

# OSSmosis 5 User Guide

## Call Center Supervisor Staffing

**MOMENTUM**

T E L E C O M

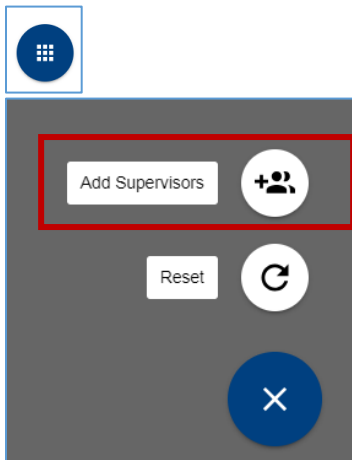
## Supervisor Staffing

Supervisor Staffing provides the ability to add, remove and manage agents assigned to supervisors within a queue.

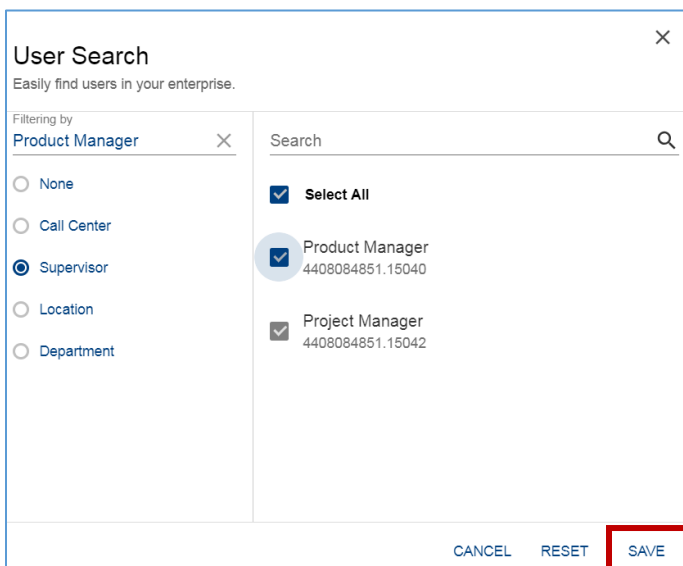
- [Adding New Supervisors](#)
- [Assigning Agents to a Supervisor](#)
- [Removing Supervisors](#)

### Adding New Supervisors

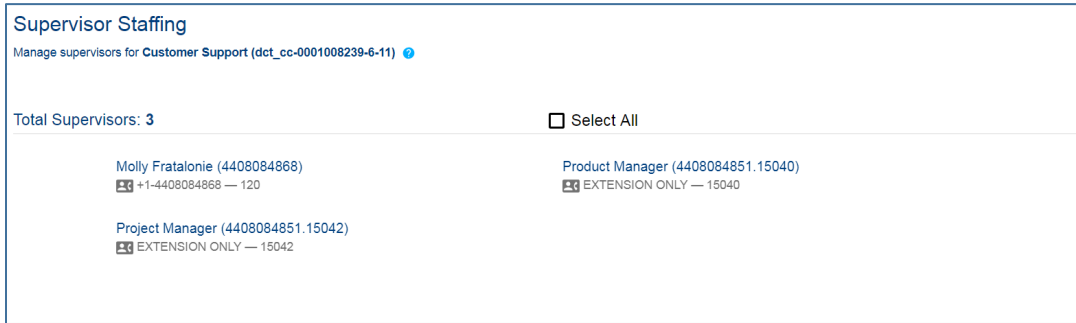
1. Select the *Actions* icon and *Add Supervisors* icon.



