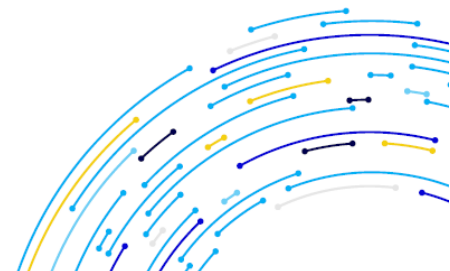


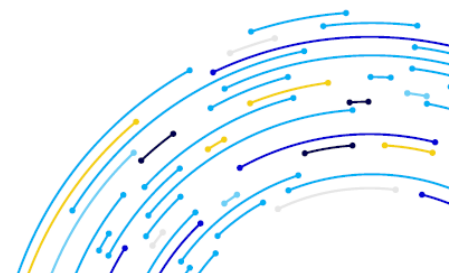
## SkyVoice Contact Center Getting Started Guide for Supervisors



# What is SkyVoice Contact Center ?

SkyVoice's Contact Center (UC+CC) is a modern, omnichannel platform that allows your team to handle voice calls, live chats, and emails all within one unified desktop application.

It gives supervisors real-time visibility into queue performance, agent activity, and customer interactions while providing powerful tools to monitor, coach, and support agents effectively.



## Getting Started

It's important to understand as many basic functions as possible, as well as the locations of the buttons that are most relevant. This section will help bring these to light.

## Accessing Supervisor Tools

1. Open the **Ascend Desktop app** and log in (use Computer/Softphone mode).
2. Click the **Contact Center** tab (headset icon) on the left sidebar.
3. Supervisors with **Team Lead, Office Manager, Call Center Manager, or Administrator** roles gain extra visibility and controls.

**Note:** Desktop-only. Use the same orange call bar for Contact Center interactions.

The screenshot shows the Ascend Supervisor Dashboard interface. Key elements are highlighted with blue boxes and arrows:

- Dashboard:** Points to the main dashboard area containing summary cards for 'Customers waiting' (2), 'Max customers' (1), and 'Longest wait' (5:25).
- Contact Center Tab:** Points to the headset icon in the left sidebar.
- Agents:** Points to the 'Agents' column header in the Queues table.
- Join as Agent:** Points to the 'Join as agent' button in the top right corner.

Queues	Type	Waiting ↑	Exceeding	Wait time	Callbacks	Active	Agents	Available
Total (5)		2	1					
Default email queue	Email	1	1	5:25				
Customer service	Voice	1		0:04			1	
Billing	Voice						1	
Technical support	Voice						1	
Chat queue	Chat							

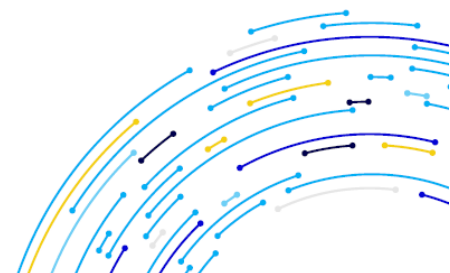
## Supervisor Dashboard & Real-Time View

- **Customers waiting** — Total interactions (voice/chat/email) waiting across all your queues.
- **Max customers** — Queue with the highest number waiting + count.
- **Longest wait time** — Queue with the longest-waiting interaction + time (minutes:seconds).
- **Service level** — % of calls answered within the Acceptable Waiting Time (AWT) set by admin.

## Queues Table (sortable by clicking column headers):

- Queue name & total count
- Type (voice, chat, or email)
- Waiting (customers in queue)
- Exceeding (waiting beyond threshold)
- Wait time (red if exceeding)
- Callbacks
- Active (calls being handled)
- Expanded **Agents** view: See who is on duty, their current status (Available, Busy, Wrap-up, On Break, etc.), and active interactions.

