



OSSmosis 5 User Guide


Call Center Supervisor Management

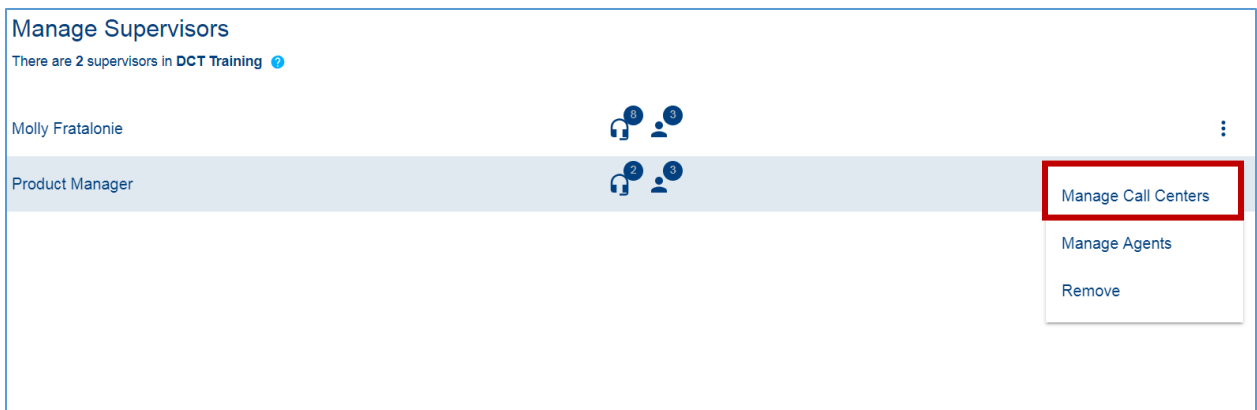
Manage Supervisors

Manage Supervisors provides a list of all available supervisors at the selected location. From the list provided, you can drill down into each supervisor and manage the agents and call centers they are supervising.

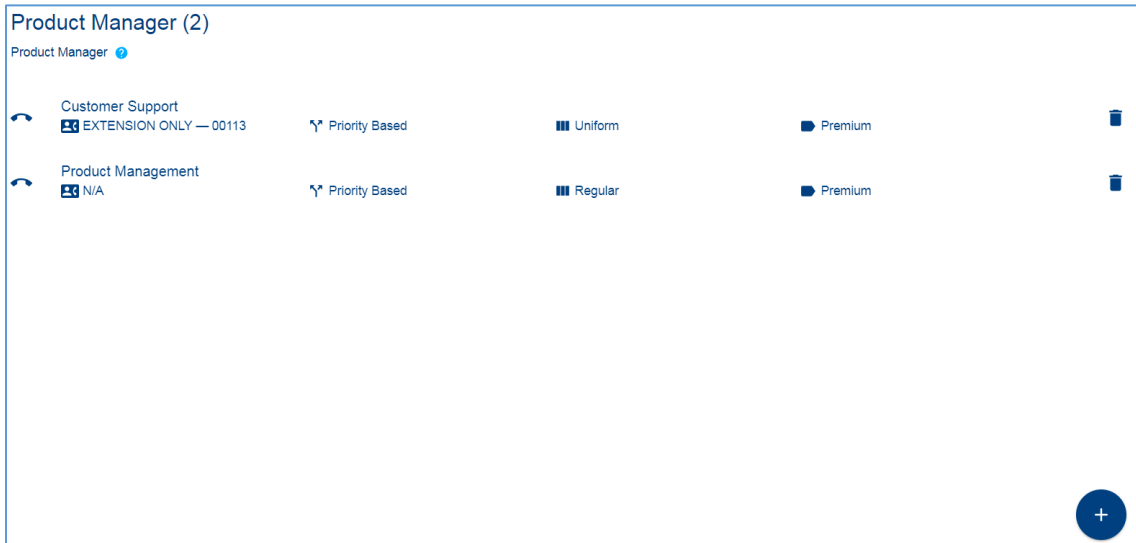
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Manage Call Centers

