Supervisor

User responsible for monitoring operations, managing resources, and ensuring service quality.

Key Features

- Active conversation monitoring.
- Agent performance monitoring.
- Chat assignment and redistribution.
- Operational reporting and analytics.
- Team and permission management.
- Access to performance metrics and key indicators.
- Service Level Agreement (SLA) monitoring.
- Conversation auditing.

Key Benefits

- Full operational visibility and control.
- Optimized resource allocation.
- Continuous service improvement.
- Enhanced visibility into performance indicators.

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