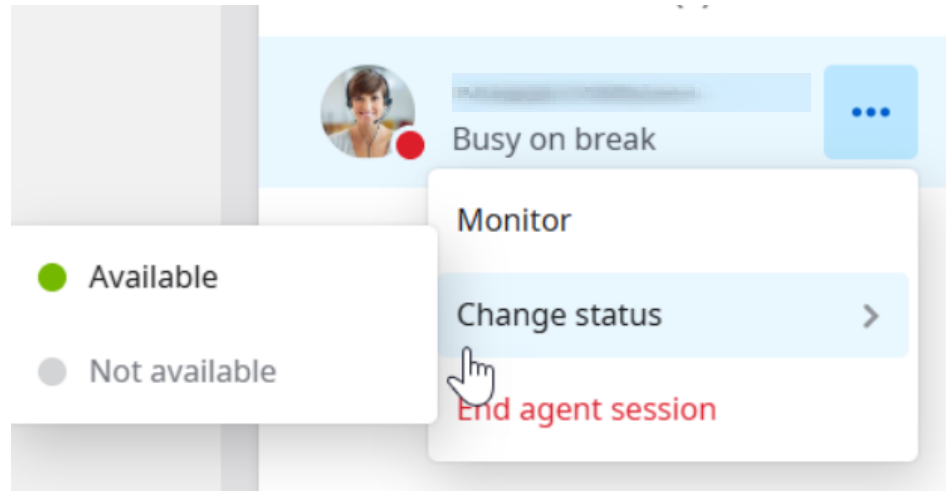
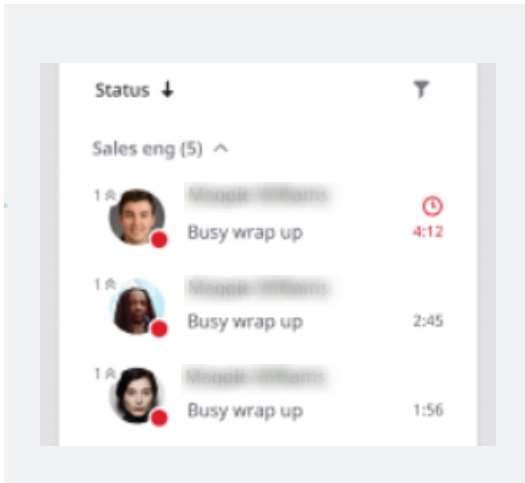
**Tip:** Switch between **Joined** / **All** queues and use filters for quick oversight. Monitor **longest wait time** and **Callbacks** to proactively address issues.



## Managing Agents

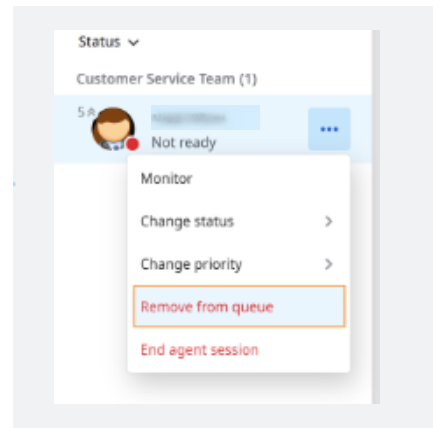
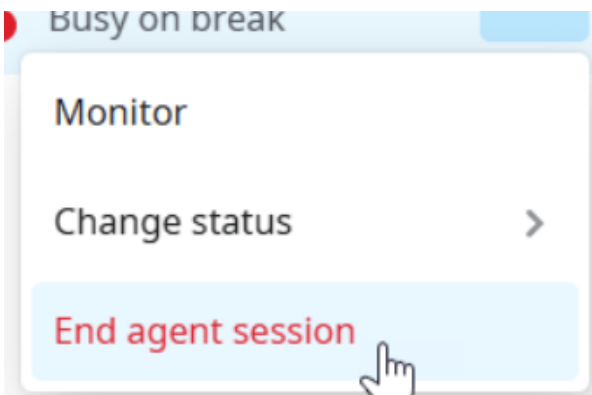
Change agent status (Available, Busy, or Wrap-up).

