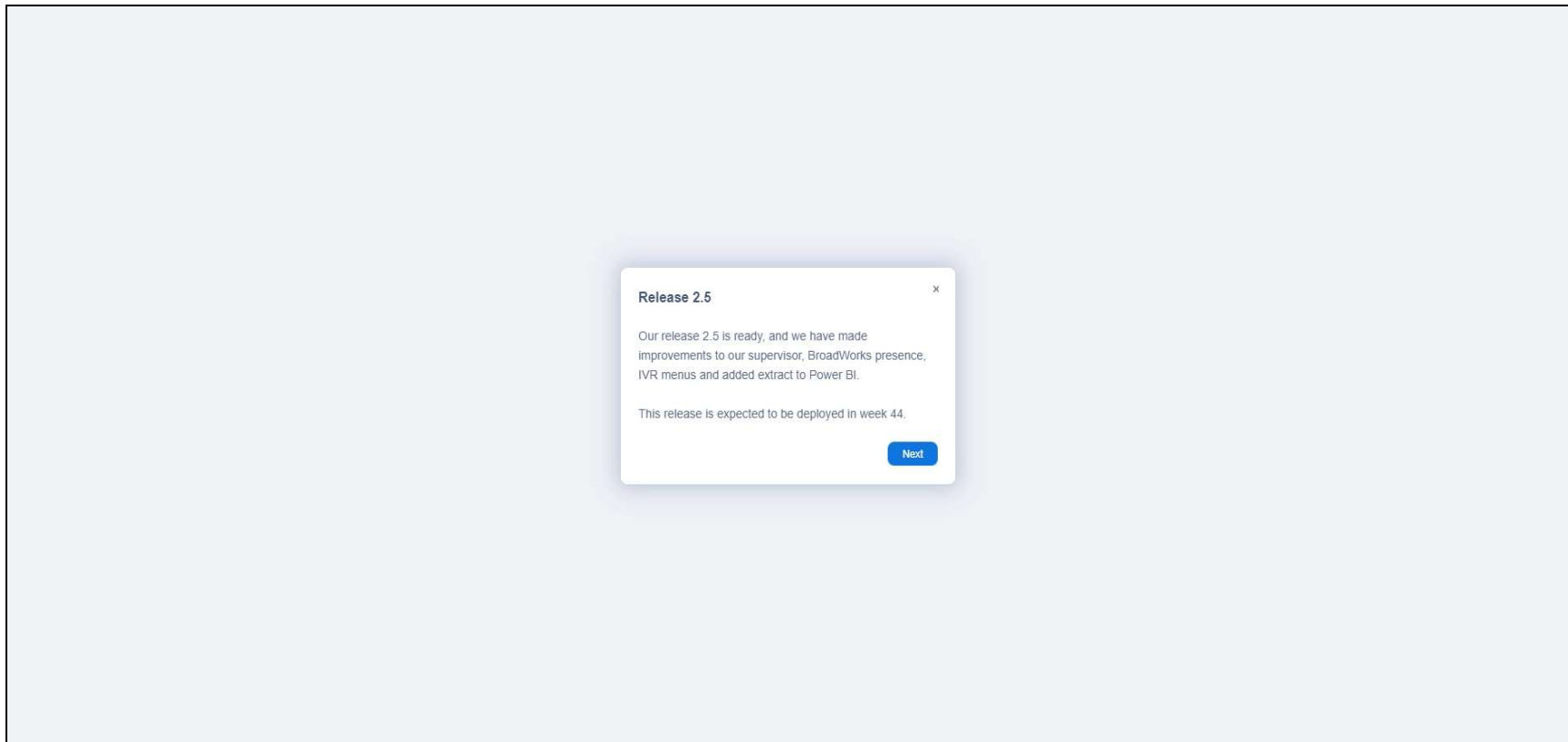


RELEASE 2.5



Release 2.5



Supervisor improvements

Supervisor improvements

We have improved our supervisor with additional functionality related to live calls. It is now possible for the supervisor to listen in three different modes.

Listen

Default mode that allows the supervisor to listen in silence to the agent and the customer.

Whisper

Gives the supervisor the option to speak to the agent without the customer being able to hear it.

