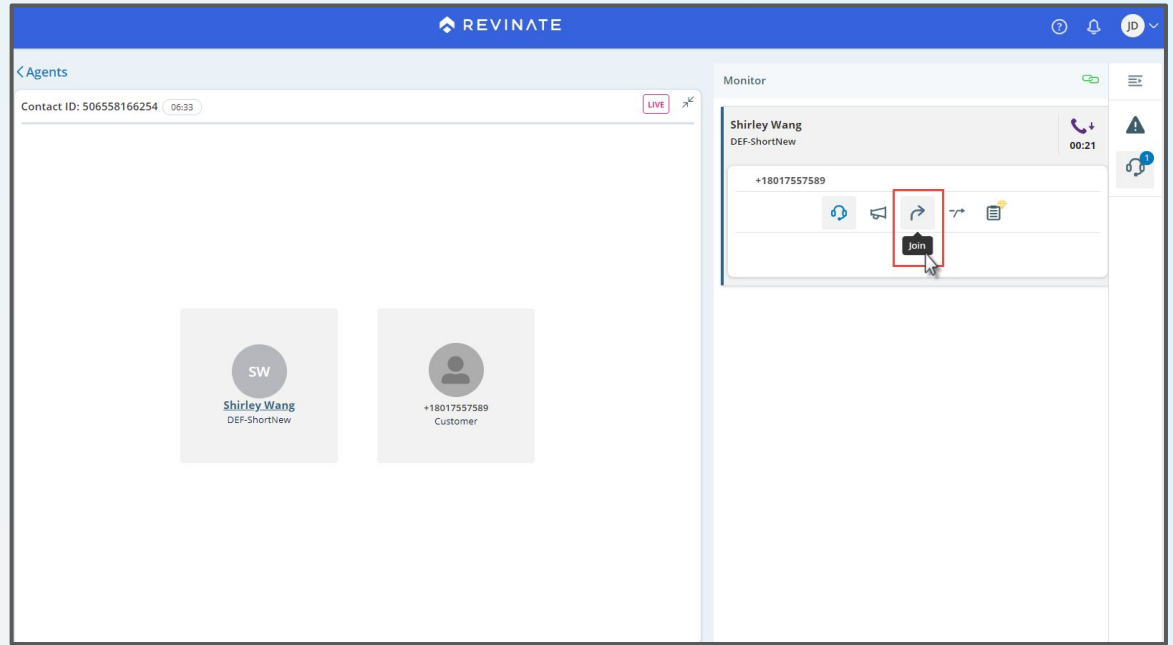
Coach

- 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.



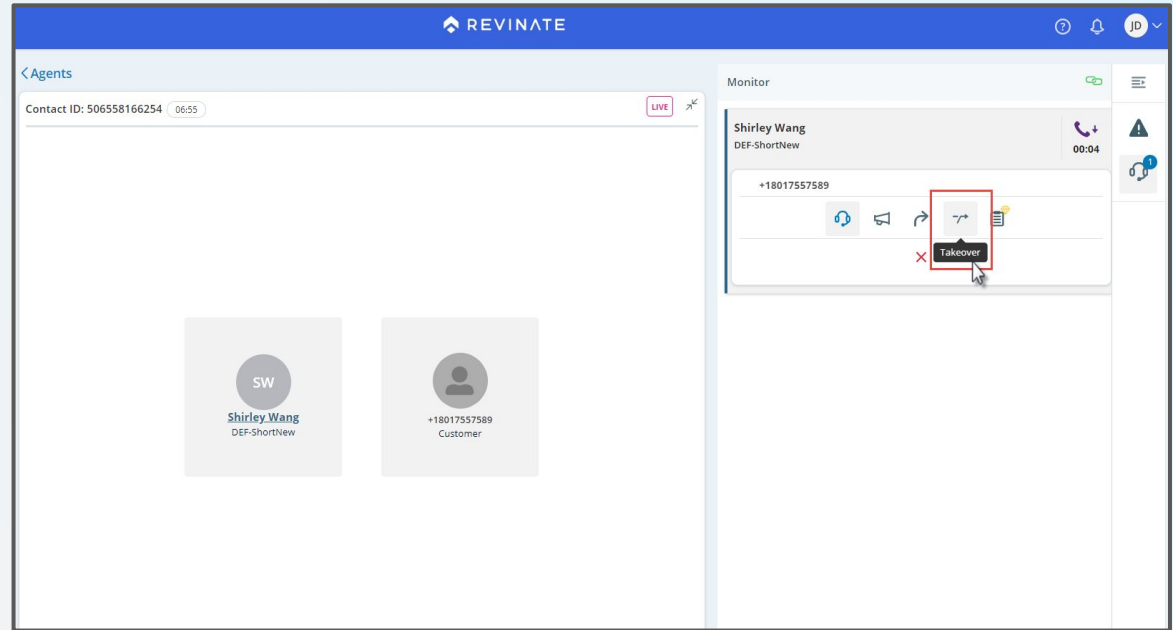
Join

- 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.