View agent statuses and activity.



Remove agents from queues (depending on permissions).

End an agent's session if needed.



Add or remove agents from queues (depending on permissions).

Customers waiting	Max customers	Longest wait time	Global service level
1	-	-	60%

Queues	Type	Waiting	Exceeding	Wait t... ↑	Callbacks	Active	Agents	Available
Total (125)					1			
CcaseChatQueue1	Chat							
CcaseChatQueue2	Chat							
<a href="#">CcaseVoice1queue</a>	Voice							
<a href="#">CcaseVoice1queue - ENG</a>	Voice							
<a href="#">CcaseVoice2queue</a>	Voice							
<a href="#">CcaseVoice2queue - ENG</a>	Voice							
chat_queue_01	Chat							

**chat\_queue\_01 (0)**

Q. Agent name  +

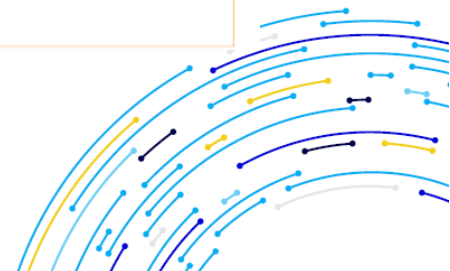
Status ▾

Status ▾

Customer Service Team (1)

Not ready +

No agents yet



## Live Monitoring, Whisper & Barge (Key Supervisor Tools)

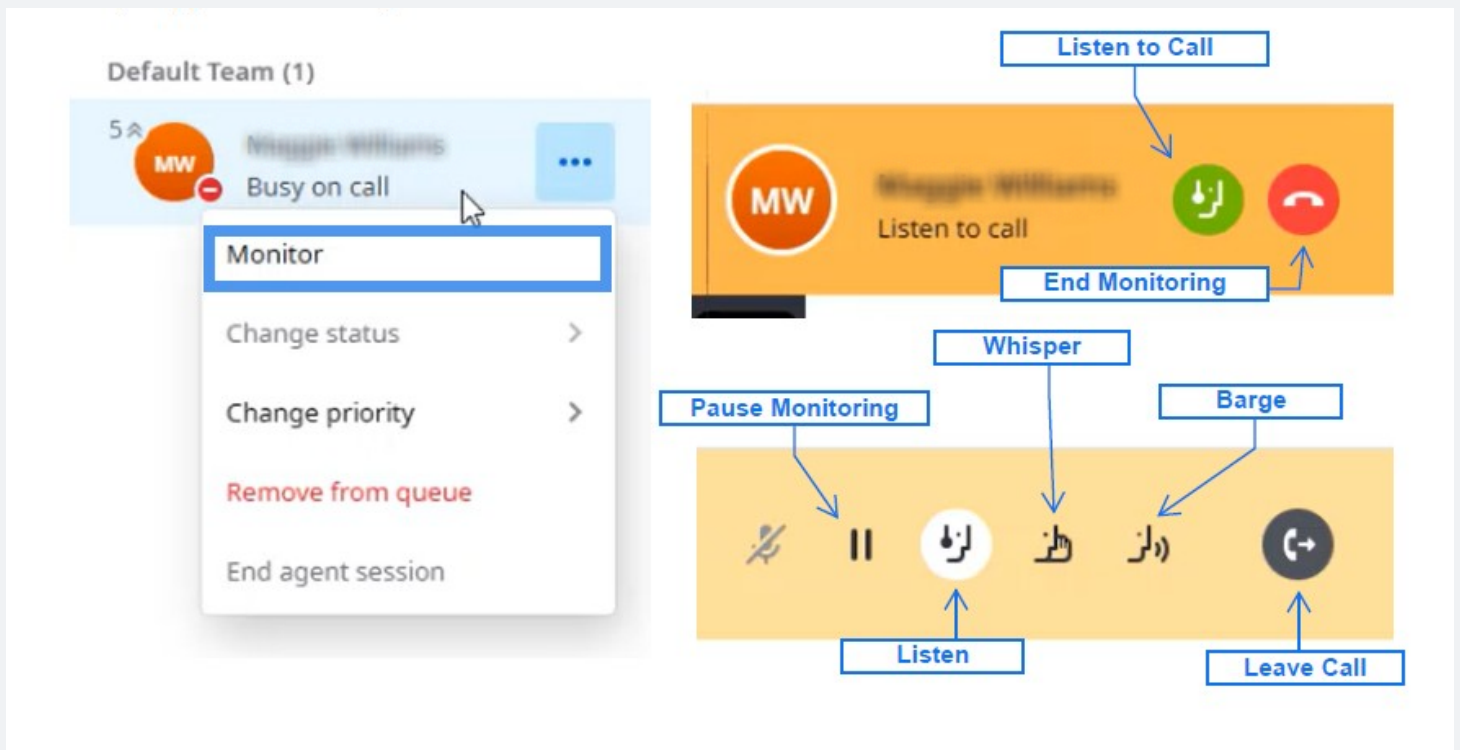
When an agent is on a customer call:

