RINGURA TRAINING

Supervisor guide

A supervisor's day: watch queues and agents, listen, whisper and barge, supervise chats, handle live alerts, coach with QA and read the day's reports.

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Steps

1. **Know what a supervisor sees**

   Your role decides the pages in your menu. A supervisor usually has **Supervisor**, **Chat supervision**, **Call quality**, **Wallboard**, **Alerts**, **Live alerts**, **Quality**, **Reports** and **Analytics**. A page whose feature is switched off for you is not listed. If one is missing, your administrator can change your role or **Feature access**: see Roles, network limits and API tokens.

2. **Start of shift: check the desk**

   Open **Supervisor**. **Today** shows the day's figures so far. Under **Queues**, read how much work is waiting, offered and assigned, the oldest wait and the expected wait. Under **Agents**, check who is signed in and in which state. Check the status page if anything looks wrong.

3. **Put the wallboard on a screen**

   Open **Wallboard** for the live queues and agents. **TV mode** hides the menus and enlarges the figures for a wall screen; **Full screen** fills it. See Wallboards.

4. **Watch agents through the shift**

   Use **Filter agents by state** to find agents who are Not ready, Offline or Not responding. An agent is Not responding when offers went unanswered; they set themselves Ready again on their **Workspace**. If an agent has left their desk online, choose **Log out** on their row to take them offline.

5. **Listen, whisper or barge on a call**

   An agent who is on a call has three buttons on their row. **Listen** lets you hear the call without being heard. **Whisper** lets you speak to the agent only. **Barge** joins the call so the customer hears you. Your browser phone carries the audio, so it must be **Registered**. With live transcripts on, **Transcript** shows the call's words as they are spoken: see Live transcripts.

6. **Supervise chats**

   Open **Chat supervision** for live digital conversations. **Open** shows one read-only: nothing you do there is sent to the customer. **Send whisper** writes a note that only the assigned agent and supervisors see. To take the conversation yourself, choose **Take over this conversation**, then **Yes, take over**.

7. **Handle live alerts**

   Open **Live alerts** for conversations in progress that need you: sharp negative sentiment, escalation words and the desk's keywords, long waits for a reply and repeat contacts. **Open** takes you to the conversation in **Chat supervision**, where you whisper or take over. Then choose **Acknowledge** or **Dismiss**. See Live alerts.

8. **Set threshold alerts**

   On **Alerts**, choose **New rule**, pick the **Metric** (for example queue wait or abandon rate), the **Threshold** and the **Queue**, and choose **Create rule**. A rule fires after the number of consecutive breaches you set and shows in the console and on the wallboard.

9 **Score conversations with QA**

Open **Quality**. Under **Score a conversation or call**, choose the scorecard, paste the conversation's id and choose **Start scoring**. Answer each question, then **Submit score**. The **Team** table shows each agent's average and trend. See Score conversations and coach agents with QA scorecards.

10 **Coach your agents**

On an agent's page in **Quality**, write in **Note to the agent**, pick the scored conversation it is about and choose **Add note**. The agent reads it on **My quality** and acknowledges it. Goals, contests and coaching sessions are on **Goals and contests**: see Goals, contests and coaching.

11 **End of day: read the reports**

Open **Reports**, choose the **Report** (by channel, queue, agent or campaign), the **From** and **To** dates and choose **Show**. **Download CSV** takes the table into a spreadsheet. **Queue analytics** and **Agent analytics** show trends, service level and abandons. See Reports, usage and spend and Analytics and dashboards.

Good to know

- If your phone system is not connected, a listen, whisper or barge request is recorded but there is no audio.
- Taking over a chat needs an agent record on your user. Without one, ask your administrator to create you as an agent on **Agents and extensions**.
- A whisper in **Chat supervision** is never sent to the customer. A chat you take over is withdrawn from the agent and assigned to you.
- Automatic QA scores are advisory: they are never shown to the agent or counted in their figures until a person has reviewed them.
- A page whose feature is off shows **Not available**. Your administrator switches features on for the account, a team or a person on **Feature access**.

Related guides

- **Use the supervisor tools**: https://ringura.com/help/supervisor-tools/
- **Score conversations and coach agents with QA scorecards**: https://ringura.com/help/qa-scorecards/
- **Get live alerts on conversations that need a supervisor**: https://ringura.com/help/live-alerts/
- **Put the wallboard on a screen**: https://ringura.com/help/wallboards/
- **Read analytics and build dashboards and reports**: https://ringura.com/help/analytics-dashboards/
- **Reports, usage and spend**: https://ringura.com/help/reports-spend/
- **Agent guide**: https://ringura.com/help/agent-guide/