Fuze Desktop/Web Supervisor Console for Queues

Viewing Queue Details

1. Click
2. Click the queue name
3. Available information includes:
    a. **# calls waiting**
    b. **Calls so far today**
    c. **# active agents**
4. Click to open queue details page in a separate window

Answering a Queue Call

1. Click to answer a queue call

Note: Answered calls will be directed to the supervisor's direct line.

Transferring a Queue Call

1. Click to initiate transfer
2. Enter name of the queue, agent, contact, or number to transfer to
3. Hover over the contact
4. Click to transfer call

Note: A confirmation message is displayed in the queue screen following the call transfer.

Changing an Agent's Priority

1. Click from a queue's **active agents** grid
2. Enter a number in the **Priority** field

OR

1. Use the arrows to increase or decrease the priority

Note: Any priority settings configured for the agent in the Supervisor Console are active until the agent logs out.

Pausing/Resuming an Agent

Pausing an Agent

1. Click
2. Click
3. Select a pause reason

Resuming an Agent

1. Click
2. Click

Signing In/Signing Out an Agent

Signing in an Agent

1. Click from the queue's details page
2. Click
3. Select a preferred device

Signing out an Agent

1. Click from the queue's details page
2. Click

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Monitoring Calls

1. Click from the agent's grid
2. Click **Listen to the call, Whisper to the agent,** or **Join the call**
3. Click **LISTEN**, **WHISPER** or **JOIN** to change the monitor mode (optional)

Note: Agents will not be able to see if a supervisor is monitoring their call in **LISTEN** mode.

Setting Alerts

1. Click Set up alerts
2. Click ADD AN ALERT
3. **Choose a metric** from the dropdown list
4. Enter the alert **Thresholds**
5. Click to save the alert

Note: Supervisors can toggle alerts on or off by clicking next to the **Metric**.

Editing and Deleting Alerts

To edit an alert

1. Click
2. Edit the alert **Thresholds**
3. Click to save the changes

To delete an alert

1. Click
2. Click DELETE ALERT