Chat for Support Supervisors

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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.

> ⊘ **Important:** Check out Messaging for In-App and Web, our new and improved way to communicate with customers from your mobile app or website.

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

Assign Skills to Agents

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

Before you can assign a user or profile to a skill or remove a user or profile from a skill, chat must be enabled.

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.

    Before you can remove an assigned profile from a skill, chat must be enabled.

5. Click **Save**.

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

Note: To accept a chat that requires skills, an agent must have all skills assigned to the chat. These skills can be assigned via the routing configuration, skills-based routing rules, or an Omni-Channel flow. Because skills assigned from skills-based routing rules or an Omni-Channel flow aren't checked until after the chat begins, it's possible that no agents with the required skills are available to accept the chat. If set up, Omni-Channel begins dropping additional skills to try to find an available agent. If no agent is found, even after dropping the additional skills, the chat request is canceled.

For more information about additional skills, see Enable Skills-Based Routing Rules from the Routing Configuration.