Zylinc

LIBERATING

Zylinc supervisor features

Quick overview

Supervisor features

If you're a supervisor who oversees the operation of a call center, you can get access to special supervisor features in Zylinc Attendant Console and Service Center.

Supervisor features, like the ability to listen to calls, or even take part in them, can be useful in many scenarios, for example when you train new agents, when you need to monitor the quality of your unit's customer service, or if tempers flare during a conversation and the agent signals for help.

> ✳ If you want to use supervisor features, your Zylinc administrator must give you supervisor privileges. Ask your Zylinc administrator if you're in doubt.

> ⚠ Local legislation may govern your ability to listen to ongoing conversations. Make sure that you comply with legislation in your area.

Listen, whisper, or barge in on conversation

As a supervisor, you can view, listen to, and even take part in other agents' calls:

1. Make sure that you wear a headset with two-way audio.

2. In the Attendant Console or Service Center menu, select **Actions > Supervisor**.

   > ✳ You can only open the Supervisor features when you're idle ▰, that is when you don't handle a call yourself.

   When the **Supervisor** window opens, your status changes to busy ▰, and you'll not be able to answer calls.

   The window lists every agent who's able to work on the same queues as you. You and the agents don't need to actively subscribe to the same queues for you to see them in the list, it's enough that you could potentially work on the same queue.

   > 💡 If the list of agents is long, you can use the field in the top left part of the window to filter it.

3. Select an agent who's busy ▰ with an ongoing call, and then click the **Listen** button immediately below the list of agents.
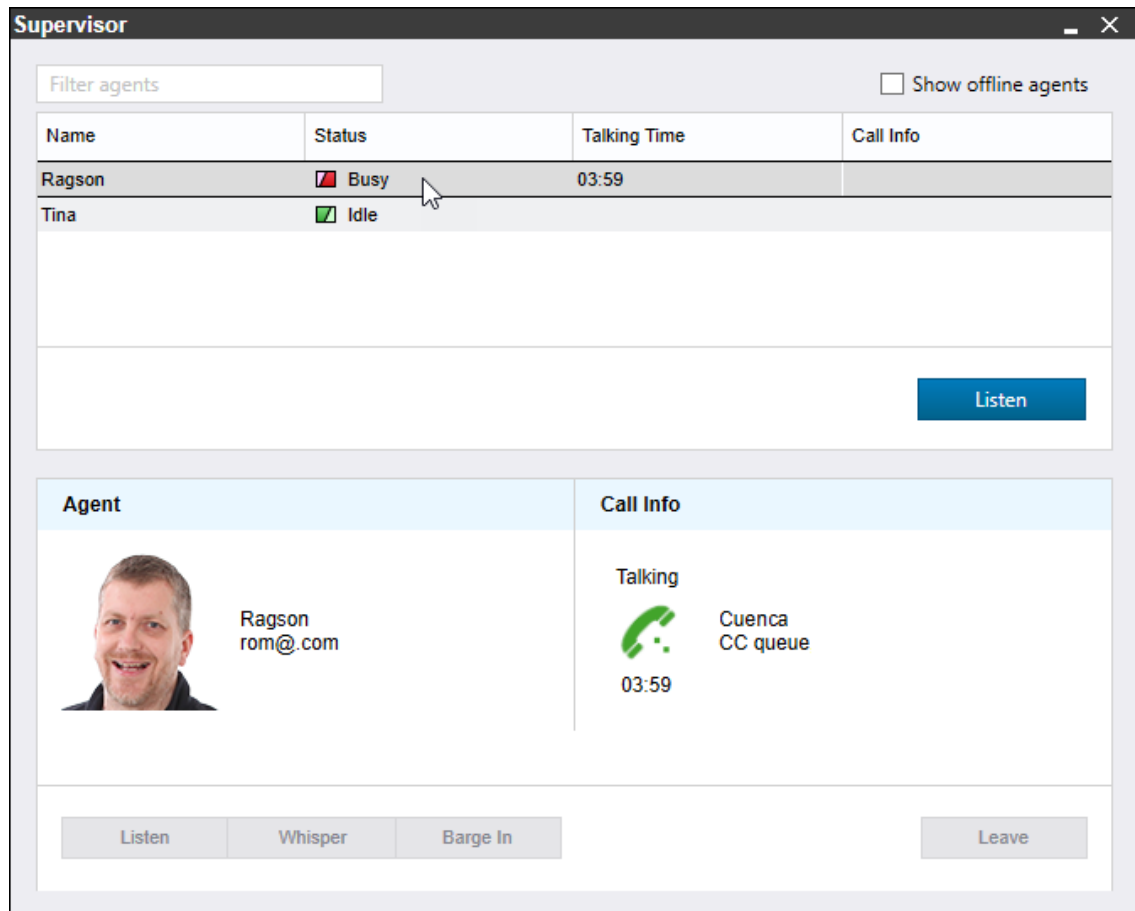
✳ Remember that agents can be busy 🔲 even if they don't handle a call, for example if they're busy on Skype for Business.

