

# Five9 Supervisor Plus

Manage your contact center operations quickly and efficiently with Five9 Supervisor Plus

## What is Supervisor Plus?

Supervisor Plus gives your supervisors everything they need to ensure high-quality customer interactions, 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 customizable views and multi-conditional alerts allow supervisors to focus on what's important to your business. It makes monitoring and communicating with agents easy, and lets supervisors develop agent skills through observation and guidance.

## Real-Time Agent Monitoring and Coaching

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 for quick feedback to improve performance. 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 customer communication environments, it can be tricky to keep track of information and respond appropriately across multiple channels. This can pose big challenges for managers responsible for monitoring and guiding agents. To help, Five9 Supervisor Plus uses real-time statistics from Five9 Digital Engagement to help supervisors understand agent and customer communication. Multi-conditional alerts help supervisors stay on top of changing conditions.



## Features

- Browser-based Supervisor UX
- Customizable widgets for specific contact center operations
- Powerful filtering, sorting, and searching capabilities
- Real-time monitoring
- Trigger alerts based on multiple conditions
- Shareable supervisor settings
- Real-time omnichannel chats

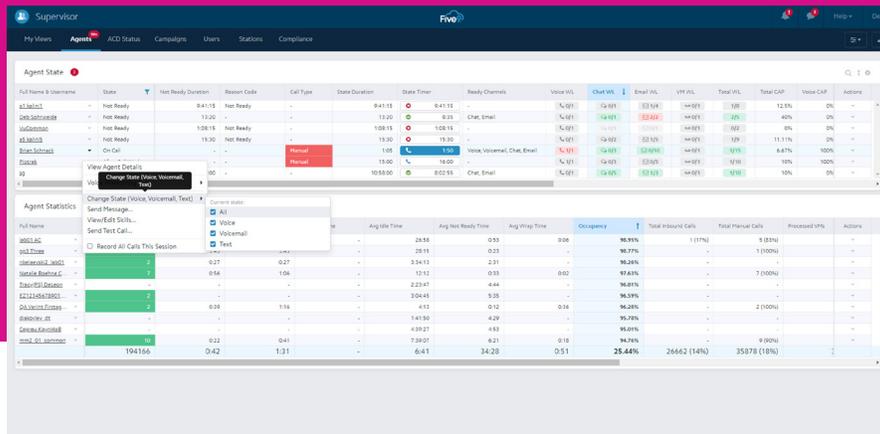


**"Five9 is a great resource. The product is easy to use and allows us to effectively manage our call center operations. From the reporting to real-time data, Five9 helps meet our customer needs. They are also quick to reply and assist with any administration functions we need assistance with."**

Jerad Sullivan, Operations Manager  
Chinook

**Figure 1:**

Five9 Supervisor Plus provides customized views and quick campaign/agent management tools. In this view, the supervisor can see current agent state by channel to make quick decisions and monitor queues.



## Five9 Supervisor Plus Features and Capabilities

### Multi-Conditional Alerts

In the Supervisor view, managers can set alerts for specific performance markers across all channels. 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 and 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.

### Customizable Views

Supervisor Plus provides 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.

### Shareable Supervisor Settings

The shared settings help standardize management practices across contact centers and create uniform administration.

With Supervisor Plus you can share supervisor settings, configured alerts, and data views with other supervisors. 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 with a 360-degree 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.

### Learn More

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.

To schedule a live demo or find out more information, visit [www.five9.com](http://www.five9.com) or call **1-800-553-8159**.



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### 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 five billion call minutes annually. Five9 helps contact centers increase productivity, boost revenue, and create customer loyalty and trust.

For more information visit [www.five9.com](http://www.five9.com) or call **1-800-553-8159**.

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