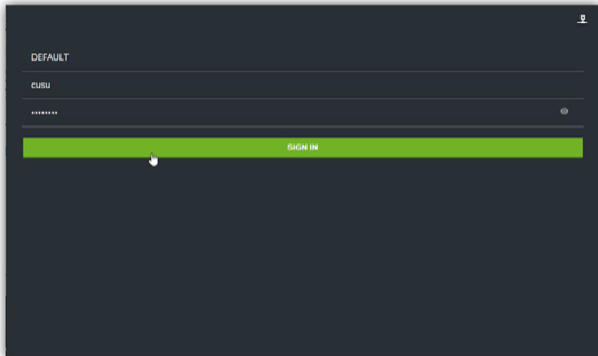


About the Web Supervisor

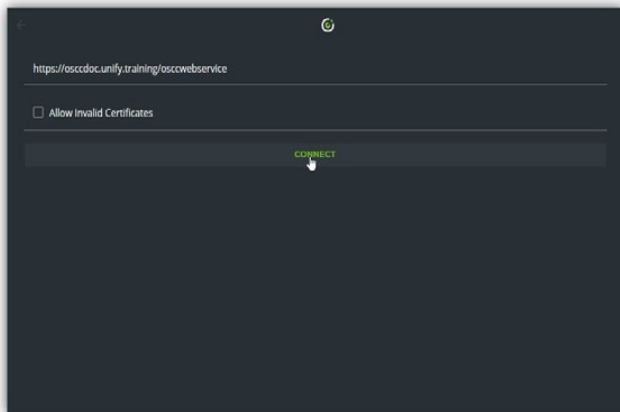
- The Web Supervisor is started by connecting to the supervisor/application on the Application Server.
- This application then establishes the connection to the OpenScape Contact Center via the OSCC Web Service (osccwebservice/).

Connecting and Logging on

- Connecting to the OSCC Web Service;
 - Enter the URL of your OSCC Web Service on the start page
 - https://application_server/osccwebservice
 - If your server does not have a trusted certificate, then you must select the option
- Log On as OpenScape Contact Center user:
 - Enter your credentials as an OpenScape Contact Center user:
Tenant
User name
Password
- Click Sign In.



- Allow Invalid Certificate
- Click CONNECT.

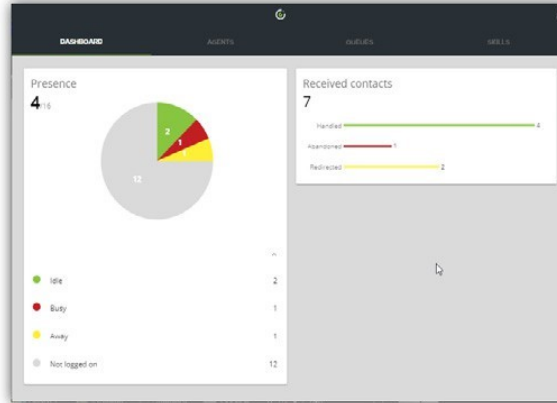


Web Supervisor Views

DASHBOARD

- The dashboard provides a graphical overview of the overall situation in your contact center.
- You see at first glance;
 - Agent presence:

Free, Busy, Away, Not logged in
 – Received Contacts:
 Handled, Abandoned, Redirected



- Panel AGENTS:
 - List of all agents under your care with detailed information.
 - You can customize the columns shown by clicking the icon.
 - You can tap an agent to open the details panel for an agent.

