








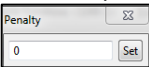

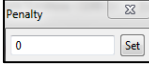


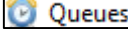




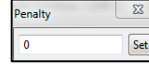


FCC Supervisor

Moving Panels	Locking the Perspective	Organizing Panels
<ol style="list-style-type: none"> 1. Double click a panel to re-add it to the console 2. Click, hold and drag a panel to show the shadow box, where you can drop panel 3. Click and drag over the border of panel to resize the panel 4. Right click on panel, click “detached” and repeat to “reattach” 5. Double click panel for Fast View, double click to restore 	<ol style="list-style-type: none"> 1. Click the View  icon 2. Select Lock/Unlock Perspective 3. When you Lock Perspective the  will disappear 	<ol style="list-style-type: none"> 1. Click the List View  icon 2. Click the Table Setting  icon 3. Select the appropriate menu option
Choosing your View	Logging in an Agent	Logging out an Agent
<ol style="list-style-type: none"> 1. Click the View Menu  dropdown 2. Select the appropriate view from the dropdown <div style="border: 1px solid gray; padding: 5px; width: fit-content;">  Simple View  Detailed View  List View </div> <p>menu</p>	<ol style="list-style-type: none"> 1. Locate agent and select Login Agent  icon 2. Click Queues and select the correct queue 3. Enter the penalty number in the Penalty  box 4. Click Set 	<ol style="list-style-type: none"> 1. Locate agent and select Logoff Agent  icon 2. Click Queues and select the correct queue 3. Enter the penalty number in the Penalty  box 4. Click Set
Pausing an Agent	Unpausing an Agent	Accessing Queue Details
<ol style="list-style-type: none"> 1. Locate agent and select the Logoff Agent  icon 2. Click Pause 3. Click the queue you would like to pause them in OR 4. Click Pause All 	<ol style="list-style-type: none"> 1. Locate agent and select the Logoff Agent  icon 2. Click Pause 3. Select Unpause All 	<ol style="list-style-type: none"> 1. Go to Profile Navigator and select the Queues  button 2. Once panel is open, view details for each queue 3. Double click on a queue for real time statistics and queue information
Creating an Extension Directory	Barging in on a Call	Adding a Penalty
<ol style="list-style-type: none"> 1. Select View, then click Profile Navigator 2. Click the Extension Directories  button 3. Type a directory name, then click the Add  button 4. Right click the directory to: Remove, Rename or give Permissions 	<ol style="list-style-type: none"> 1. Click the Barge  icon OR 2. Dial *888 3. Enter your extension or press # 4. Enter extension to barge, press # 5. Enter your Voicemail pin, press # 6. Select Option #4 to enter in Spy mode 7. Select option #5 to enter in Whisper mode 8. Select option #6 to enter in Barge mode 	<ol style="list-style-type: none"> 1. Locate agent and select the Logoff Agent  icon 2. Click Penalty and select the correct queue 3. Enter the penalty number in the Penalty  box 4. Click Set