















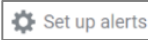








Fuze Desktop/Web Supervisor Console for Queues

Viewing Queue Details	Answering a Queue Call	Transferring a Queue Call
<ol style="list-style-type: none"> Click  Click the queue name Available information includes: <ol style="list-style-type: none"> # calls waiting Calls so far today # active agents Click  to open queue details page in a separate window 	<ol style="list-style-type: none"> Click  to answer a queue call <p>Note: Answered calls will be directed to the supervisor's direct line.</p>	<ol style="list-style-type: none"> Click  to initiate transfer Enter name of the queue, agent, contact, or number to transfer to Hover over the contact Click  to transfer call <p>Note: A confirmation message is displayed in the queue screen following the call transfer.</p>
Changing an Agent's Priority	Pausing/Resuming an Agent	Signing In/Signing Out an Agent
<ol style="list-style-type: none"> Click  from a queue's active agents grid Enter a number in the Priority field <p>OR</p> <ol style="list-style-type: none"> Use the  arrows to increase or decrease the priority <p>Note: Any priority settings configured for the agent in the Supervisor Console are active until the agent logs out.</p>	<p>Pausing an Agent</p> <ol style="list-style-type: none"> Click  Click  Select a pause reason <p>Resuming an Agent</p> <ol style="list-style-type: none"> Click  Click  	<p>Signing in an Agent</p> <ol style="list-style-type: none"> Click  from the queue's details page Click  Select a preferred device <p>Signing out an Agent</p> <ol style="list-style-type: none"> Click  from the queue's details page Click 

Fuze Desktop/Web Supervisor Console for Queues

Monitoring Calls	Setting Alerts	Editing and Deleting Alerts
<ol style="list-style-type: none">1. Click  from the agent's grid2. Click Listen to the call, Whisper to the agent, or Join the call3. Click LISTEN, WHISPER or JOIN to change the monitor mode (optional) <p>Note: Agents will not be able to see if a supervisor is monitoring their call in LISTEN mode.</p>	<ol style="list-style-type: none">1. Click 2. Click 3. Choose a metric from the dropdown list4. Enter the alert Thresholds5. Click  to save the alert <p>Note: Supervisors can toggle alerts on or off by clicking  next to the Metric.</p>	<p>To edit an alert</p> <ol style="list-style-type: none">1. Click 2. Edit the alert Thresholds3. Click  to save the changes <p>To delete an alert</p> <ol style="list-style-type: none">1. Click 2. Click 