Name	Routing state	Time in routing state	Handled contacts	Total handling time	Average hand time
Can Fixit Away	Unavailable	00:26:29	0	00:00:00	00:00:00
Does Sellit Away	Unavailable	00:02:08	0	00:00:00	00:00:00
Drof Gnatsum Busy	Work	00:19:55	0	00:00:00	00:00:00
Will Knowit Active	Available	00:08:16	1	00:19:24	00:19:24

Unify OpenScape Contact Center

Web Supervisor

Quick Reference Card

A31003-S22B0-U107-01-7619

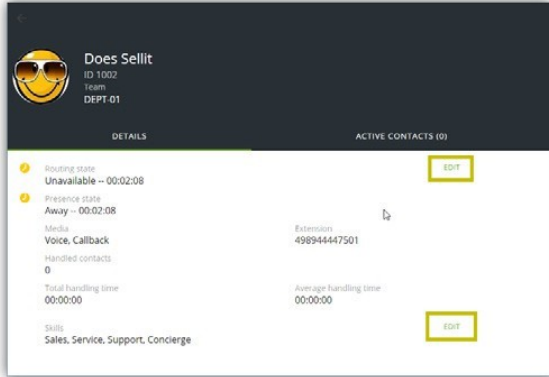
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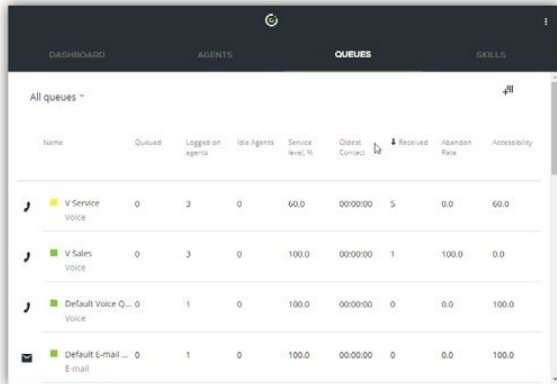
- Panel AGENTS Details:

- All statistics for the respective agent are displayed in the detail area.
- You also have the option of tapping the two EDIT buttons to:
- Change the routing state of this agent.
- Change the skills or group membership of this agent.
- You can also see all active contacts for this agent.



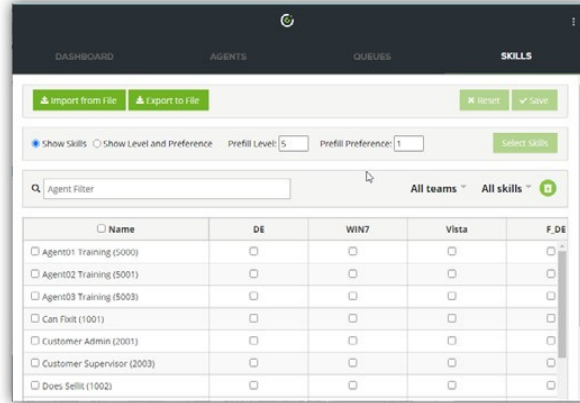
- Panel QUEUES

- List of all queues you manage with detailed information.
- You can customize the columns shown by clicking the icon.
- You can tap a queue to view details.



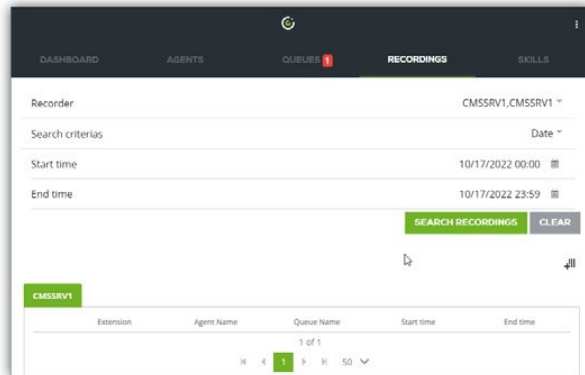
- Panel SKILLS

- This area is only present if your system uses skill-based routing.
- You see the agent's skills in a table overview and can also export this view to an Excel worksheet or import it from an Excel worksheet.
- adjust them.



- Panel RECORDINGS

- This area is only displayed if (i) your system uses Basic Voice Recording and (ii) you have the special "Search Recordings" permission.



- You can search the recordings by date, agent, queue,... browse and listen to or download recordings.