Listening to calls

Accessing call recordings

In Reservation Sales you will access the inbound call tracking report

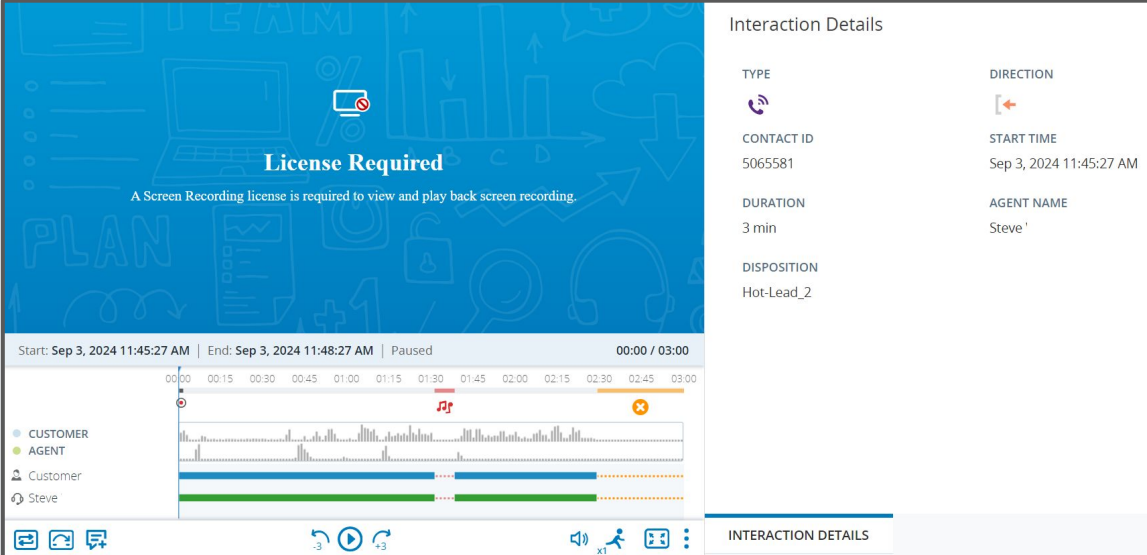
- Select the play button for the call you want to listen to
- A new window for will open with the CXone Player

Score	ELM	M/R	Call Date/Time	City	State	Campaign	Connection Status	Agent	Call Results	Msg	Minutes
✓	+	□	9/5/2024 12:59:04 PM	BEND	OR	a new campaign	Dashboard Answered	Laura	Hot Lead	▶	2
✓	+	□	9/5/2024 12:56:51 PM	BEND	OR	a new campaign	Dashboard Answered	Bailey	Hot Lead	▶	4
✓	+	□	9/5/2024 12:54:40 PM	DENVER	CO	a new campaign	Dashboard Answered	Laura	Existing Reservation Inquiry	▶	1
✓	+	□	9/5/2024 12:52:59 PM	DENVER	CO	a new campaign	Dashboard Answered	Ryan	Not Booked	▶	3
✓	+	□	9/3/2024 11:50:34 AM	KEYS	FL	a new campaign	Dashboard Answered	Steve	Non Reservation Call		23
✓	+	□	9/4/2024 11:29:07 AM	BEND	OR	a new campaign	Voice Mail	Derek	Other Inquiry	▶	7
✓	+	□	9/4/2024 11:19:01 AM	BEND	OR	a new campaign	Dashboard Answered	Derek	Misdialed	▶	2

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.



The screenshot displays the CXone Player interface. The main area is a blue screen with a white error message: "License Required" and "A Screen Recording license is required to view and play back screen recording." Below the error message is a timeline showing the recording duration from 00:00 to 03:00. The timeline includes a volume bar and a legend for "CUSTOMER" (blue) and "AGENT" (green). The agent's name is "Steve". The interface also features a control bar with play, pause, and volume icons.

Interaction Details

TYPE	DIRECTION
	
CONTACT ID 5065581	START TIME Sep 3, 2024 11:45:27 AM
DURATION 3 min	AGENT NAME Steve ¹
DISPOSITION Hot-Lead_2	

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

INTERACTION DETAILS