

Supervisor Management Console (SMC)

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 b+s SMC modules to manage routing, system access, security levels, holiday schedules, hours of operation, announcements, agent re-skilling etc.

SMC's intuitive Cockpit navigation allows supervisors to instantly view all services and easily make changes.

Product Highlights

- Clearly laid out user interface tailored to the needs of contact center supervisors
- User friendly modules for simple management of configuration data
- Browser-based application with no client installation required

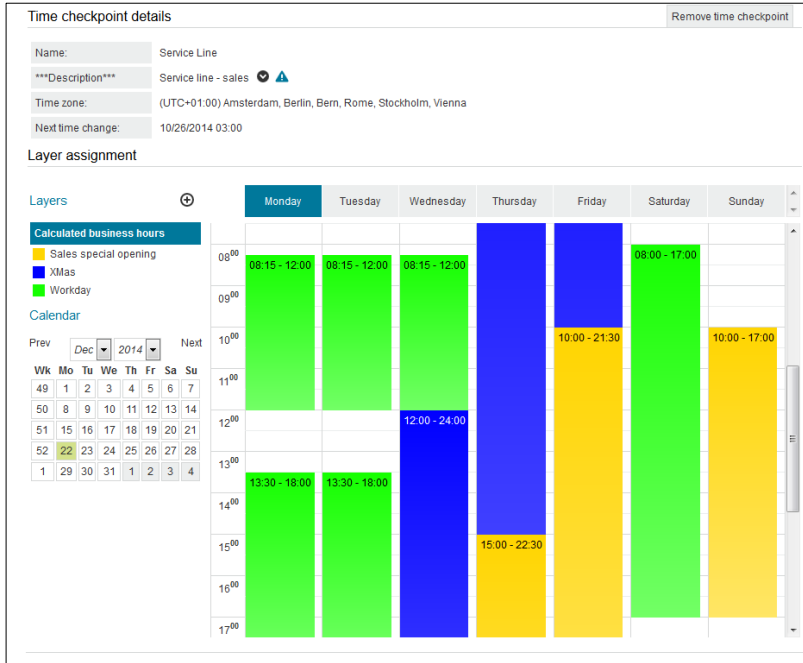
COCKPIT						Cockpit
Climbing	Open	Emergency switch Emergency	overflow active	max. queue time [Sec] 90	Skillgroup 1_SMCclimb_Frontoffice	
Climbing Germany	Open	Emergency switch Normal operation	overflow inactive	max. queue time [Sec] 60	Skillgroup 1_SMCclimb_Frontoffice	
Climbing Italy	Open	Emergency switch Normal operation	overflow active	max. queue time [Sec] 90	Skillgroup 1_SMCclimb_Frontoffice	
Climbing Review	Open	Emergency switch Normal operation	overflow active	max. queue time [Sec] 120	Skillgroup 7_SMCclimb_RoW	
Climbing Switzerland	Public holiday	Emergency switch Normal operation	overflow inactive	max. queue time [Sec] 90	Skillgroup 1_SMCclimb_Frontoffice	
Climbing US	Public holiday	Emergency switch Normal operation	overflow inactive	max. queue time [Sec] 120	Skillgroup 1_SMCclimb_Frontoffice	

Cockpit view with six services

The **Announcement Manager** allows administrators and supervisors to insert time-controlled activation or deactivation of announcements at points in a call flow. Announcements can be recorded ad hoc or via TTS.

The **Proficiency Function** allows administrators and supervisors to add, edit and view all agent skill group assignments. Within the same matrix attributes can be assigned to one or more agents. Supervisors can filter agents, attributes, skill groups and agent teams and change assignments in an intuitive manner.

The **Business Hours Function** allows administrators and supervisors to create, edit and delete holiday and contact center schedules for each department, group or division. Specific events or time series can be easily defined and managed.



Detail view Announcement Manager

Key Benefits

- Helps prevent configuration errors
- Highly scalable
- Multiple time zone support for decentralized contact centers
- Real-time configuration
- Multilingual
- Tracks and reports all user changes

Product Features

- Set access rights and security levels
- Multi-tenant capability with organizational units (perfect for outsourcers)
- On the fly routing adjustments
- Manage states, time layers and time checkpoints
- Ad hoc announcement recording
- Select and reskill multiple agents simultaneously with a single mouse click
- IVR control through SMC GUI
- Announcements easily managed from anywhere

The **Switch Function** allows supervisors to control the behavior of CCE call flows via radio buttons without having to manipulate the scripts. Examples include directing calls to overflow groups, transferring calls in case of emergency, redirecting voice mails, configuring queue overflow times, toggling between preview and predictive dialing campaigns etc.

The **On-Call Duty Function** allows to deploy and manage small, mobile on-call groups without the need to connect as a UCCE agent.

Using the **Inbound Campaign Function**, a client can reserve phone numbers for campaigns and determine time limits. The supervisor can manage the campaign data independently and in a user friendly way without any need for additional configuration in the Call Manager.

The purpose of the **Service Point Dispatcher** is setting up company-wide hotline numbers for internal and external use. This module forwards the callers to the appropriate agents (professionals) based on their phone number.

SMC Package Options

b+s offers three distinct, scalable SMC packages to meet your specific business needs. These tools are certain to provide exactly the features your business needs today, with the option to enhance each toolset to add further control tomorrow.

