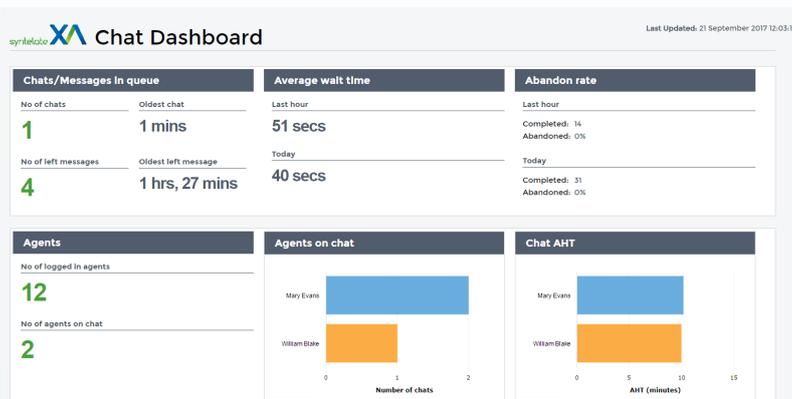


Supervisor

Your supervisors play a key role in the running of your contact center. Give them the tools they need to do their job to the best of their ability.

With our dashboards module, you can design a dashboard that shows your supervisors the live state of your contact center. Using our supervisor tools, your supervisors can then make live changes in reaction to what they see.



For example, let supervisors move agents from outbound calls onto inbound calls when they see customer waiting time creeping up – or onto web chat when there are a number of customers in the web chat queue.

Perhaps some event results in a sudden influx of inbound contact, and a supervisor recognizes this. There’s no need for her to formally request the introduction of a new text “snippet” (allowing agents to quickly send a standard response by email, SMS, social media, or web chat). No, she can instead add the new snippet herself, and agents can then start using it straightaway.

With Syntelate XA, supervisors can also send a message to an agent’s desktop or adjust the priority of upcoming work items. They can also make live adjustments to how Syntelate XA monitors social media platforms.



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A tailor-made solution

We've worked with contact centers across a range of industries and a range of countries, and our experience has taught us that every contact center is different – and that every contact center uses their supervisors in different ways.

With this in mind, we also offer tailor-made supervisor solutions, each exactly meeting the needs of one of our customers. Let your supervisors control exactly what you want them to control and nothing more. Keep things simple for your supervisors by showing them just the options that they'll actually use.

We can even build bespoke supervisor dashboards that include both the information that your supervisors need to monitor and the controls that they need to make changes – all in one place.

When a solution has been created just for you, you can be sure that it'll meet your needs better than any other.

If this sounds like something that would be of interest, please get in touch to discuss your requirements. We'd love to hear from you.

Our Supervisor solution is part of Syntelate XA, our omni-channel customer engagement suite. You can select this product individually or pick and mix from the full suite to fit your customer service strategy.

Speak to the team to learn more.