



Supervisor Web Portal Settings

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*.

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**.



TDS[®] managedIP Hosted

Call Center Supervisor Guide

Add/Remove Supervised Agents

To add or remove supervised agents:

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

Call Center ID	Phone Number	Extension	Type	
6082102443	6082102443	2443	Premium	<input type="button" value="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)

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).



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 [X]

Call Center service assigned: Premium

Use Guard Timer Setting: Default

Enable guard timer for 5 seconds

Use Agent unavailable settings: Default

Force 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