Barge In

Finally, we have the option for the supervisor to barge into a conversation, which allows the supervisor to talk to both the agent and the customer.

TALKING
(0:01:49)

INCOMING CALL

73458291 Tobias Clausen

Email: toc1@atlantic.com

Title: Product Manager

Company: Atlantic A/S

Department: Product Management

Has waited
0:00:28

Quality

Public1 - 324226 30

Language
English

⌂ LISTEN

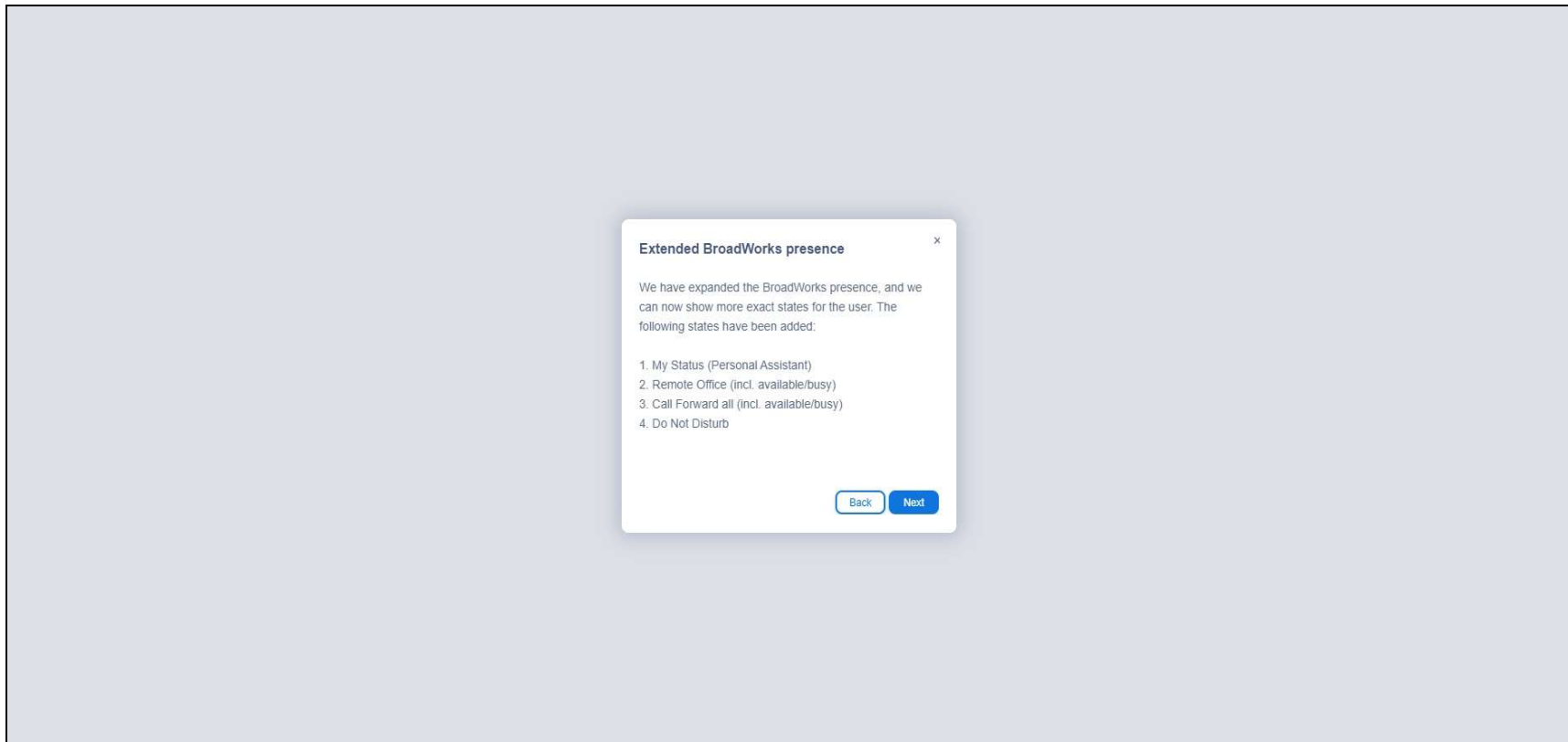
🔊 WHISPER

🗨️ BARGE

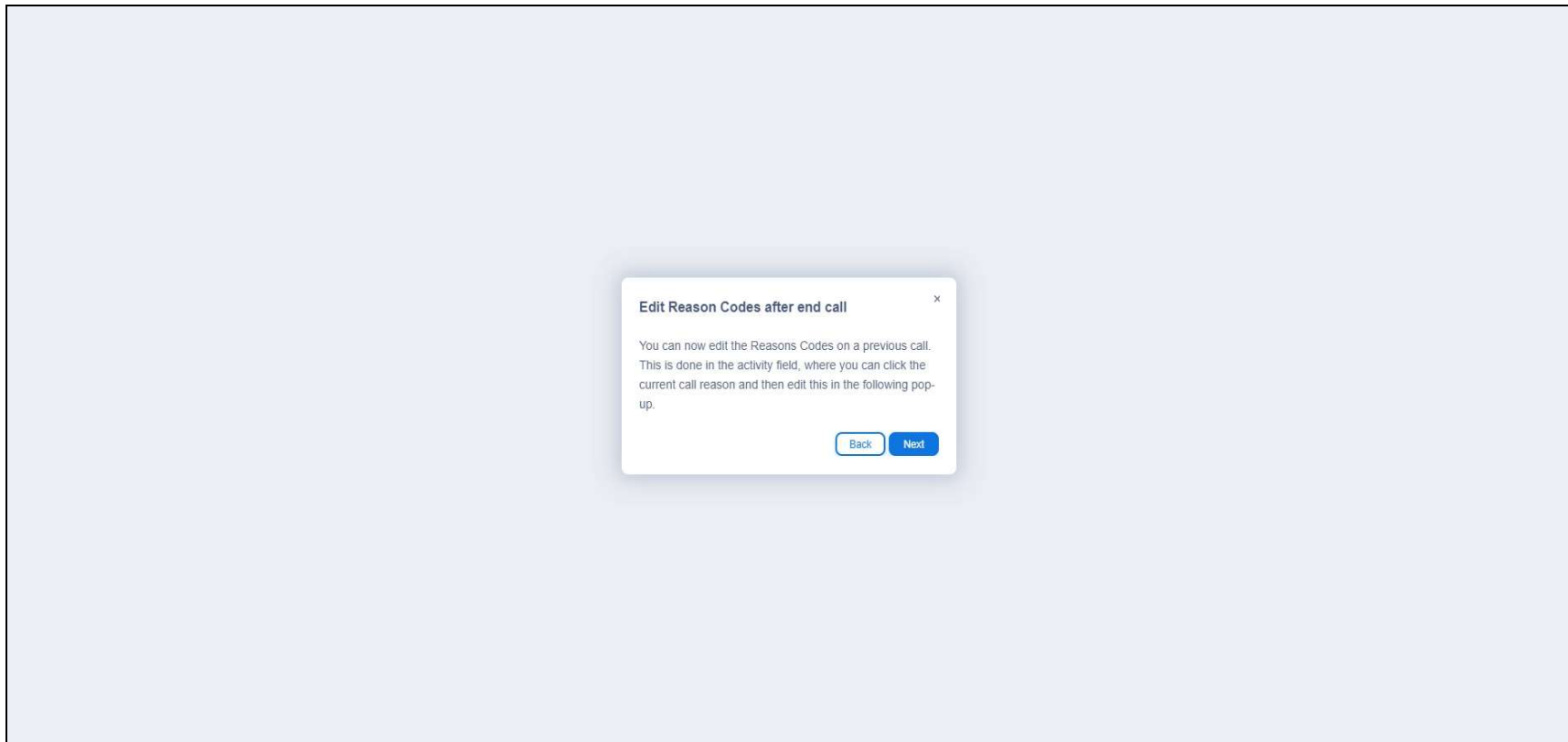
