

5.3 Supervisor Tutorials

Bright Pattern Documentation

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Overview

Supervisor tutorials provide specific instructions for users who actively manage agents and teams in Agent Desktop; topics include the following:

- [Agent management](#)
- [Using calendars](#)
- [Operating campaigns](#)
- [Email queues](#)
- [Real-time metrics](#)

Agent Management

Agent management tutorials explain how supervisors may perform tasks such as monitoring agents, grading calls, forcing agents into different states, and so forth.

[Flagged-Agent-Options-50.PNG](#)

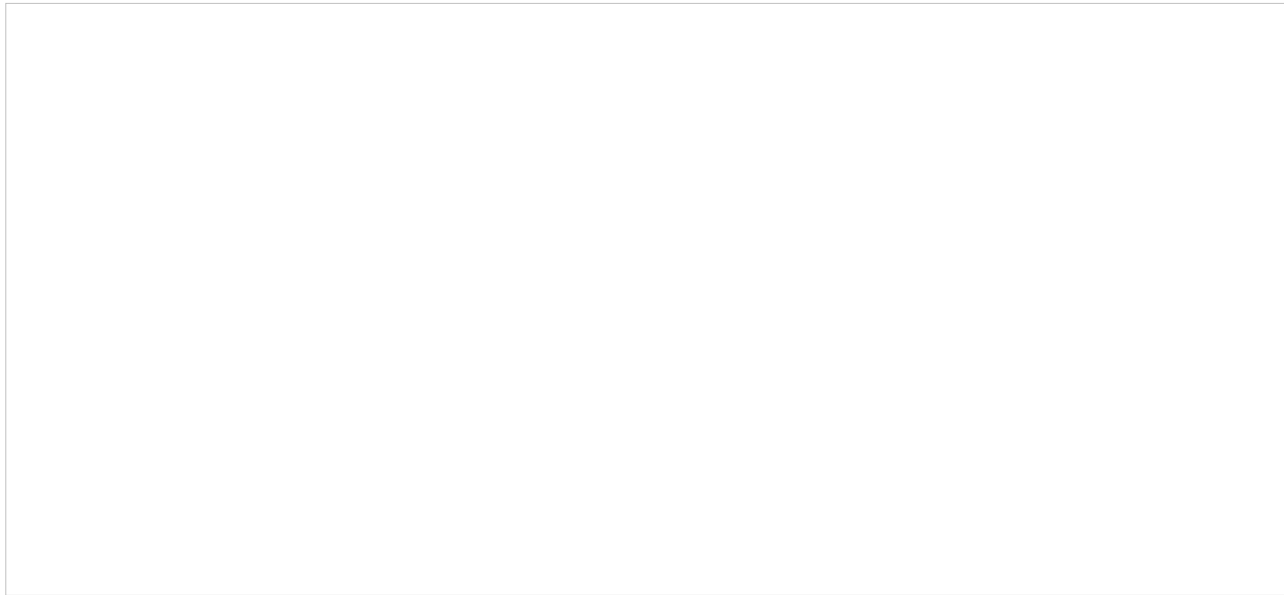


Section Articles

- [How to Change an Agent's State](#)
- [How to Continuously Monitor Agents](#)
- [How to Grade Calls in Progress](#)
- [How to Monitor Agent Screens](#)
- [How to Turn On/Off Supervision Modes](#)

Calendars

Calendar tutorials describe how to manage agent calendars, including reassigning an agent's calendar events.



