



# TIPS & TRICKS

## To get the most out of the CXone Supervisor app

**JUST LIKE USING A NEW SMARTPHONE, ADOPTING A NEW PRODUCT OR TECHNOLOGY IS BOTH EXCITING AND DAUNTING.**

While the promise of new features and improved functionality is appealing, there is often a learning curve that must be navigated before you can really enjoy the benefits. So too, the investment of time and effort in learning how to use the new CXone Supervisor application is a necessary step.

**But, we guarantee your time will be well invested!**

It really takes minimal effort to get you up and running on your brand new **CXone Supervisor experience**. Here we set out a few tips and tricks, along with some best practices for you to follow to ensure you make the most of the app.



# 01

## RESKILL FLOWS

Are you constantly scanning the queues looking for skills out of SLA? CXone Supervisor will make your life easier by helping you detect and quickly respond to deficiencies.

Here's how:

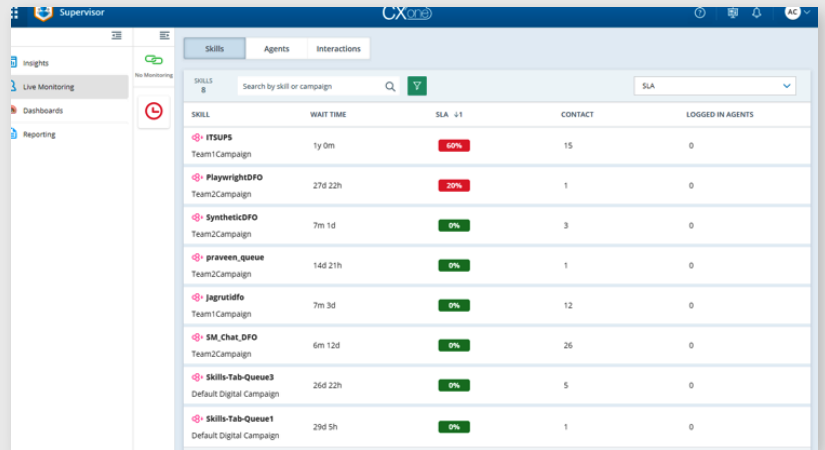
### OUT OF SLA

10%

Use a dedicated widget to spot skills that are out of SLA.

Hover on the widget to display a breakdown of the number of skills in SLA and out of SLA.

Click the widget to quickly sort your skills view with 'out of SLA' skills at the top, so that you can quickly scan the skills requiring attention.



SKILL	WAIT TIME	SLA	CONTACT	LOGGED IN AGENTS
ITSUPS Team1 Campaign	1y 0m	50%	15	0
PlaywrightDFO Team2 Campaign	27d 22h	20%	1	0
SyntheticDFO Team2 Campaign	7m 1d	0%	3	0
graven_queue Team2 Campaign	14d 21h	0%	1	0
Jagrutidfo Team1 Campaign	7m 3d	0%	12	0
SM_chat_DFO Team2 Campaign	6m 12d	0%	26	0
Skills-Tab-Queue3 Default Digital Campaign	26d 22h	0%	5	0
Skills-Tab-Queue1 Default Digital Campaign	29d 5h	0%	1	0

Click on a specific skill out of SLA to view a breakdown of all agents assigned to that skills group.

### Jagrutidfo

#### Agents

Last Updated Feb 9, 2023 2:49 PM

Assigned inactive

Search agent

5 Agents

2 Selected

AGENT PROFICIENCY

Yael Shalev

4

Max Smith

8

ACD Voice ...

8

ACD\_Voice ...

8

AgenetApi...

8

### TIP

Mark your skills backup agents as 'assigned inactive', so that they can quickly be activated to help out when needed.

Select the 'assigned inactive' category to see all deactivated agents – you can either activate them all at once, or select specific agents to activate as needed, to temporarily help out.

Deactivate them from the skill when they are no longer needed.

# 02

## CUSTOMER SENTIMENT

Being aware of customer sentiment in retrospect is great for quality assurance, but what if you had the power to understand customer sentiment while the call is happening, and could help sort it out? Now that's making an impact!

With an embedded Real-Time Interaction Guidance (RTIG) feature, you can help agents who are struggling on a call to understand customer sentiment, and turn a negative customer experience into a positive one.