Back

Next

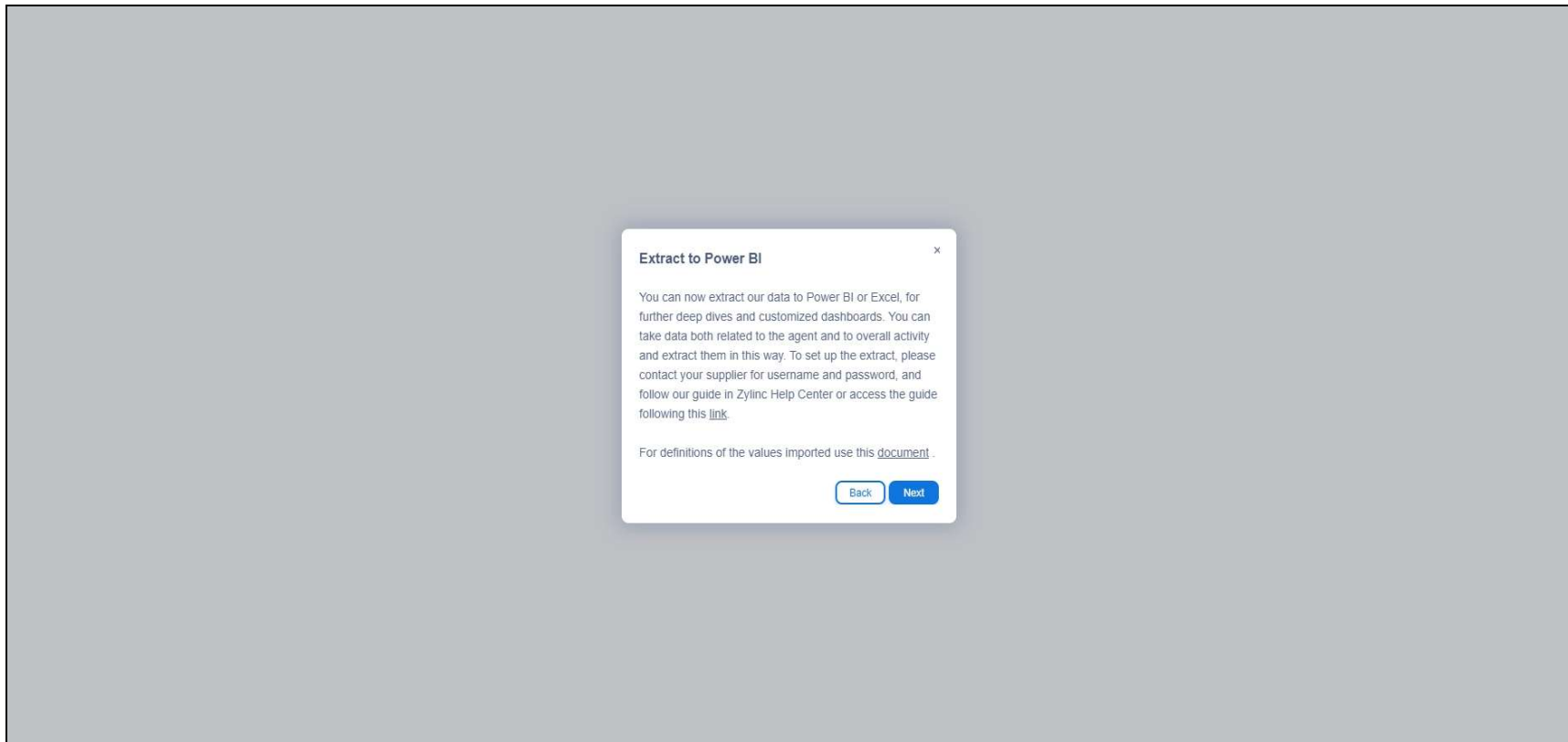
Extended BroadWorks



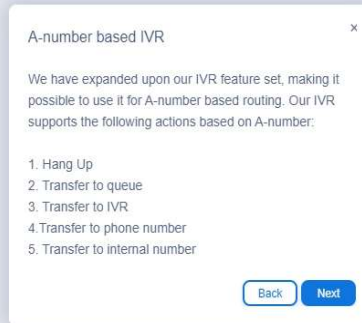
Edit Reason Codes after end call



Extract to Power BI



A-number based IVR



We hope you will enjoy these improvements!

