Live Agent for Support Supervisors

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CONTENTS

LIVE AGENT FOR SUPPORT SUPERVISORS

Welcome to Live Agent for support supervisors! Live Agent is a comprehensive chat solution that makes it easy for your agents to support customers. With Live Agent's supervisor tools, you can easily monitor your agents' activities, assist your agents in chats, and view data on your agents' chat sessions.

As a support supervisor, you oversee your employees to ensure that they provide the best customer support possible. Live Agent is a chat solution that's fully integrated with the rest of Salesforce, making it easy for you to access the information you need about your agents and their chat activity in a single workspace.

Whether you're a seasoned veteran or new to Live Agent, there are several tools at your disposal that make it easy to support and monitor your chat agents as they work with customers. Let's get started.

THE LIVE AGENT SUPERVISOR PANEL

The Live Agent supervisor panel is your one-stop shop to find information about your department's chat buttons and chat agents. From the supervisor panel, you can monitor agents' chat activities as they chat with customers and view customer traffic on specific chat buttons, all in real time. The supervisor panel is conveniently located in the Salesforce console, so it's easy to access it without switching out of the app.

Access the Supervisor Panel

Access the supervisor panel conveniently from the Salesforce console to easily monitor your agents' chat activity.

Agent Status List

The agent status list in the supervisor panel gives you access to real-time information about your agents' chat activity.

Queue Status List

The queue status list in the supervisor panel gives you access to real-time information about your organization's chat buttons and queues.

Monitor Your Agents' Chats

View your agents' chats from the supervisor panel as they help customers. You can monitor agents' performance and give them real-time feedback and help as they serve customers.

Access the Supervisor Panel

Access the supervisor panel conveniently from the Salesforce console to easily monitor your agents' chat activity.

1. To access the supervisor panel in the Salesforce console, select **Live Agent Supervisor** in the console's navigation list.
The supervisor panel appears in the main console window, giving you access to real-time information about your Salesforce org's chat buttons and agents.

Agent Status List

The agent status list in the supervisor panel gives you access to real-time information about your agents' chat activity.

Agent Detail	Description
Agent Name	The name of the agent. 📝 Note: If a red flag appears next to the name, the agent has requested help. Respond via the chat detail module (far right).
Status	The agent's Live Agent status.
Action	The actions you can take to change the agent's status.
No. Chats in Progress	The number of chats that an agent is engaged in.
No. Requests Assigned	The number of pending chat requests that are currently assigned to the agent.
Time Elapsed Since Login	The amount of time the agent has been logged in to Live Agent.
Time Elapsed Since Last Accept	The amount of time since the agent last accepted a chat request.
Message to Supervisor (optional)	The private message that the agent sent with a help flag.

Expand each agent's name to see details about the customers they're chatting with.

Customer Detail	Description
Visitor Name	The name of the customer, if available.
IP	The IP address of the customer's device.
Network	The customer's network, if available.
Browser	The type of internet browser the customer is using to connect to their chat window.
City	The city the customer is chatting from.
Country	The country the customer is chatting from.
Duration	The amount of time the customer has been engaged in a chat with the agent.
Action	The actions you can take to view the customer's chat with the agent.

4

Queue Status List

The queue status list in the supervisor panel gives you access to real-time information about your organization's chat buttons and queues.

Queue Detail	Description
Button Name	The name of the chat button.
ID	The unique Salesforce ID of the chat button.
Queue Length	The number of chats that are waiting to be assigned to an agent.
Longest Wait	The longest amount of time a customer chat has waited to be connected to an agent.

Monitor Your Agents' Chats

View your agents' chats from the supervisor panel as they help customers. You can monitor agents' performance and give them real-time feedback and help as they serve customers.

1. In the Agent Status list, click ⊞ to expand the information about the agent whose chat you want to view. If an agent has requested help, you see a red flag next to the name and a private message (far right) if the agent entered one.

2. To view a chat, click **View** in the Action column of the chat you want to monitor.

   The chat monitor opens in the Agent Status list.

3. To send a private message to an agent as the agent is chatting with a customer, type your message in the message field and press **Enter**.

   The agent can see your message in the chat log, but the message is invisible to the customer.

When you finish monitoring your agent's chat, click ⊞ again to collapse the chat monitor.

To remove a flag after you've provided help, click **Lower Flag**.

SEE ALSO:

   Agent Status List

ASSIGN SKILLS TO AGENTS

Assign skills to your agents as the expertise of your team evolves.

1. In Setup, enter `Skills` in the `Quick Find` box, then select **Skills**.

2. Click the name of the skill you want to assign.

3. Click **Edit**.

4. Select either the profiles (recommended) or individual users who have this skill.

5. Click **Save**.

If you don't have access to the Skills page, ask your Salesforce administrator about enabling this permission. Only your administrator can create skills.

EDITIONS

Available in: Salesforce Classic

Live Agent is available in: **Performance** Editions and in **Developer** Edition orgs that were created after June 14, 2012

Live Agent is available in: **Unlimited** Edition with the Service Cloud

Live Agent is available for an additional cost in: **Enterprise** and **Unlimited** Editions

USER PERMISSIONS

To assign skills:
*   "Assign Live Agent Skills to Users"

REPORT ON LIVE AGENT SESSIONS

Gain insight into your agents' chat activities by building reports about Live Agent chat sessions.

You can create a custom report type for Live Agent chat sessions and use it to run reports on your agents' sessions using the Report Builder. These Live Agent session reports can provide insight about your agents' chat activities—for example, whether or not your agent team is able to handle all chat requests from your customers.

1. Create a custom report type using Live Agent Sessions as the primary object.

2. Create a new Live Agent report using the Report Builder.

3. Customize your report to include the columns of information you want to feature.

4. Save or run the report.

INDEX

L

Live Agent
 agent status list 4
 custom report type 8
 monitor chats 6
 queue status list 5
 Salesforce console 2–3
 sessions 8
 skills 7
 status 4

Live Agent *(continued)*
 supervisor panel 2–6
 whisper messages 6

S

supervisor panel
 agent status list 4
 monitor chats 6
 queue status list 5
 whisper messages 6