Let's see how it works:

AGENT	TEAM	STATE	CONTACT	DURATION	CONTACT SKILL	CAMPAIGN
SA supriya aglawe	DefaultTeam	Logged Out (17d 2h)	+122.169.752... Active + 1 other	17d 7h	AAI-ChatSkill	AAI_Campaign
SJ Sumit Devana...	DefaultTeam	Outbound Contact (25:03)	+4005150000 Active	25:03	OB_Phone_RTIG_Su...	Default
VK Vedant Kulkarni	DefaultTeam	Inbound Contact (11:55)	+4005150000 Active	11:55	OB_Phone_RTIG_Su...	Default
NN Nitin_Nazare	DefaultTeam	Outbound Contact (01:13)	+4005150000 Active	01:13	OB_Phone_RTIG_Su...	Default



### TIP

Sort or filter the table by sentiment indication, so that you can focus on the most crucial calls.

#### CUSTOMER SENTIMENT

Search

Select all Clear all

Positive

Neutral

Negative

The sentiment emojis give you an at-a-glance understanding of where a call is going wrong, and where your help is needed the most.

Contact ID: 459770715961

Sentiment

Overall Sentiment Score

Suggestion Summary

There are no Suggestions yet

Guidance Scores

- ACKNOWLEDGE LOYALTY
- ACTIVE LISTENING
- BE EMPATHETIC
- BUILD RAPPORT
- DEMONSTRATE OWNERSHIP
- SPEECH VELOCITY

With the new CXOne Supervisor app, the full agent RTIG behavioral score breakdown is visible in real time both to the agent and the supervisor.

MONITORING ALERTS

Back to alerts

AUDIO SOUND

NEGATIVE SENTIMENT

Longer than (seconds) 30

AGENT STATE



### TIP

Configure a negative sentiment alert to notify you of calls that are lingering in a negative sentiment for longer than your defined threshold.

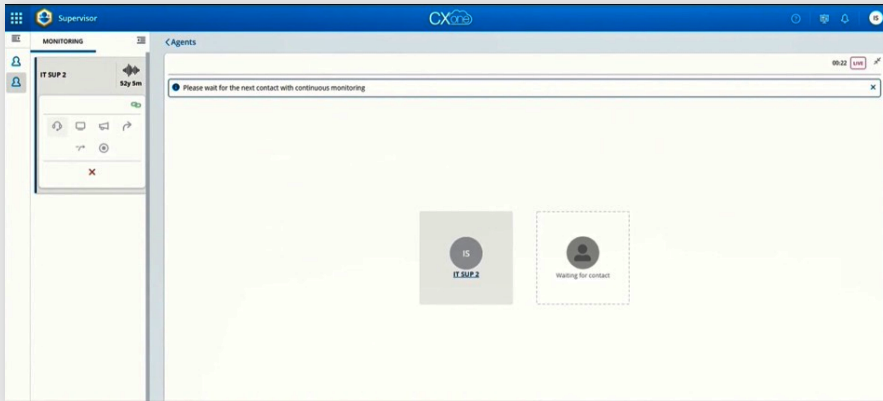
Turn on audio sound to ensure that alerts are not just visible on the screen, but also audible.

\*Fine print: This capability is available at no additional cost only to customers who purchased RTIG with the Customer Satisfaction Enlighten Model.

# 03

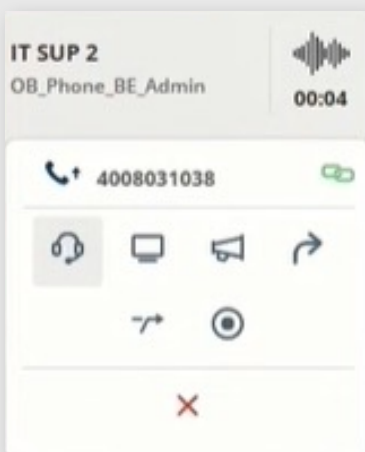
## CONTINUOUS AGENT MONITORING

Need to seamlessly monitor a particular agent for the entire day? With continuous agent monitoring, you can!





Your agent's calls will automatically be continuously monitored, so you no longer lose the first few seconds of the call as you would when manually selecting to monitor them.

