



Supervisor Management Console by Bucher + Suter

*User friendly administration and configuration
tool for contact center supervisors*

Bucher + Suter's Supervisor Management Console (SMC) is a highly intuitive Graphical User Interface for the non-technical supervisor who is responsible for contact center administration and management.

Supervisors can use the SMC to manage segmentation, agent passwords, routing, system access, holiday schedules, hours of operation, announcements, agent re-skilling and telephone number escalation lists.

Key Features

- User access control with authorization levels
- Multi-tenant capability with segmentation (perfect for outsourcers)
- Redundancy
- Multiple time zone support for decentralized contact centers (announcements and routing)
- User friendly and intuitive modules
 - Group Manager
 - Announcement Manager
 - Business Hours
 - Agent Skill Matrix
 - Support Escalation Phone Numbers
 - ANI Routing
 - Script Switch Manager
 - Inbound Campaign
 - Segmentation

Key Benefits

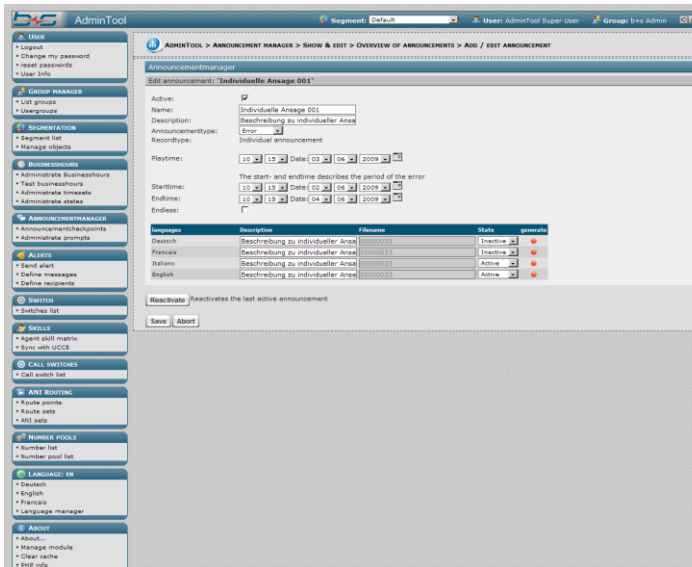
- Tailored to contact center supervisors and non-technical personnel
- Simple management of configuration data
- Scalable
- Announcements easily managed from anywhere
- Real-time configuration
- Clearly laid out user interface tailored to the needs of supervisors
- Browser-based applications with no client installation required
- Helps prevent configuration errors

Modules

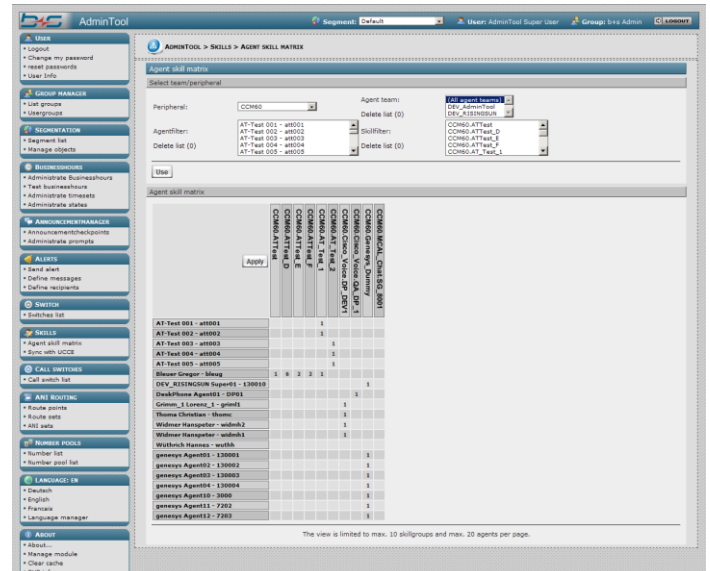
Group Manager allows administrators and supervisors to restrict access rights to users based on security levels:

Logname	Password	Agent ID	Logname	Password	Group
DE_SAP	Agent10	173085	173085	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent17	173086	173086	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent18	173087	173087	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent19	173088	173088	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent20	173089	173089	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent21	173090	173090	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent22	173091	173091	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent23	173092	173092	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent24	173093	173093	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent25	173094	173094	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent26	173095	173095	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent27	173096	173096	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent28	173097	173097	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent29	173098	173098	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent30	173099	173099	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent31	173100	173100	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent32	173101	173101	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent33	173102	173102	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent34	173103	173103	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent35	173104	173104	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent36	173105	173105	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent37	173106	173106	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent38	173107	173107	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent39	173108	173108	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent40	173109	173109	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent41	173110	173110	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent42	173111	173111	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent43	173112	173112	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent44	173113	173113	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent45	173114	173114	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent46	173115	173115	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent47	173116	173116	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent48	173117	173117	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent49	173118	173118	[0012] SAP_DEV_CTI	[20] Agenten
DE_SAP	Agent50	173119	173119	[0012] SAP_DEV_CTI	[20] Agenten

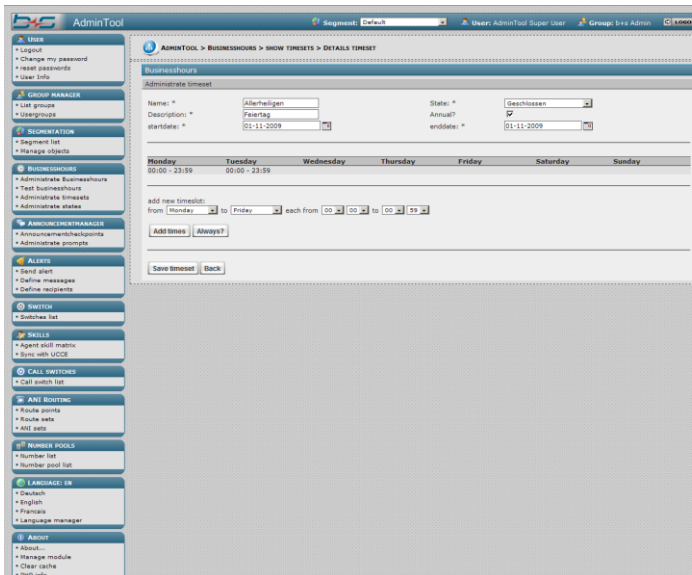
Announcement manager allows administrators & supervisors to insert time-controlled activation or deactivation of announcements at points in a call flow:



Agent Skill Matrix allows administrators and supervisors to add, edit and view all agent skill group assignments and priority levels:



Business Hours allow administrators and supervisors to create, edit and delete holiday and contact center schedules for each department, group or division:



System Information

Operating System supported
Windows 2003 & 2008

DB supported
MSSQL 2000 & 2005

Cisco UCCE versions supported
7.0 (SR4), 7.1, 7.2, 7.5, 8.0 and 8.5

Browsers supported
Internet Explorer
Firefox