2. Locate and select supervisors in the advanced search by Call Center, Location or Department. Select "Save".

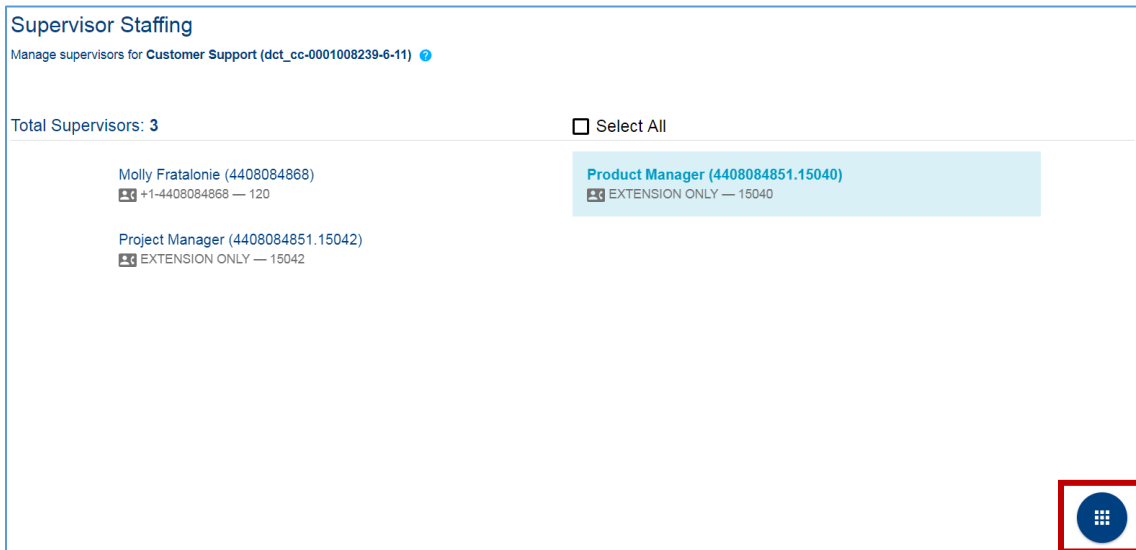


- Newly added supervisors will appear on the Supervisor Staffing page.

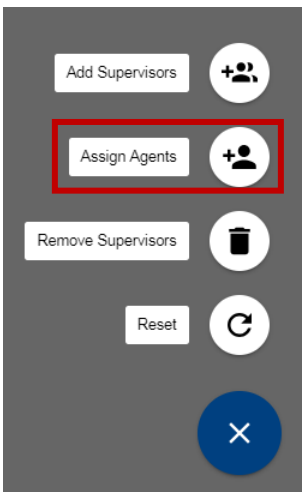


### Assigning Agents to a Supervisor

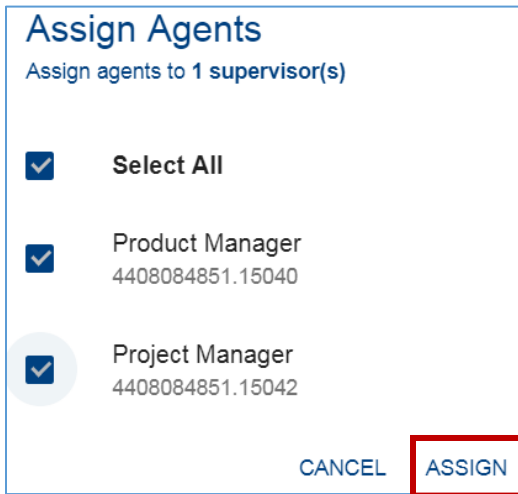
- On the Supervisor Staffing page, click and highlight all of the supervisors that need to be assigned to agents.



- Select the *Actions* icon and *Assign Agents* icon.



- The Assign Agents popup will open. Select the agents to which the supervisors should be assigned and select "Assign".

