TDS[®] managedIP Hosted

Call Center Supervisor Guide

Supervisor Web Portal Settings

	Call Control					
Announcements	Save					
► Profile						
► Calling Features	Call Center - Agent	Call Center Type: Hide Call Centers View Settings ACD State: Sign-Out 💌				
► Utilities		Premium Join Call Center ID Phone Number Extension				
⊫ My Calls		6082102410 6082102410 2410				
	Call Center - Supervisor	Hide Call Centers				
		Call Center ID Phone Number Extension Type				
		6082102443 6082102443 2443 Premium Edit				
	Call Transfer	Edit				
	Call Waiting	⊙ On 🔿 Off				
	Music On Hold	⊙ On ◯ Off				
	Push to Talk	Auto-Answer: 💿 On 🔘 Off 🛛 Edit				
	Remote Office	🔿 On 💿 Off				
	Shared Call Appearance	Service is Off View Edit				
	Save					
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Joining a Call Center and changing Call Center State

As a supervisor, in addition to having the ability to monitor agent and queue status, you can also join a queue to take calls.

To join a call center and change your status:

- 1. At the User level, select Calling Features Call Control
- 2. Click the **View Call Centers** button to the right of Call Center Agent. The button will then change to *Hide Call Centers*.

Call Center - Agent	Call Center Type: Premium	Hide Call Centers View Setting		View Settings	ACD State: Sign-Out 🛛 👻		*
		Join	Call Center ID	Phone Number	Extension		
		V	6082102410	6082102410	2410		
	5						

- 3. Click each box under the header titled *Join* to join the Call Center(s) and then select the ACD state and unavailable code from the drop-down.
- 4. Click **Save**.

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Add/Remove Supervised Agents

To add or remove supervised agents:

- 1. At the User level, select Calling Features Call Control.
- Click the View Call Centers button to the right of Call Center Supervisor. The button will then change to Hide Call Centers.

Call Center - Supervisor	Hide Call Centers				
	Call Center ID	Phone Number	Extension	Туре	
	6082102443	6082102443	2443	Premium	Edit

3. Click on the Edit button to the right of the Call Center queue you wish to edit.

4. Click on the agent(s) you, as the supervisor, either want to add or remove.

Call Center - Supervisor		×
Available Agents	Supervised Agents	^
	Meier, Scottie (6082102447) Smith, John (6082102442)	
	Add > <remove< th=""><th>III</th></remove<>	III
	Add All >> </th <th>~</th>	~
<) () () () () () () () () () () () () ()	2
	Save	el

5. Click Save.

Note: Any changes made to your Call Center "state" via the web portal will be reflected (real-time) on both your Polycom telephone and your desktop client (if used).



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Changing Agent Settings

To change Guard Timer or Unavailable Settings:

1. Click the **Edit** button to the right of Call Center – Agent. The following screen will then pop up:

Call Center - Agent	×
Call Center service assigned: Premium	
Use Guard Timer Setting: Default	
Enable guard timer for 5 seconds	
Use Agent unavailable settings: Default	
Source Agent to unavailable on Do Not Disturb activation	
Force Agent to unavailable on personal calls	
Force Agent to unavailable after 3 consecutive bounced calls	
	Close

2. Check or uncheck the Agent Settings to make them active.

3. Click Save.

For more information on configuring Guard Timer and Unavailable Settings, please see the **Agent Default Settings** section.

Feature Access Codes

There are a number of Feature Access Codes that can be entered in to your phone that directly apply to Call Center functionality. They are as follows:

Escalate Call to Supervisor (#83) Forced Forwarding Activation/Deactivation (#72/#73) Initiate Silent Monitoring (#82) Make Outgoing Call as Call Center (#80) Make Personal Outgoing Call (#81) Monitoring Next Call (#84) Night Service Activation/Deactivation of Manual Override (#70/#71)

Additional Support

- Contact the managedIP Administrator at your company or
- Visit support.tdsmanagedip.com/hosted for additional resources