Supervisor Assist and Observe

Consolidated Technology Services • WA

ASSIST:

Supervisor Assist is a quick way for an agent to contact the supervisor for consultation regarding an active call. Whether or not they are on a call, agents can request assistance from the supervisor by pressing the assist button.

To Activate:
Press the Assist button

After conferring with the supervisor the agent can:

- Drop the call and return to the original caller
- Conference the supervisor, caller and themselves
- Transfer the call to the supervisor

An incoming supervisor assist call at the supervisor station is identified by:

- A 3-burst ring (priority call)
- Display reads: a= (name of agent calling) sa

OBSERVE:

To Activate:

- Select an idle line
- Press Observe
- Dial the agent's extension number you want to observe

Note: Service Observing may be subject to federal, state or local laws, rules, or regulations and may be prohibited pursuant to the laws, rules, or regulations; or require the consent of one or both of the parties to the conversation.

Service Observers can toggle between two listening modes:

- Listen-only
- Listen/Talk

Waiting mode:

- Is entered by a supervisor when agent to be observed is idle
- Is indicated by a flashing light by the observe key
- Bridges supervisor into listen-only mode when agent becomes active
- Supervisor can toggle from listen-only to listen-talk by pressing the observe key.