The system will let you know when the agent is waiting for the next call to come in.



While in a continuous monitoring session, you can freely change between voice monitoring, screen monitoring, coaching and joining.

However, if you take over the call, the monitoring will end as soon as the call ends.

AGENT	TEAM	STATE	CONTACT
 <b>DK</b> Devraj Kumar	Supervisor Team	Outbound Contact (3d 2h)	+4000010030 Active + 1 other
 <b>AV</b>	DefaultTeam	Outbound Contact (01:30)	+4000010021 Active



### TIP

Use the monitoring indications to check whether an agent is already being monitored by another supervisor, so you don't overstep. You can also see who is monitoring the agent, and for how long.

\*Fine print: This capability must be explicitly enabled by turning on the 'Continuous Agent Monitoring' permission. Otherwise, your monitoring session will end as soon as the call ends.

# 04

## DATA NAVIGATION

With more data displayed on your live monitoring list than ever before, you need to be able to hone-in on the interactions that interest you the most. You can now filter, search, and sort to find what you're looking for - granular contact states, unavailable breakdown codes, real-time customer sentiment, monitoring indications and more.

A screenshot of a filter panel. At the top, there is a search bar labeled 'Search by skill or campaign' and a 'SLA' dropdown menu. Below this are several filter categories: 'TEAM' (3 selected), 'CONTACT SKILL' (Select up to 500 skills), 'CAMPAIGN' (Select campaigns), 'DURATION' (0 to MAX), 'CHANNEL' (Select channels), 'AGENT STATE' (Select agent states), 'CONTACT STATE' (12 selected), 'CONTACT STATE DURATION' (00:00 to maximum), 'ACTIVE/INACTIVE' (Select Active/Inactive), 'DIRECTION' (Select directions), 'SLA' (Select SLA), 'AGENT STATE DURATION' (00:00 to maximum), 'CUSTOMER SENTIMENT' (Select sentiments), 'CUSTOMER INFO' (Select customer info), and 'CONTACT ID' (Select contact ids). Each category has a dropdown menu or a slider.

Choose from an array of filters to narrow down your live monitoring list and view only what's relevant to you.

A screenshot of an 'AGENTS' table. At the top, there is a search bar with 'rd' entered and a filter icon. The table has columns for 'AGENT', 'TEAM', 'STATE', 'CONTACT', and 'DURATION'. There are three rows of data:

AGENT	TEAM	STATE	CONTACT	DURATION
NR Natasha Romano...	Autobots	Outbound Contact (05:17:54)	+9990373698 Active	05:17:54
CD Carol Danvers	Autobots	Outbound Contact (05:37:26)	+9990371278 Active	05:37:26
SR Steve Rogers	Autobots	Outbound Contact (06:20:05)	+9990373608 Active	06:20:05

Search for any data in your list to pinpoint what you're looking for.

A screenshot of a 'Sort By' dropdown menu. The dropdown is open, showing a list of items with arrows indicating sort order. The items are: 'TEAM ↑1', 'STATE ↓2', 'Autobots', 'Autobots', and 'Autobots'. The arrows indicate ascending or descending order.

Sort your data according to your preferred data attribute, either by clicking on the header, or by using the 'sort' dropdown for multiple data fields appearing in a single column. Click again to switch between ascending and descending order.

The arrow next to the column header indicates by which attribute you are sorted, and in which order.

A screenshot of a 'CONTACTS' table. At the top, there is a search bar labeled 'Search by name, number, ID, text, or skill'. The table has columns for 'CONTACT', 'DURATION', 'CONTACT SKILL', 'CAMPAIGN', and 'TEAM'. There are four rows of data:

CONTACT	DURATION	CONTACT SKILL	CAMPAIGN	TEAM
9990379458 Active Contact ID:459749850875	03:03:40	Auto Outbound	Autonomous	Autobots
9990373698 Active Contact ID:459749732467	05:14:14	Auto Outbound	Autonomous	Autobots
9990376958 Active Contact ID:459749731209	05:18:57	Auto Outbound	Autonomous	Autobots
9990371278 Active Contact ID:459749727403	05:33:45	Auto Outbound	Autonomous	Autobots

A dropdown menu is open over the table, showing a list of attributes to sort by: 'Duration', 'Contact Skill', 'Channel Code', 'Customer Info', and 'Contact ID'. The 'Duration' attribute is selected and has an arrow indicating descending order.

