



OSSmosis 5 User Guide

Call Center Supervisor Staffing

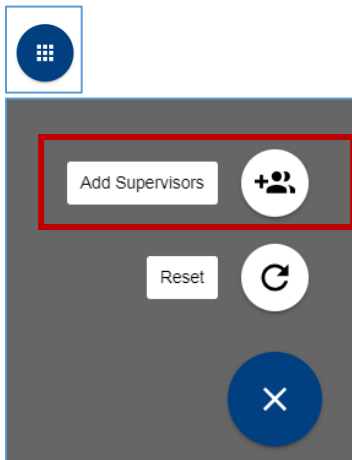
Supervisor Staffing

Supervisor Staffing provides the ability to add, remove and manage agents assigned to supervisors within a queue.

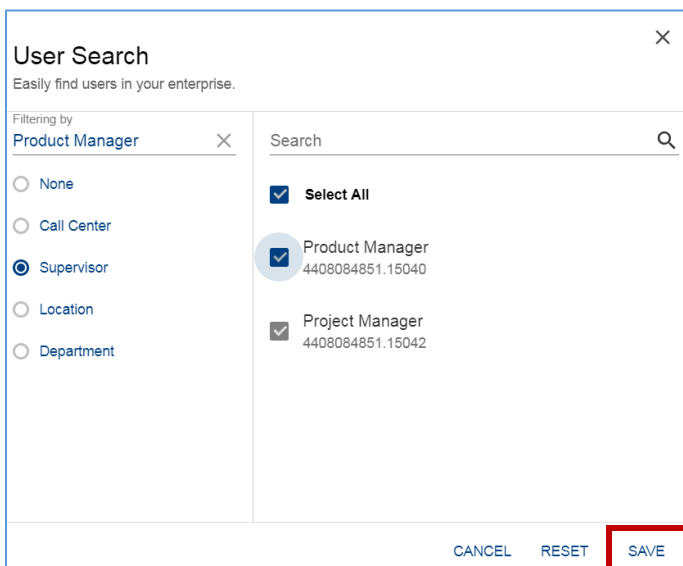
- [Adding New Supervisors](#)
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- [Removing Supervisors](#)

Adding New Supervisors

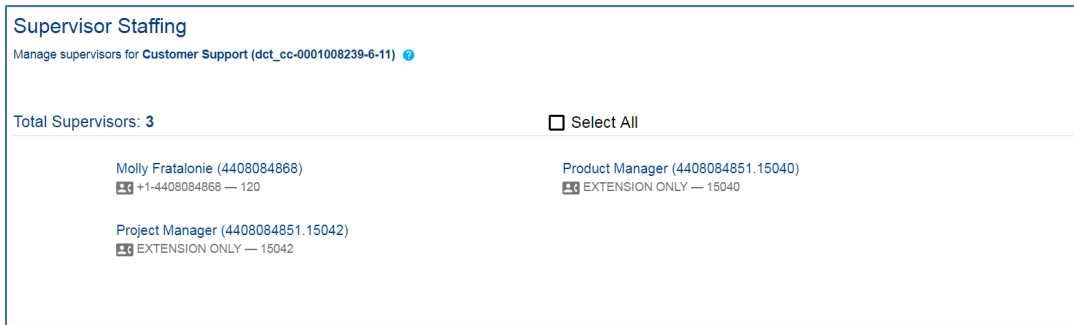
1. Select the *Actions* icon and *Add Supervisors* icon.



