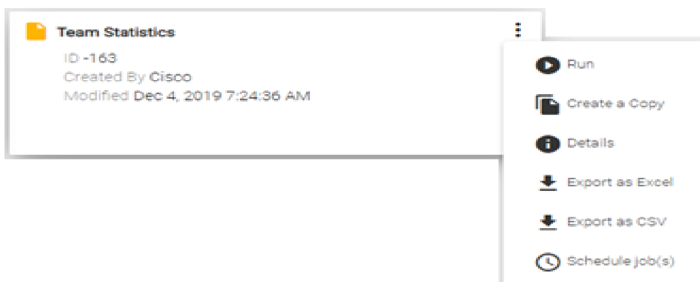
WCC Supervisor Quick Start Guide

Where do I run and schedule reports?

Reporting and Analytics

Visualization - This tab allows you to view and schedule standard reports to be emailed, as well as create custom reports. Standard reports are contained in the following folders and include: Business Metrics, Historical Reports, Real-Time Reports.

- Find or create the desired report
- Select the three dots in the upper righthand corner
- Select RUN to view the data
- BEST PRACTICE: Before adjusting any default report select Create a Copy
- Select Schedule job(s) to set up a reoccurring schedule to automatically email



How do I monitor live agent calls?

Monitoring

- Search to find the **Queue**, **Site**, **Team** or **Agent** you would like to listen to.
- Enter a 1 + the phone number you would like the system to call you at.
- Select from the three monitoring options: **Monitor Next Call, Mid-Call Monitor, Continuous Monitor**
- While monitoring you can **Whisper** to provide coaching that only the agent can hear, or **Barge In** to take over the call and conference all parties.

How do I listen to calls that have been recorded?

Recording Management

- To listen to a call recording, filer by **Date & Time**, **Queue, Site**, **Team**, **Agent**, **Wrap Up Code** or **Tag** for the desired call. Select the three dots next to the call you would like to hear and then press **Stereo** to hear both agent and customer**.**