



Fuze Desktop/Web Supervisor Console for Queues

Fuze Enablement Team

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Training Objectives

After attending this training, supervisors should have a detailed understanding of:

- Application overview of Fuze Desktop/Web Supervisor Console for Queues
- Managing queues
- Queue details
- Call monitoring
- Setting alerts
- Additional Contact Center tabs

Application Overview

Overview

The Fuze Desktop/Web Supervisor Console for Queues offers supervisors the ability to monitor calls, agents, wait times, and service level agreement compliance for call queues. Supervisors can view queue-specific information including the number of calls waiting, call statistics, as well as interact with agents in each queue and set alerts.



System administrators can create queues and assign supervisors in the Fuze Portal.

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Managing Queues

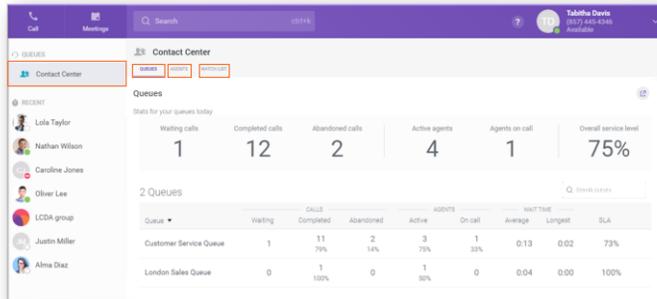
The **Contact Center** screen provides an overview of the queues assigned to a supervisor.

To view queue information:

- Click **QUEUES** to view queue information
- Click **AGENTS** to view specific agent information
- Click **WATCH LIST** to view a list of agents that may be monitored



Supervisors will only see information for queues they are assigned to in the Fuze Portal.



Supervisors can search for a specific queue by entering the queue name in the Search queues field.

In order to view queue information, a user must have a Contact Center license and be added as a Supervisor to the queue(s) by the System Administrator.

Viewing Stats for Your Queues Today

The **Stats for your queues today** section provides an overview of all queues for the current day.

- Statistics include:

- **Waiting calls**
- **Completed calls**
- **Abandoned calls**
- **Active agents**
- **Agents on call**
- **Overall service level**

Stats for your queues today					
Waiting calls	Completed calls	Abandoned calls	Active agents	Agents on call	Overall service level
1	12	2	4	1	75%

Waiting calls - the number of calls that are currently waiting to be answered by an agent.

Completed calls – the number of calls that were successfully answered by an agent.

Abandoned calls - the number of calls where a caller entered the queue but hung up before connecting to an agent.

Active agents - the number of agents that are currently signed into a queue.

Agents on call - the number of agents that are currently on a queue call.

Overall service level - the percent of queue calls that were handled in compliance with the service level agreement.

Viewing Queues Grid

The queues grid lists the call queues assigned to the supervisor and provides an overview of each queue.

Statistics include:

- **CALLS**
 - **Waiting, Completed, and Abandoned**
- **AGENTS**
 - **Active and On call**
- **WAIT TIME**
 - **Average, Longest, and SLA**



Queue	CALLS			AGENTS		WAIT TIME		
	Waiting	Completed	Abandoned	Active	On call	Average	Longest	SLA
Customer Service Queue	1	11 79%	2 14%	3 75%	1 33%	0:13	0:02	73%
London Sales Queue	0	1 100%	0	1 50%	0	0:04	0:00	100%

The queues grid displays 50 queues on each page. If a supervisor is assigned more than 50 queues, additional pages are created, and an index is displayed at the bottom of the page.

Waiting - the number of calls that are currently waiting to be answered by an agent.

Completed – the number of calls that were successfully answered by an agent.

Abandoned - the number of calls where a caller entered the queue but hung up before connecting to an agent.

Active - the number of agents that are currently signed into a queue.

On call - the number of agents that are currently on a queue call.

Average - the average amount of time that a caller waits on hold before the call is answered by an agent.

Longest - the longest wait time of all calls that are currently waiting in the queue.

SLA - the percent of queue calls that were handled in compliance with the service level agreement.

