b+s Supervisor Management Console SMC

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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.

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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.

Cockpit view

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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

Detail view Business Hours