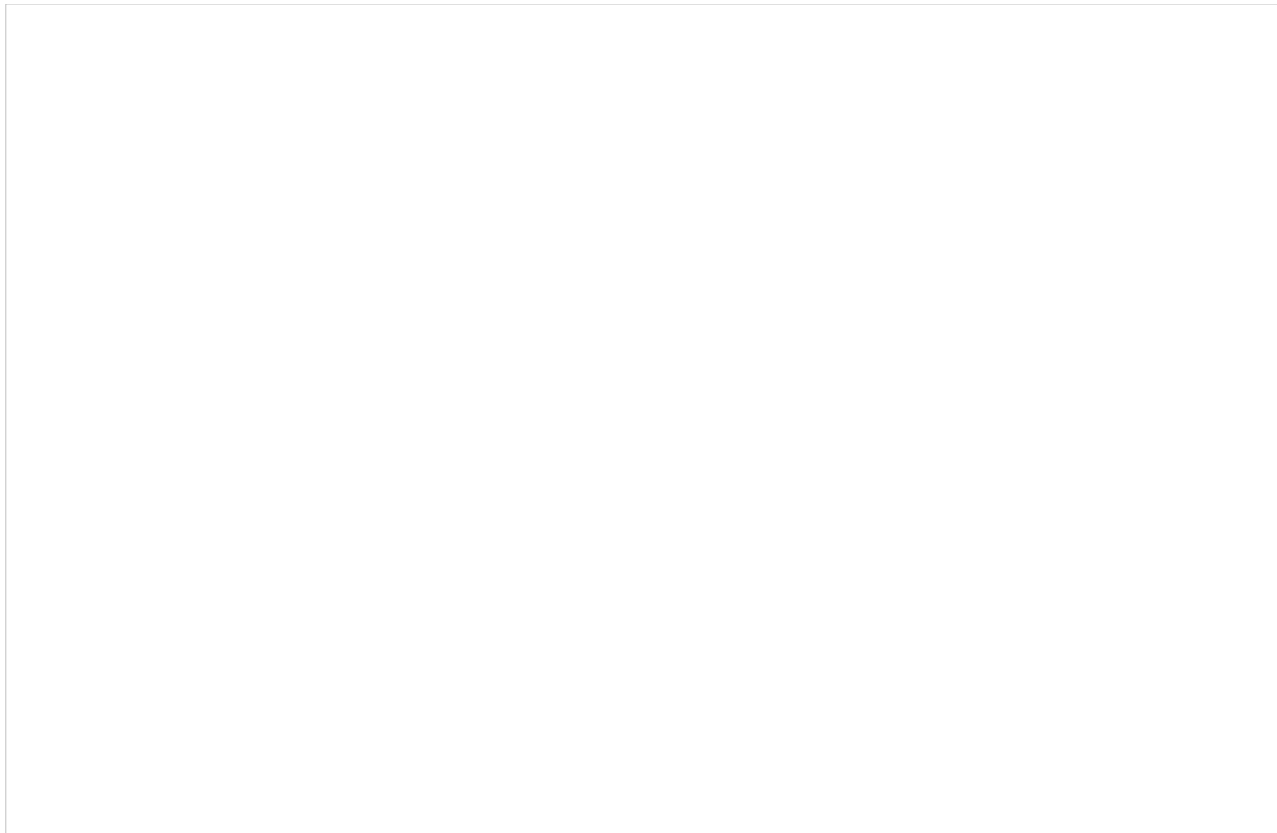
Managing agent calendars

Section Articles

- [How to View an Agent's Calendar](#)
- [How to Reassign an Event](#)
- [How to Reassign All of an Agent's Events to Another Agent](#)

Campaigns

Campaigns tutorials explain basic campaign operation functions, such as how to start and stop a campaign, how to enable and disable a call list, how to manage campaign teams, and so forth.



Campaign operation

Section Articles

- [How to Start and Stop Campaigns](#)
- [How to Enable and Disable Lists within a Campaign](#)
- [How to Add and Remove Campaign Teams](#)

Email Queue

Email queue tutorials explain how supervisors can manage both team queues and agents' personal queues.



Email queue

Section Articles

- [How to Manage Queues](#)
- [How to Review and Assign Email to Agents](#)

Real-Time Metrics

Real-time metrics tutorials describe how to customize the statistics and attributes that are displayed on the Supervision screen, as well as related alerts.



Metrics selectio

Section Articles

- [Customizing Metrics](#)
- [Customizing Real-Time Metric Alerts](#)