- **Monitor / Listen** – Silently listen to the call (agent and customer unaware).
- **Whisper** – Speak only to the agent (customer cannot hear you) – useful for real-time coaching.
- **Barge** – Join the call so both agent and customer can hear you (full three-way conversation).

### How to use:

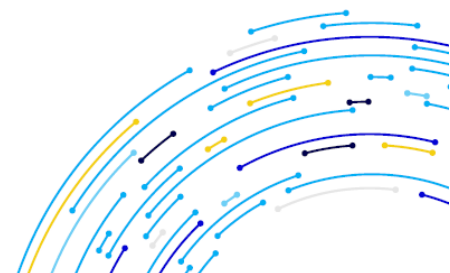
- Select the active call from the supervisor view.
- Choose Monitor → Whisper → Barge (you can switch modes in that order).
- These tools help with training, quality assurance, and handling escalations.

**Note:** Availability depends on your role and queue configuration. Not all calls (some transfers) may support monitoring.



## Omni-Channel Oversight

- Monitor voice, chat, and email queues in one dashboard.
- See waiting interactions across channels and agent workload.
- Intervene as needed using the same monitoring tools.



## AI Features for Supervisors (When Enabled)

Use SPARK AI for:

- Live transcription and real-time sentiment analysis during calls.
- Post-call summaries and key topics.
- AI Supervisor Assist (insights and coaching support).
- CRM screen pops for quick context.

**Pro Tip:** Combine live monitoring with AI sentiment to identify struggling calls early and provide timely support.

Queues page shows live links to queues that can be drilled down for more information.

Clicking any of the links provides a list of how many calls within the queue are currently active and which Agents are tending to those calls.

The screenshot displays the AI Supervisor Assist interface. At the top, a box labeled "Active Calls" points to a table of active calls. The table has columns for Agent, Calling number, Caller's name, On hold, and Call duration. One call is shown with Agent ID 118180000779, Calling number 18180000779, and Caller's name SPNAC. A box labeled "AI Supervisor Assist" points to a call entry in the table. Below the table, a box labeled "Transcription" points to a call transcript window. The transcript shows a conversation between a customer (A) and an agent (B). A box labeled "Customer Sentiment" points to a sentiment analysis bar in the transcript window. A box labeled "Call Summary" points to a summary box on the right side of the transcript window. The summary box contains text about the conversation, including a transcription issue and a systems status message.

## Key Supervisor Tips

- Regularly check agent statuses and queue health to balance workload.
- Use Whisper/Barge for coaching without disrupting the customer experience.
- Always ensure agents properly close interactions to keep accurate metrics.
- Review real-time dashboards frequently to maintain service levels.