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Viewing Queue Details

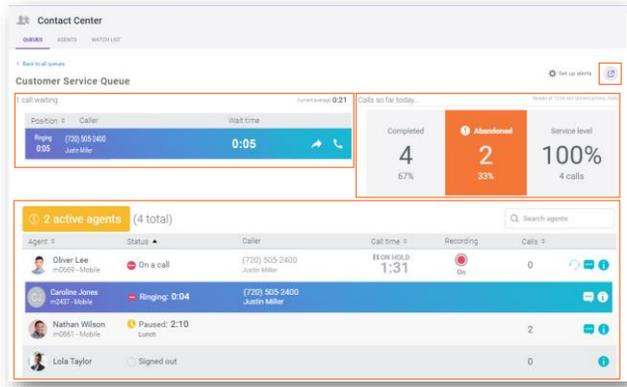
The queue details page provides call and agent information for the queue for the current day.

To view Queue details:

- Click the Queue name
- Available information includes:
 - # calls waiting
 - Calls so far today
 - # active agents



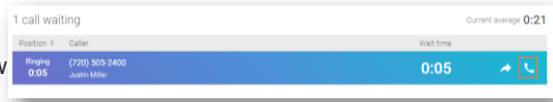
To open the queue details page in a separate window click  .



Calls Waiting – Viewing and Answering Calls

The **calls waiting** section displays the number of calls that are currently waiting for an agent to handle.

- Click  to open a call controller window and answer the call



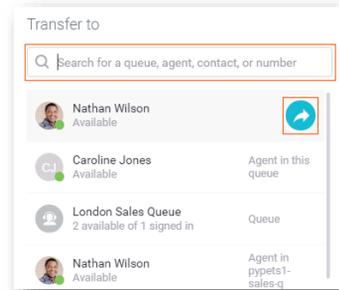
Calls Waiting – Transferring Calls

Use the transfer button to send a call waiting in the queue to an active agent.

- Click  to initiate the transfer
- Enter the name of the queue, agent, contact, or number to transfer the call to
- Hover over the row containing the queue or contact to transfer the call to
- Click  to transfer the call



A confirmation message is displayed in the queue screen following the call transfer.



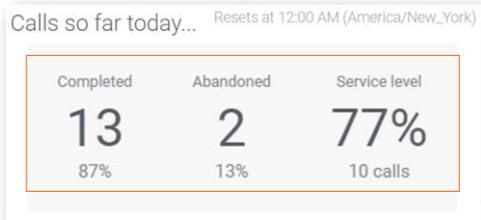
For queues, the number of available agents is displayed under the queue name on the **Transfer to** page. For agents and contacts, their status is displayed under their name.

Viewing Calls So Far Today

Calls so far today provides a summary of a specific queue's statistics for the current business day.

- View:

- **Completed**
- **Abandoned**
- **Service level**



Viewing Active Agents Grid

The agents grid lists the agents that are assigned to the queue. The number of active agents is displayed above the grid, followed by the total number of agents that are assigned to the queue.

- View:
 - **Agent**
 - **Status**
 - **Caller**
 - **Call time**
 - **Recording**
 - **Calls**

Agent	Status	Caller	Call time	Recording	Calls
2 active agents (4 total) Search agents					
Caroline Jones m2437 - Fuze Desktop	Ringing: 0:02				0
Oliver Lee m2559 - Mobile	On a call	(720) 505-2400 Justin Miller	ON HOLD 8:37	On	1
Caroline Jones m2437 - Mobile	Available: 9:04				3
Nathan Wilson m2561 - Mobile	Paused: 15:29 Lunch				2
Lola Taylor	Signed out				0



When an agent's status is not **On a call**, the amount of time since the agent ended their last call is displayed to the right of their status.

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Agent - displays the agent name, agent extension, and device type.

Status - Displays the status of the agent using the following statuses: Available, On a call, Paused (with pause reason), Signed out, or Wrapping up.

Caller - when the agent is on a call, this column displays the caller's number and name (when available).

Call time - when the agent is on a call, this column displays the duration of the current call.

Recording - gives supervisors the ability to view if an agent's queue call is being recorded.

Calls - the number of calls the agent handled for the current day.

Supervisors will be able to see if a queue call is on hold from the Queue Details screen. Supervisors will only be able to see current recording status and will not be able to adjust call recording states.