1. From the Manage Supervisors main page, select the *Options* icon  and from the menu select “Manage Call Centers”.



2. A list of all call centers the supervisor is monitoring will open.

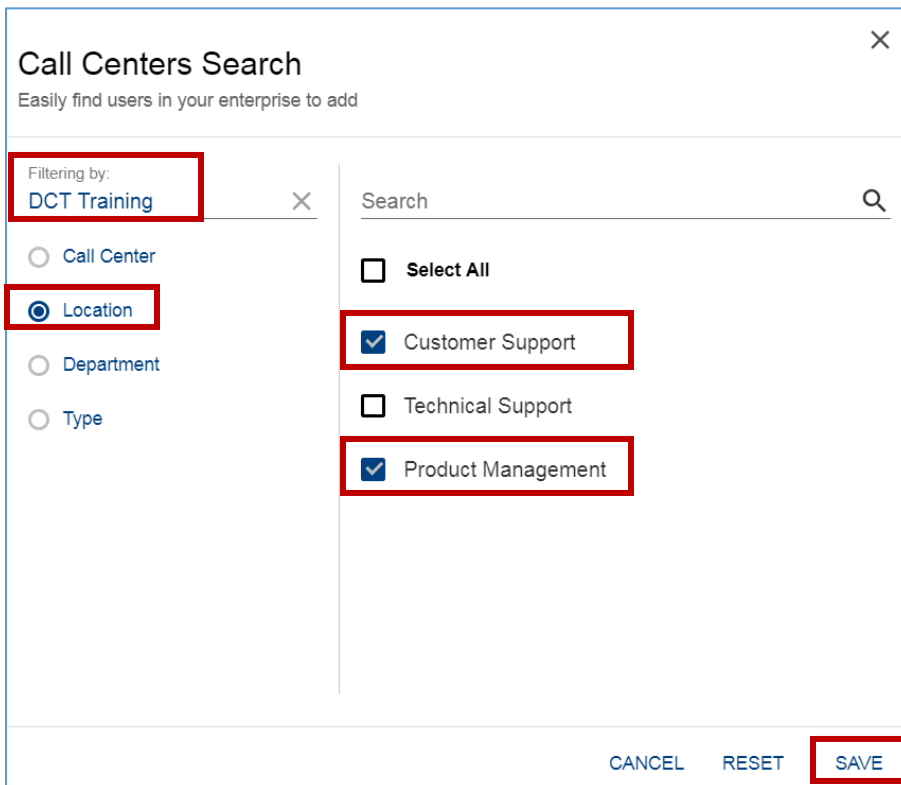


Assigning a Call Center

1. Select the *Add* icon.

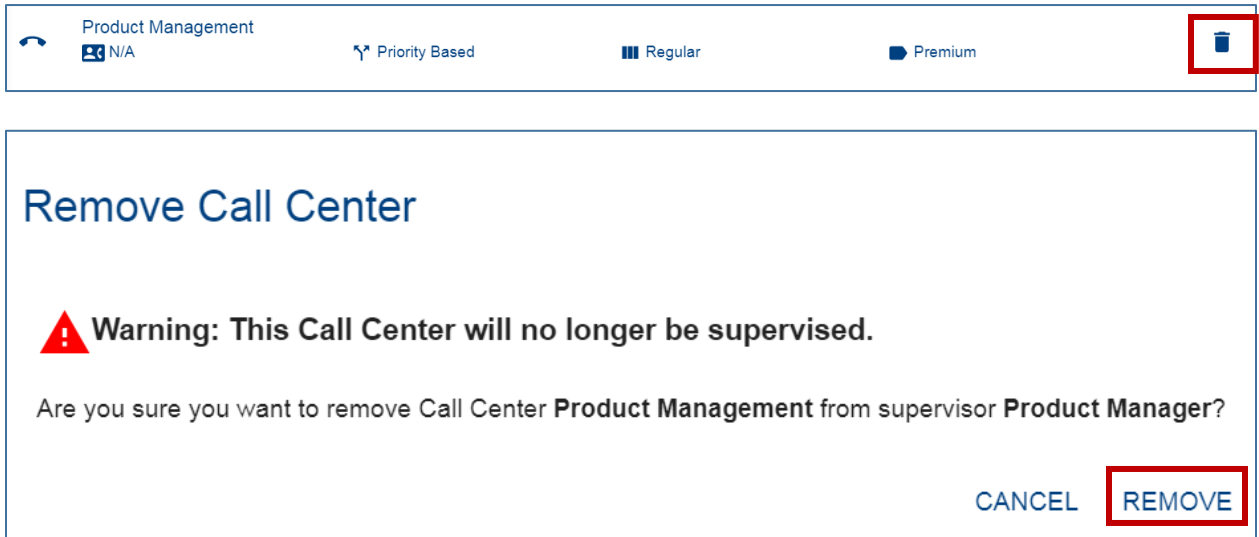


2. The advanced search popup window will open. You can search for call centers by Call Center, Location, Department or Type. Once a search option has been chosen, select the call centers to assign to the supervisor and select “Save”.




Removing a Call Center

1. To remove a call center from the supervisor, select the *Delete (trash can)* icon next to the call center you wish to remove. A confirmation popup will appear to confirm you want to remove that call center from the supervisor. Select “Remove”.

