

b+s Supervisor Management Console SMC

01 | 03

User friendly administration and configuration tool for Cisco 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.

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.

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** makes it possible 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 additional configuration in the Call Manager.

The purpose of the **Service Point Dispatcher** is set 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.

The screenshot displays the 'COCKPIT' interface of the b+s SMC. It features a table of services and a sidebar with widgets.

Service ID	Status	Emergency switch	max. queue time [sec]	Skillgroup
01 Switzerland	Open	Emergency operation	30	SkG_PG3_Schweiz
02 Deutschland	Open	Emergency switch (dropdown menu open showing Normal operation and Emergency operation)	60	SkG_PG3_Deutschland
03 America	Closed	Emergency operation	120	SkG_PG3_America
04 Great Britain	Closed	Normal operation	60	SkG_PG3_GreatBritain
05 CH Announcement C...	Use special ACP	Normal Announcement Disabled	Special Announcement Active	Precision Queue ConHar_Chat_Switze...
06 DE Announcement C...	Use special ACP	Normal Announcement Disabled	Special Announcement Active	Precision Queue enterprise_pq
07 Worldwide Announc...	Use normal ACP	Normal Announcement Active	Special Announcement Disabled	Precision Queue enterprise_pq

WIDGETS

- Data Box
 - American Agency Routing
 - German Agency Routing
 - Great Britain Agency Routing
 - Swiss Agency Routing

© by Bucher + Suter AG, b+s Supervisor Management Console V 6.7.0

Cockpit view

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

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
- 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
- IVR control through SMC GUI
- Announcements easily managed from anywhere

MANAGE BUSINESS HOURS Add time checkpoint

Name	Description	Time zone	Assigned layers
01 Service Line	Service line for sales	(UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna	4

Time checkpoint details Remove time checkpoint

Name: 01 Service Line
 Description: Service line for sales ⚠
 Time zone: (UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna
 Next time change: 25/03/2018 02:00

Layer assignment

Layers: ⊕

- Calculated business hours
- Sales opening
- Christmas
- Workday
- Closed

Calendar: ◀ Dec 2018 ▶

CW	Mo	Tu	We	Th	Fr	Sa	Su
48	26	27	28	29	30	1	2
49	3	4	5	6	7	8	9
50	10	11	12	13	14	15	16
51	17	18	19	20	21	22	23
52	24	25	26	27	28	29	30
1	31	1	2	3	4	5	6

Layer assignment details:

Day	08:30 - 12:00	12:00 - 18:00	13:30 - 18:00	13:30 - 15:00
Monday	Workday	Workday		
Tuesday	Workday	Workday		
Wednesday	Workday	Sales opening		
Thursday	Workday	Closed	Workday	
Friday	Workday	Closed	Workday	
Saturday	Workday	Closed	Workday	Workday
Sunday	Closed	Closed	Closed	Closed

b+s © by Bucher + Suter AG, b+s Supervisor Management Console V 6.7.

Detail view Business Hours