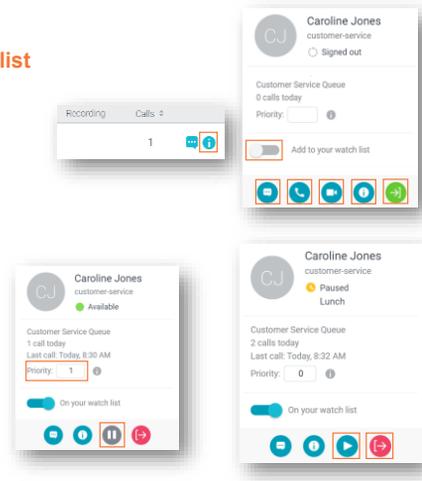
Supervisors can search for an agent from within their queue details view by entering an agent's name in the **Search agents** field.

Supervisors can see when an agent is being presented a call. Agents logged in

through Fuze desktop or a desk phone will present with a call **Ring**ing state. Agents logged in with a mobile peer will present as **on a call** when being rung.

Utilizing Agent Actions

- Click  under **active agents**
- Click  to add or remove an agent from your **watch list**
- Click  to open a chat conversation
- Click  to call an agent
- Click  to video call an agent
- Click  to view an agent's profile
- Click  to sign an agent into a queue
- Enter a number to change an agent's **Priority**
- Click  to pause an agent
- Click  to resume an agent
- Click  to sign an agent out of the queue



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When changing an agent's Priority, lower numbers receive calls before higher numbers. Priority can be set from 0 to 100. Any Priority settings configured for the agent in the Supervisor Console are active until the agent logs out. Long term Priority settings are configured in the Fuze Portal using penalties.

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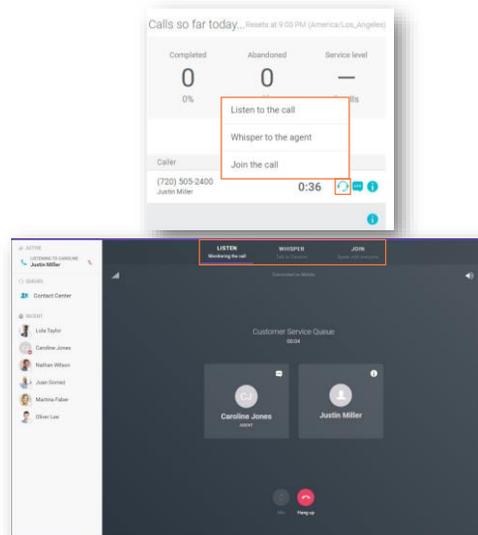
Monitoring an Agent's Call

To monitor calls on an agent's extension:

- Click  from the agent's grid
- Click **Listen to the call, Whisper to the agent, or Join the call**
- Click **LISTEN, WHISPER** or **JOIN** to change the monitor mode (optional)



Agents will not be able to see if a supervisor is monitoring their call in **LISTEN** mode.



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Monitoring options:

- **LISTEN**– allows the supervisor to listen to the live conversation between an agent and caller; supervisor will not be heard by either party.
- **WHISPER**– allows the supervisor to listen to the live conversation and to speak to the agent while being muted to the caller.
- **JOIN** – allows the supervisor to participate in the conversation with both parties.

Call monitoring can also be initiated from the queue details page in a separate window, or by clicking on the agent's information icon in the agent's grid.

Supervisors will be able to select which call to monitor if an agent is able to manage more than one call at a time.

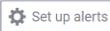
Training Objectives

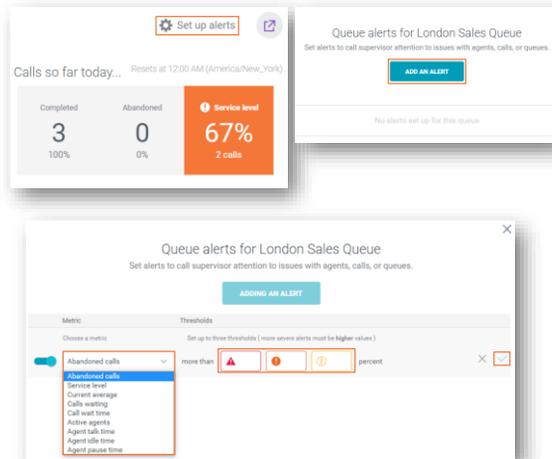
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Setting Alerts

To set alerts for a queue, from the queue details page:

- Click 
- Click 
- **Choose a metric** from the dropdown list
- Enter the alert **Thresholds**
- Click to save the alert



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Alerts must be set for each individual queue separately. Only one alert per queue can be created for each type of alert.