4. You're now in **Listen** mode. In the bottom part of the window, you can switch between three modes:

    ▪ **Listen**: Neither the agent, nor the caller can hear you

   ✳ The agent gets no visual indication that you're listening.

    ▪ **Whisper**: The agent can hear you, but the caller can't

    ▪ **Barge In**: The agent and the caller can both hear you

5. When you're done, click **Leave**.

Always keep track of who can hear you

When you're in one of the three modes (**Listen**, **Whisper**, or **Barge In**), you can always view who's able to hear you.

In this example, the supervisor is in **Listen** mode, so neither the agent, nor the caller can hear them:
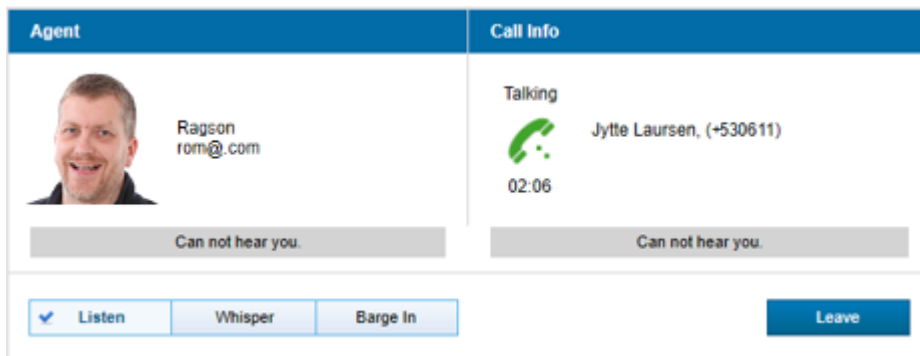

Log agents out

If required, you can log agents out of their Zylinc clients. This can be useful if agents have forgotten to log out at the end of their shift.

1. Open the **Supervisor** window (see the previous).

2. Right-click the agent you want to log out, and select **Log out [name of agent]**.

   ❋ You can only log out agents who are idle ▨, that is when they don't handle calls.

3. The agent gets a pop-up message in their Zylinc client, and is then logged out a few seconds later.
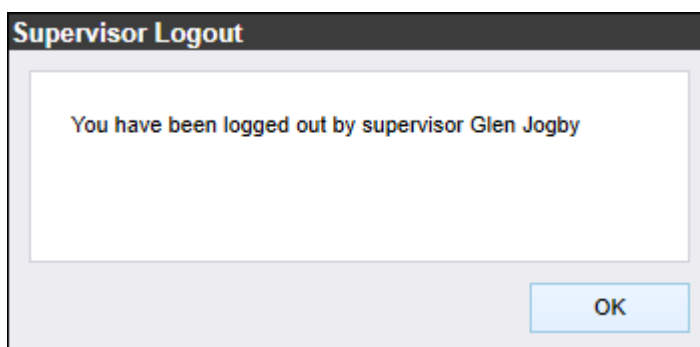
Get in touch with Zylinc

The Zylinc sales team has vast experience with multi-channel contact center solutions of all sizes, for all types of organizations.

They'll be happy to help you assess your needs and recommend the right implementation for you.

Contact the Zylinc sales team on info@zylinc.com, call them on +45 7023 2328, or chat with them on www.zylinc.com.

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