Chat for Support Supervisors

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@salesforcedocs

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CONTENTS

Chat for Support Supervisors 1
Assign Skills to Agents 1

CHAT FOR SUPPORT SUPERVISORS (SALESFORCE CLASSIC)

Welcome to Chat for support supervisors! Chat makes it easy for your agents to support customers. With Chat's supervisor tools, you can easily monitor your agents' activities, assist your agents in chats, and view data on your agents' chat sessions. This information applies only to Chat in Salesforce Classic.

As a support supervisor, you oversee your employees to ensure that they provide the best customer support possible. Chat is 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 Chat, 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.

Assign Skills to Agents

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

SEE ALSO:

Chat for Support Agents

Permissions for Chat Support Supervisors

EDITIONS

Available in: Salesforce Classic

Available in: **Performance** Editions and in **Developer** Edition orgs that were created after June 14, 2012

Available in: **Unlimited** Edition and **Enterprise** Edition with Service Cloud

USER PERMISSIONS

To chat with visitors in the Salesforce console:

- Chat is enabled, set up, and included in a Salesforce console app

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**.

Note: Skills are visible to all users, but only your administrator can create skills.

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USER PERMISSIONS

To assign skills:

- Assign Chat Skills to Users OR Customize Application