Available alert types include:

Abandoned calls – the number of calls where a caller entered the queue but hung up before connecting to an agent.

Service level - the percent of queue calls that were handled in compliance with the service level agreement.

Current average - the average amount of time that a caller waits on hold before the call is answered by an agent.

Calls waiting - the number of calls that are currently waiting to be answered by an agent.

Call wait time - the amount of time that a caller waits on hold before the call is answered by an agent.

Active agents - the number of agents that are currently signed into a queue.

Agent talk time - the amount of time an agent has been on a call with a caller.

Agent idle time - the amount of time since an agent received their last queue call.

Agent pause time - the amount of time an agent has been paused.

Editing and Deleting Alerts

To edit an alert:

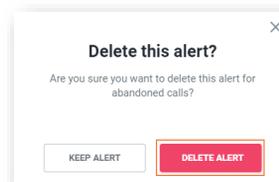
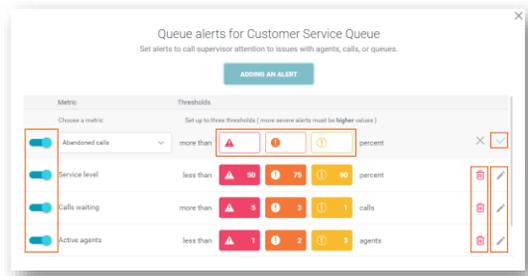
- Click 
- Edit the alert **Thresholds**
- Click  to save the changes

To delete an alert:

- Click 
- Click **DELETE ALERT**



Supervisors can toggle alerts on or off by clicking  next to the **Metric**.



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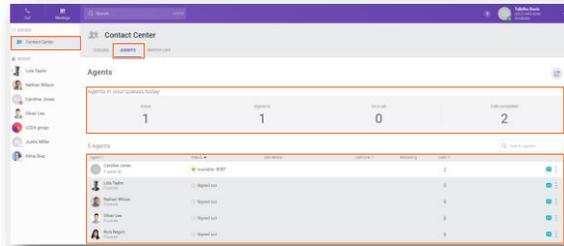
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Viewing Agents Tab

The **AGENTS** tab in the **Contact Center** screen provides an overview of agent information.

View:

- **Agents in your queues today**
 - **Active**
 - **Signed In**
 - **On a call**
 - **Calls completed**
- **Agents**
 - View all agent status across all available queues



Use the ellipsis associated with each agent to access agent profiles, sign agents in/out of queues as well as pause/resume specific queues or add agent to your watch list.

Viewing Watch List Tab

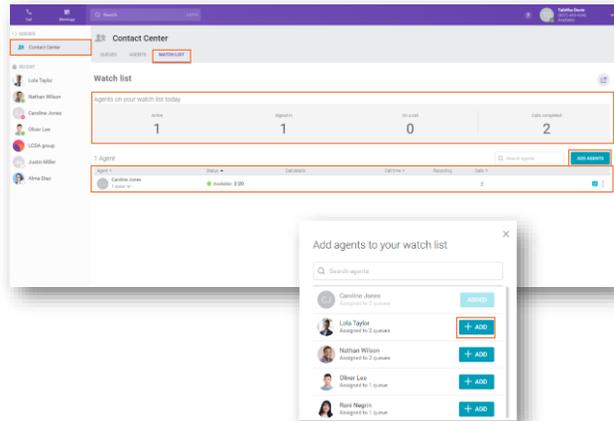
The **WATCH LIST** tab in the **Contact Center** screen provides information for agents on your watch list.

View:

- Agents on your watch list today
- Agent activity

To add an agent to your Watch List:

- Click **ADD AGENTS**
- Locate the agent
- Click **+ ADD**



WATCH LIST – as a supervisor, there is the ability to monitor a subset of agents by adding them to the **Watch List**. When a supervisor first navigates to the **WATCH LIST** tab, they will be presented with information on adding agents.

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Knowledge Check

1. True or false? Supervisors will only see queue information for queues they are assigned to in the Fuze Portal. **True**
2. True or false? Active agents is the number of agents that are assigned to the queue that are currently on a call. **False**
3. Which icon under call actions allows a supervisor to transfer a call to another queue, agent, individual, or number? 
4. True or False? A high priority number means the agent will get more calls. **False**
5. What does SLA stand for? **Service Level Agreement**
6. Agent actions can be changed by clicking which icon? 



Thank You!