2. Locate and select supervisors in the advanced search by Call Center, Location or Department. Select "Save".

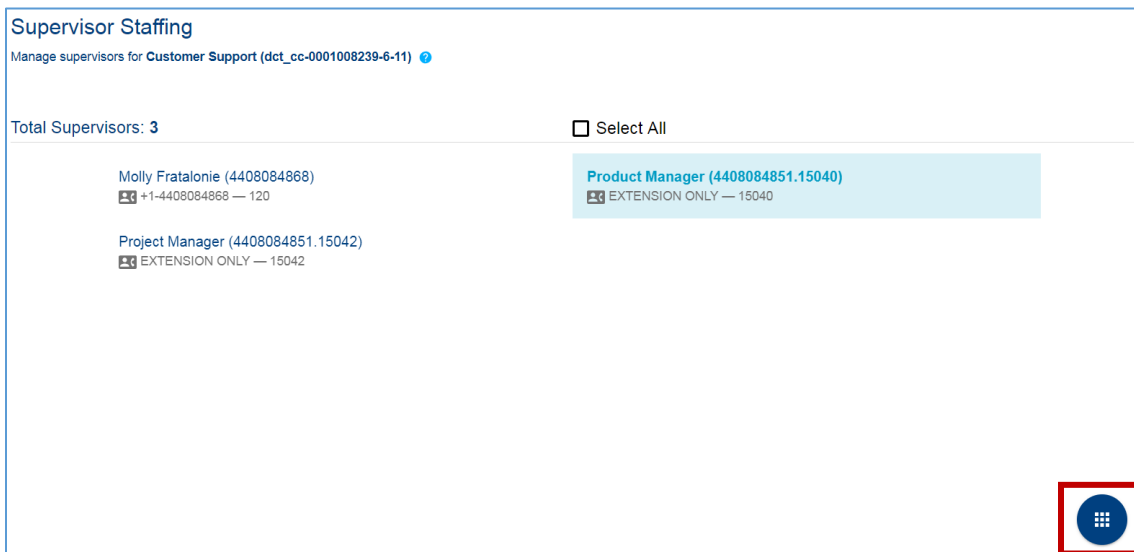


3. Newly added supervisors will appear on the Supervisor Staffing page.

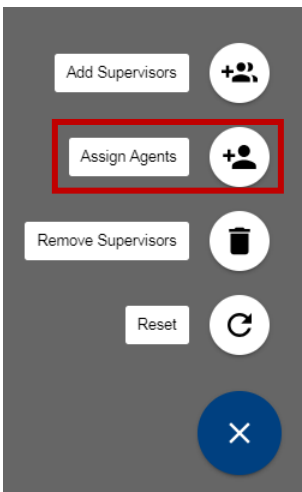


Assigning Agents to a Supervisor

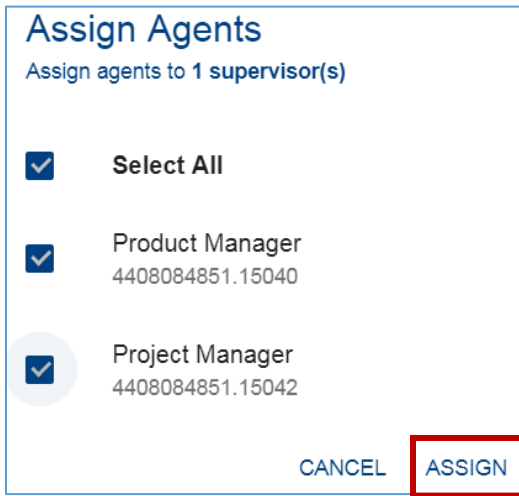
1. On the Supervisor Staffing page, click and highlight all of the supervisors that need to be assigned to agents.



2. Select the *Actions* icon and *Assign Agents* icon.



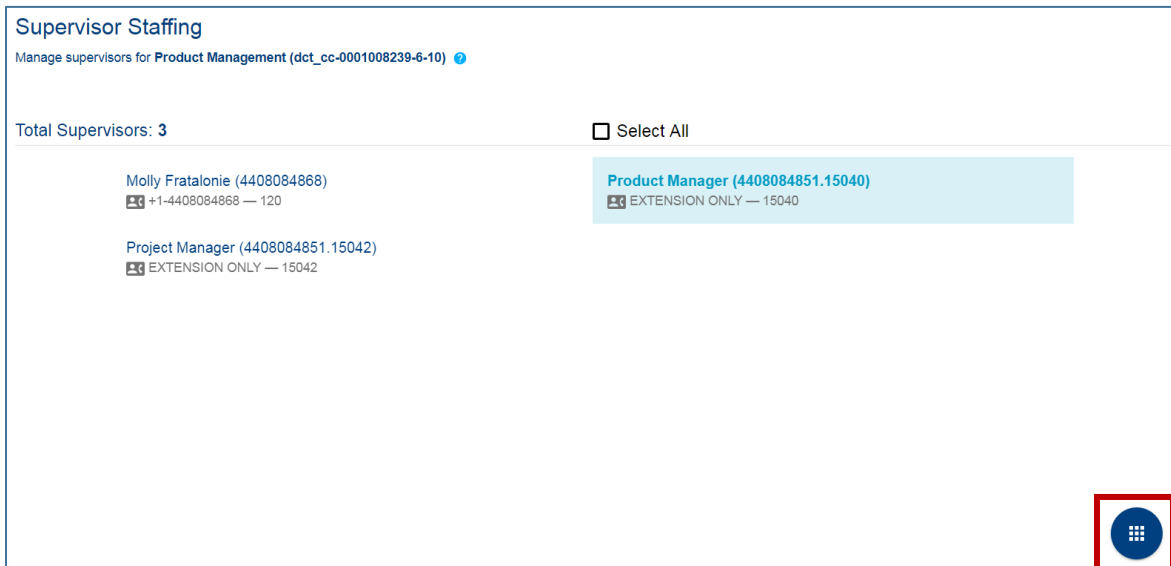
- The Assign Agents popup will open. Select the agents to which the supervisors should be assigned and select “Assign”.



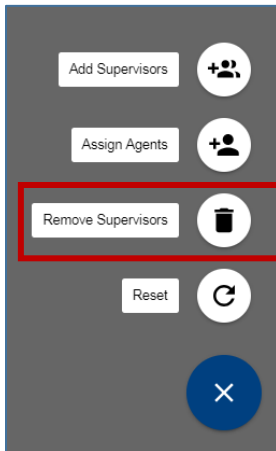
- A successful assignment popup will appear in the Supervisor Staffing window.

Removing Supervisors

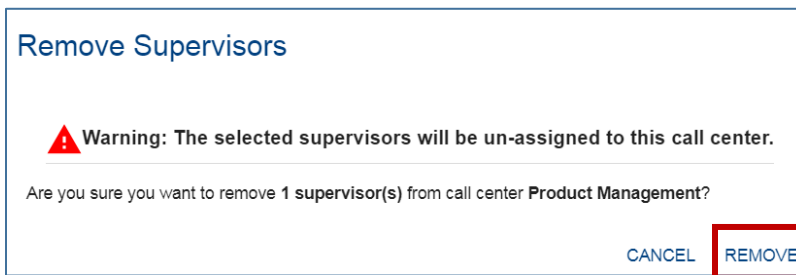
- On the Supervisor Staffing page, click and highlight all of the supervisors that need to be removed from supervising the queue.



2. Select the *Actions* icon and *Remove Supervisors* icon.



3. A warning popup will appear to validate the action of removing the supervisor(s). Select "Remove".



4. A successful removal popup will appear in the Supervisor Staffing window.