Five9™

Five9 Supervisor Plus

With Five9 Supervisor Plus, you can manage your contact center operations quickly and efficiently

Give supervisors everything they need to understand what is happening in today's digital contact center to take action to maximize the customer experience, increase sales, and get the most out of your agents.

Features

- State-of-the-art, browser-based Supervisor UX

- My Views – Customizable window into contact center operations for the specific supervisor

- Supervisors can quickly get to the information they want with powerful filtering, sorting, and searching capabilities

- Real time Monitoring - quickly see when things are going well or going amiss

- Setup meaningful alerts that trigger based on multiple conditions

- Shareable supervisor settings – for quick setup of new supervisors quickly or to share powerful views

- Real-time omnichannel chats – View of all your customer communication channels

Overview

Supervisor Plus gives your supervisors everything they need to ensure high quality customer interactions and effective sales and service. The web-based application displays real-time statistics for queues, campaigns, and agents allowing supervisors to manage contact center resources efficiently and effectively. Data visualization including data view customization and multi-conditional alerts allow supervisors to focus on what's important to your business. Monitoring and communicating with agents is easy letting supervisors develop agent skills through observation and guidance.

Real-time Agent monitoring and Coaching

Best practices for agent coaching say that quick feedback is the key to improving performance. Five9 Supervisor Plus allows supervisors to easily find and monitor agents in real-time. Timely and quick feedback can have a measurable impact on agent behavior as it relates to compliance with company standards, efficiency, and effectiveness.

To make it easy to optimize for certain behaviors, supervisors can sort, filter and search for agents using a wide range of variables including: name, queue, and call log.

Supervisor Plus offers tools for managers to listen, coach and monitor real-time interactions. In a real-time call, supervisors can choose to intervene or silently coach agents to improve their skills. Managers can access recordings of previous calls and reference coachable moments to further improve training.

Supervising an Omnichannel Contact Center

In today's omnichannel customer communication environments it can get tricky to keep track and respond appropriately to customer communication. For managers responsible for monitoring and guiding agents it can be a lot of information. To help, Five9 Supervisor Plus offers real-time omnichannel statistics and multi-conditional alerts.

Five9 Supervisor Plus Features and Capabilities

Multi-Conditional Alerts
In the Supervisor view, managers can set alerts for specific performance markers across all channels. In this way Five9 makes it easier to react quickly when something threatens to cause SLAs to be missed or negatively impact the customer experience.

Campaign and Agent/User Management
From the Five9 Supervisor Plus application, supervisors can start/stop campaigns, reset list dispositions and manage agent skills. They can logout users, send test calls, and monitor agents in real time.

Enterprise Ready
Our state-of-the-art UX/UI allows supervisors to customize their view and streamline the management process.

Figure 1: Five9 Supervisor Plus provides customized views and quick campaign/agent management tools. In this view, the supervisor can see both agent state and ACD status to make quick decisions, assign skills and monitor queues.
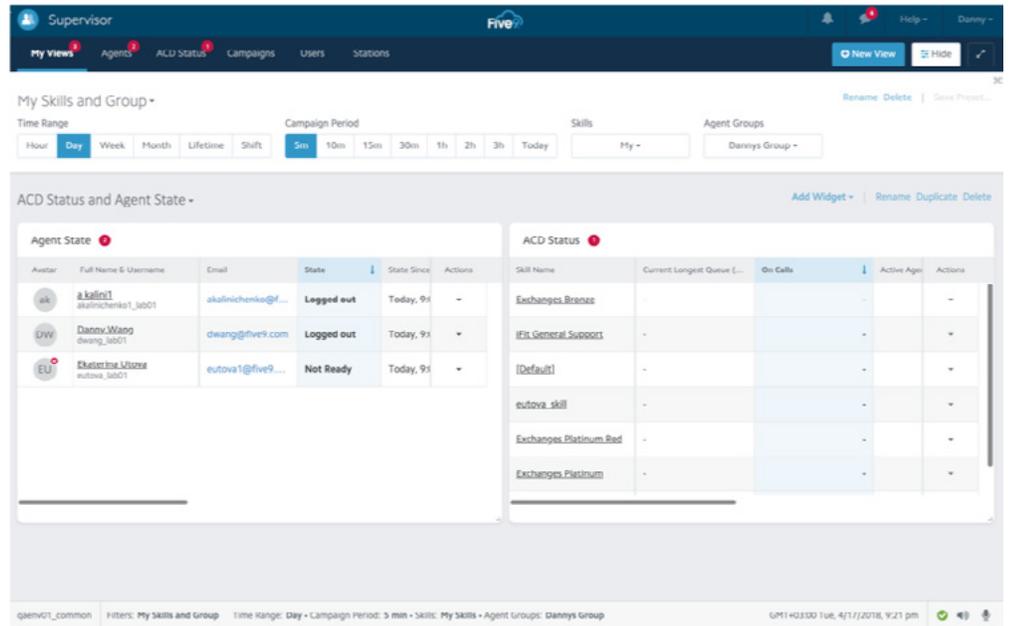
"Five9 is a great resource. The product is easy to use and allows us to effectively manage our call center operations. From the reporting to real-time data, Five9 helps meet our customer needs. They are also quick to reply and assist with any administration functions we need assistance with."

Jerad Sullivan
Operations Manager
Chinook

Customizable Views

Supervisor Plus offers you customizable views. When a supervisor logs in for the first time, they have a number of widgets they can use to populate their home screen. With versatile views, supervisors can craft their space to optimize visibility and increase productivity.

Sharable Supervisor Settings

With Supervisor Plus you can share supervisor settings, configured alerts, and data views with other supervisors. The shared settings help standardize management practices across contact centers and create uniform administration. Supervisors can jointly share best practices and help improve reporting. Supervisors can also send broadcasts and internal messages between supervisors, agents, and administrators opening up communication and invoking action plans to changing events.

Supervisor Plus Benefits

Supervisor Plus helps customers manage operations quickly and efficiently. It provides supervisors a 360 view of the contact center and helps them tailor support for their team. With our modernized interface and new omnichannel statistics to support our omnichannel solution, Five9 gives supervisors all the management tools they need to manage today's digital omnichannel contact center.

About Five9

Five9 is the leading provider of cloud contact center solutions, bringing the power of the cloud to more than 2,000 customers worldwide and facilitating more than three billion customer interactions annually.

Five9's solution helps contact centers create exceptional customer experiences, increases productivity and boost revenue.

For more information visit www.five9.com or call **1-800-553-8159**.