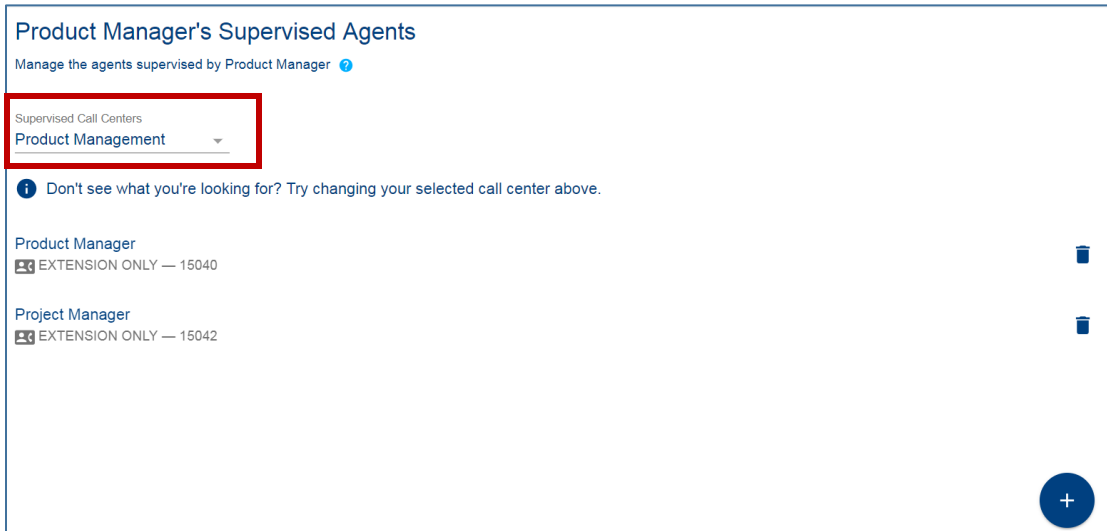


Manage Agents

1. From the Manage Supervisors main page, select the *Options* icon  and from the menu select “Manage Agents”.

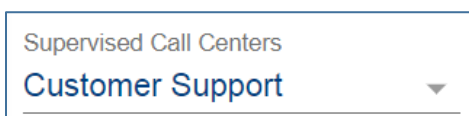
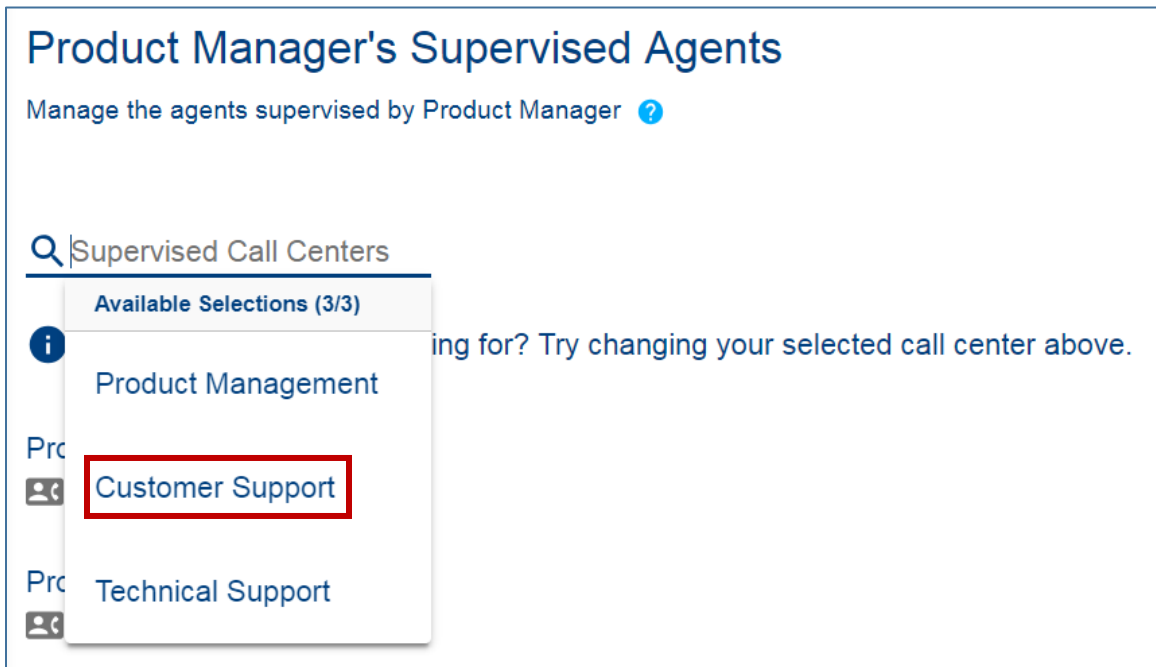



2. A supervised queue and assigned agents will open.



Assigning Agents

1. From the Supervised Call Centers drop down, select which call center you wish to assign the agents to the supervisor.



2. Once the Supervised Call Center is selected, you can select the *Add* icon  to select available agents to add.

Add Supervised Agents ×

Manage users on Call Center Customer Support (dct_cc-0001008239-6-11)

Search 🔍

- Select All**
- Customer Service
4408084851.15041
- Molly Fratalone**
4408084868
- Product Manager
4408084851.15040
- Project Manager
4408084851.15042


CANCEL RESET SAVE

Unassigning Agents

1. To unassign an agent from a supervisor, select the *Delete (trash can)* icon next to the agent you wish to unassign. A confirmation popup will appear to confirm you want to unassign that agent from the supervisor. Select “Remove”.

Product Manager
EXTENSION ONLY — 15040 🗑️

Remove Supervised Agent ×

 **Warning:** This agent will no longer be supervised.

Are you sure you want to remove agent **Product Manager** from call center **Customer Support**?

CANCEL **REMOVE**