### TIP

Use multi-level sorting to add additional focus to your view, by clicking the header (SHIFT+click) or using the 'sort' dropdown.

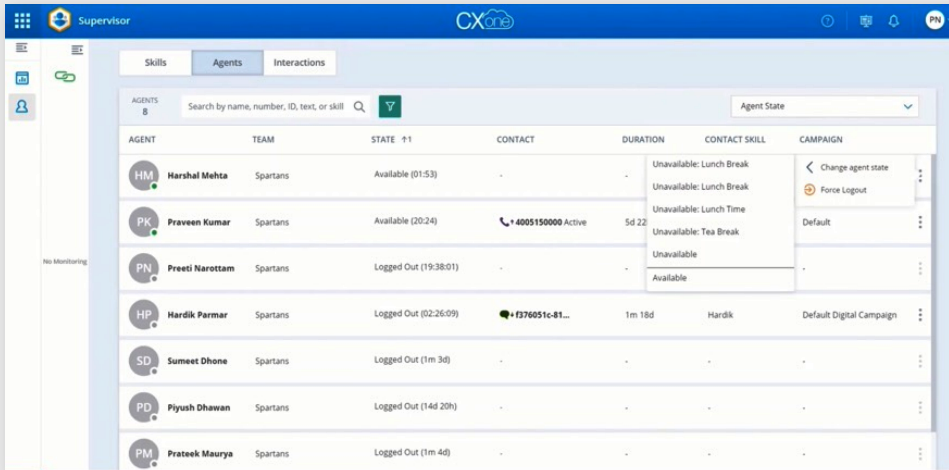
You can set as many sorting levels as you need! For example, sort your table according to 'channel code', and then add another sorting layer by duration, to see the longest calls on top.

We recommend not to use duration attributes as primary sorting, to avoid constant jumping on the screen.

# 05

## CORRECTING AGENT STATES

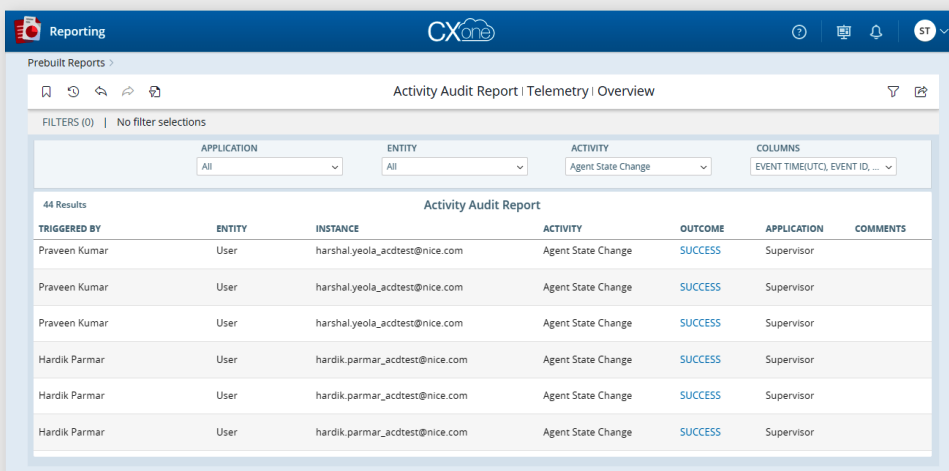
Have you ever spotted an agent on the floor dawdling back from a break, in no hurry at all to switch back to 'available'? Or an agent who went out for lunch and simply forgot to mark themselves as 'unavailable'? It can cause a real mess with call routing! Luckily, with CXone Supervisor you now have the power to avoid this hassle.



You can change an agent's state to 'available' or 'unavailable', according to a customized list of 'unavailable' breakdown codes.



The agent will immediately see the change take effect on their workstation.



### TIP

'Modify Agent State' permission should be granted only to authorized users, in order to prevent feature misuse.

If you ever need to trace back and see who performed this action and when, agent state changes via the supervisor application are logged in the built-in Activity Audit report.