



5.8 Supervisor Tutorials

Bright Pattern Documentation

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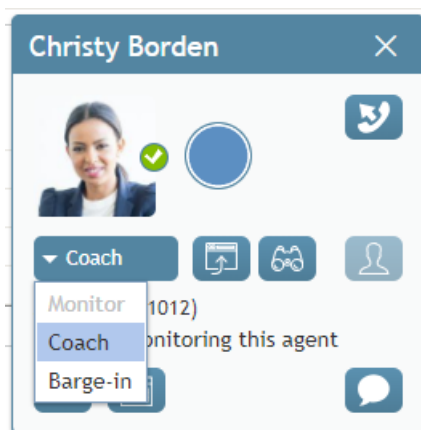
Supervisor Tutorials Overview

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.



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.

The screenshot shows a user interface for managing agent calendars. On the left is a sidebar with icons for Directory, Favorites, Recent, and Dial Pad, along with a search bar. The main area displays a calendar for 'Alan Jenks' for January 2018. The calendar grid shows several events: 'Ba 1 on 1' on Tuesday, Jan 30; 'Ba check in with t' on Wednesday, Jan 31; '12a lunch meeting' on Friday, Feb 2; and 'Ba PTO' on Wednesday, Feb 7. A right-hand panel shows details for the '1 on 1' event, including the date (Jan 30, Tue), time (08:00AM - 09:00AM), and a reminder set for 10 minutes before. The interface is powered by Bright Pattern.

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.

03:18 | EmailService | WT: 4503:42:36 | Q: 100 | Powered by Bright Pattern

Campaigns

Name	Completed	Mode	Logged In	Busy	Ready	Not Ready	Occupancy	OUT Queue Abandoned %	OUT Routed
Survey	0		2	1	1	0	100	0	0
Survey Retest	0		2	0	2	0	99	0	0

Survey Retest

Total Records	0	Total Completed	0	Total DNC	0	Total remaining	0	Attempted	0
Completed	0	ASR %	-	Mode	preview	Busy	0	Abandoned	-

Lists

Name	Enabled	Ratio	Completed	Order	Total Records
List_quota.csv		1	0	1	0

Teams

Name	Enabled	Logged In	Busy	Ready	Not Ready	Avg Idle Time
Customer Service	✓	1	0	1	0	0
Administrators	✓	1	0	1	0	0
TestTeam	✓	0	0	0	0	0
San Bruno	✓	0	0	0	0	0

List_quota.csv

Completed %	0	Attempted %	0
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Customer Service

Logged In	1	Busy	0
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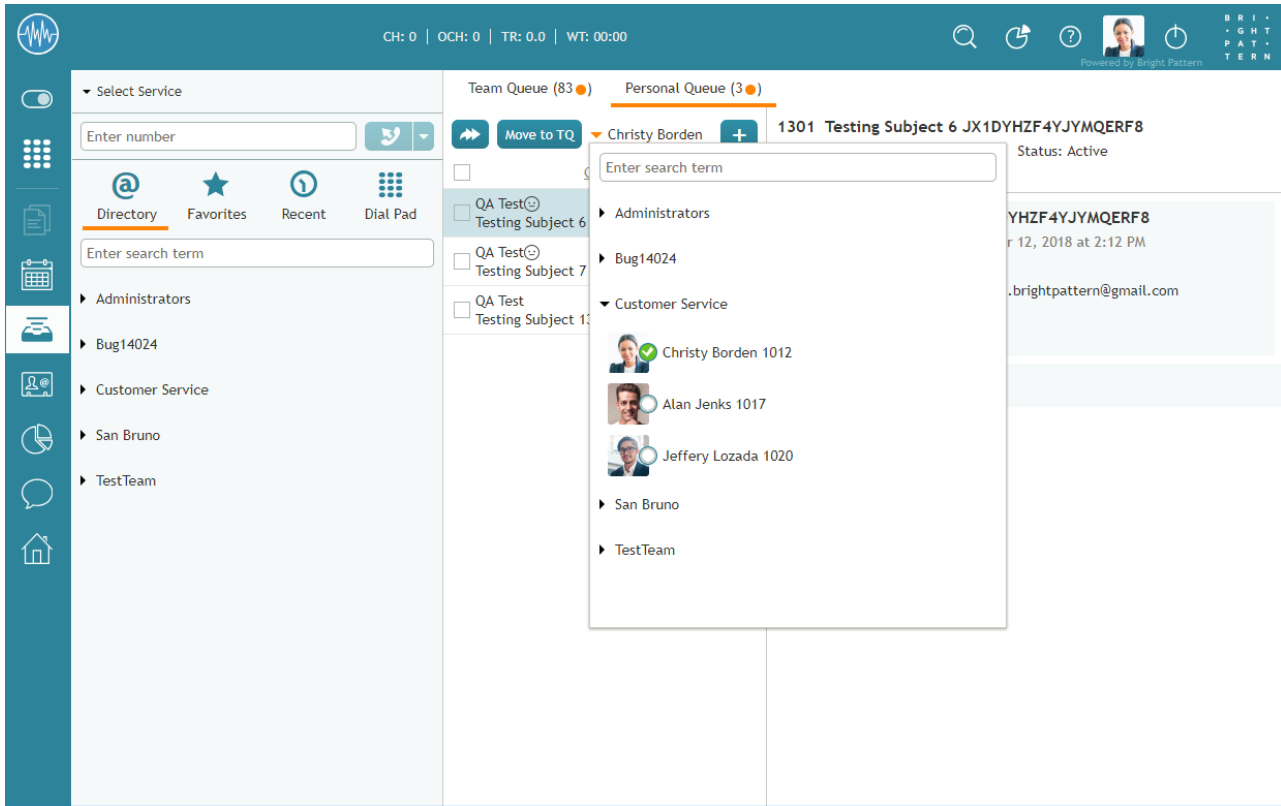
Campaign operation

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.

Checkbox	Metric Name	Description
<input type="checkbox"/>	ASR %	Average Success Rate - percentage of successful call attempts
<input type="checkbox"/>	Attempted	Records attempted for the day
<input type="checkbox"/>	Attempted %	Percentage of records attempted for the day
<input checked="" type="checkbox"/>	Busy	Busy agents
<input checked="" type="checkbox"/>	Completed	Records completed for the day
<input checked="" type="checkbox"/>	Completed %	Percentage of records completed for the day
<input type="checkbox"/>	Dialable	Records Dialable Right Now
<input type="checkbox"/>	Estd Duration	Estimated campaign duration
<input type="checkbox"/>	Expired	Records Expired

Metrics selectio

Section Articles

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