Supervisor

image-1674578891737.png

image-1674578912028.png

Types of licenses
image-1674578961138.png

Permissions

The Supervisor profile can see in the left side section all the features supported for your security group.

image-1674579001110.png

Administration

A user with administration permissions will have the following features in the portal.

- Users
- Campaigns
- Providers
- Audios
- Dialers
- Reports
- Quality
- Gamification

- Workforce
- System
- Configuration

Supervision

A user with supervision permissions will have the following features in the portal.

- Gamification
- Campaigns
- Dialers
- Status
- Forms
- Recordings
- Reports

Supervisor with Telephone

If we create an Agent user that has the same name and password as a Supervisor user, we will create the Supervisor with a telephone.

Unlike a normal Supervisor user, he can belong to campaigns, use the telephone and use the breaks that correspond to the following changes:

Breaks

On the top of the screen we can see a cup-shaped icon as the image shows.

image-1674579037059.png

To exit the pause, just press the Play button.

Unified Inbox

> Supervisor inbox works the same as Agent - Unified Inbox

Telephone

> The functionalities of the telephone will work the same as in Agent - Telephone

Calls

> Call options work the same as Agent - Calls

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