VCC Contact Center Supervisor

For supervisors in a VCC queue, there are a number of resources.

Get a complete manual of features here:https://docs.8x8.com/8x8WebHelp/VCC/supervisor-guide-general/Default.htm

Queue Management (real-time stats, agent stats, etc.)

Supervisor Functions

Agent Management

The Monitoring tab allows supervisors to manage Queues, Campaigns, Agents, and Call Playback.

Manage Queues

View Queue Metrics in real time, for the previous 30 minutes, or from the beginning of the day.

More Info >

Live Monitor (coach, conference, whisper) Calls

Playback Historical Call Recordings (requires call recording storage and configuration)