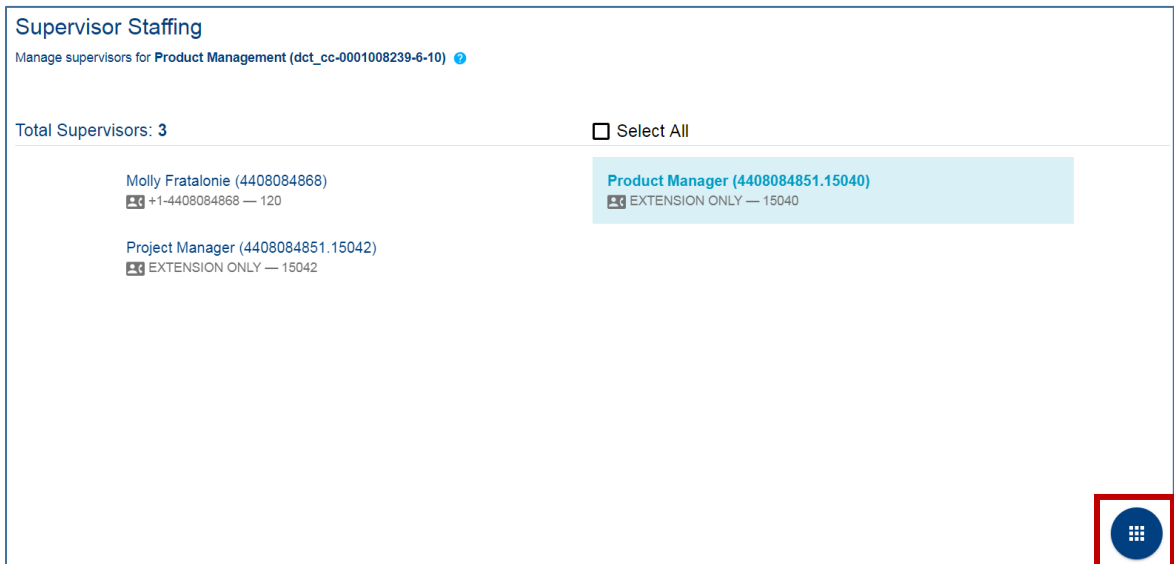


The image shows a modal window titled "Assign Agents" with the subtitle "Assign agents to 1 supervisor(s)". It contains three items, each with a checked checkbox: "Select All", "Product Manager (4408084851.15040)", and "Project Manager (4408084851.15042)". At the bottom right, there are two buttons: "CANCEL" and "ASSIGN", with the "ASSIGN" button highlighted by a red rectangular box.

- A successful assignment popup will appear in the Supervisor Staffing window.

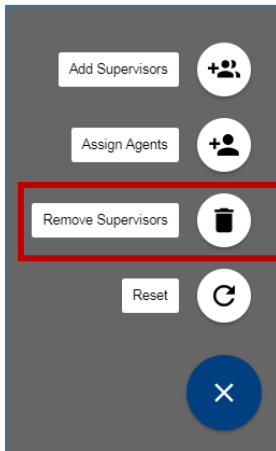
## Removing Supervisors

- On the Supervisor Staffing page, click and highlight all of the supervisors that need to be removed from supervising the queue.

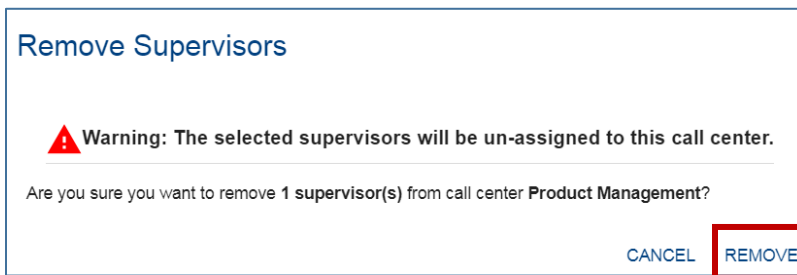


The image shows the "Supervisor Staffing" window for "Product Management (dct\_cc-0001008239-6-10)". It displays "Total Supervisors: 3" and a "Select All" checkbox. Three supervisor cards are listed: "Molly Fratlonie (4408084868) +1-4408084868 — 120", "Project Manager (4408084851.15042) EXTENSION ONLY — 15042", and "Product Manager (4408084851.15040) EXTENSION ONLY — 15040". The "Product Manager (4408084851.15040)" card is highlighted in light blue. A red square highlights a blue icon with a white grid pattern in the bottom right corner of the window.

2. Select the *Actions* icon and *Remove Supervisors* icon.



3. A warning popup will appear to validate the action of removing the supervisor(s). Select "Remove".



4. A successful removal popup will appear in the Supervisor Staffing window.