Omni Supervisor

Salesforce, Spring '23

@salesforcedocs

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CONTENTS

MANAGE AGENTS, QUEUES, AND SKILLS WITH OMNI SUPERVISOR

Manage agents, queues, and skills in Omni Supervisor.

Available in: both Salesforce Classic (not available in all orgs) and Lightning Experience
Omni-Channel is available in: **Professional**, **Essentials**, **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

Get to Know the Omni Supervisor Tabs

Supervisors can check the health of their call center in real time using the Agents, Queues Backlog, Assigned Work, and Skills Backlog tabs in Omni Supervisor. These tabs let supervisors see which work items are open and active, who's assigned to what, and other details such as open capacities and average wait times for customers.

Sort and Filter in Omni Supervisor

Organize and focus your real-time data in Omni Supervisor to effortlessly find the information you need.

Support and Train Your Agents

Support your agents in real time while they're working with customers. When an agent raises a flag to alert you that they need help, you can hold a private 2-way conversation with them from Omni Supervisor.

Transfer a Work Item to a Different Skill Set

You can transfer a work item to a different skill set so that an agent with the right skills can resolve the issue. For example, if an agent doesn't have the right skills to resolve the case, the agent can transfer the case and specify the required skills.

SEE ALSO:

Supervisor Monitoring for Voice

Get to Know the Omni Supervisor Tabs

EDITIONS

Available in: Salesforce Classic (not available in all orgs), Lightning Experience

Omni Supervisor is available in: **Essentials**, **Professional**, **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

Supervisors can check the health of their call center in real time using the Agents, Queues Backlog, Assigned Work, and Skills Backlog tabs in Omni Supervisor. These tabs let supervisors see which work items are open and active, who's assigned to what, and other details such as open capacities and average wait times for customers.

Depending on how your administrator set up your Omni Supervisor, you might not see all action button on Omni Supervisor tabs. Omni Supervisor tabs are shown based on the type of routing that is set up in your org.

- If only queue-based routing is set up, Omni Supervisor shows the Agents, Queues Backlog, and Assigned Work tabs. The Agents tab doesn't show the Skills column.
- If both queue-based routing and skills-based routing are set up in the same org, Omni Supervisor shows all of the tabs.
- If external routing is set up, Omni Supervisor shows the Agents, Queues Backlog, and Assigned Work tabs. The Agents tab doesn't show the Skills column.

Table 1: Omni Supervisor Tabs

Tab	Only queue-based routing	Both queue-based routing and skills-based routing	External routing
Agents	✓	✓	✓
Queue Backlog	✓	✓	✓
Assigned Work	✓	✓	✓
Skills Backlog	✗	✓	✗

Agents Tab
The Agents tab in Omni Supervisor is a simple way to keep up with your agents' presence statuses, channels, assigned queues, and open capacity. You can even see how long your agents have been logged in and when they last accepted new work.

Queues Backlog Tab
Gauge your backlog with the Omni Supervisor Queues Backlog tab. The Queues Backlog tab is shown if either queue-based routing or external routing for Omni-Channel is enabled in your org.

Assigned Work Tab
Take a stroll through the work items that are making their way through your queues and into your agents' consoles, using the Omni Supervisor Assigned Work tab.

Skills Backlog Tab
See pending work items for skills-based routing in the Omni Supervisor Skills Backlog tab. The Skills Backlog tab is shown only if you have skills-based routing enabled in your org.

Agents Tab

The Agents tab in Omni Supervisor is a simple way to keep up with your agents' presence statuses, channels, assigned queues, and open capacity. You can even see how long your agents have been logged in and when they last accepted new work.

To change the queues to which agents are assigned, select the agents, and then click **Change Queues**. To change the skills assigned to agents, select the agents, and then click **Change Skills**.

There are two views in the Agents tab: All Agents and Agents by Queue.

EDITIONS

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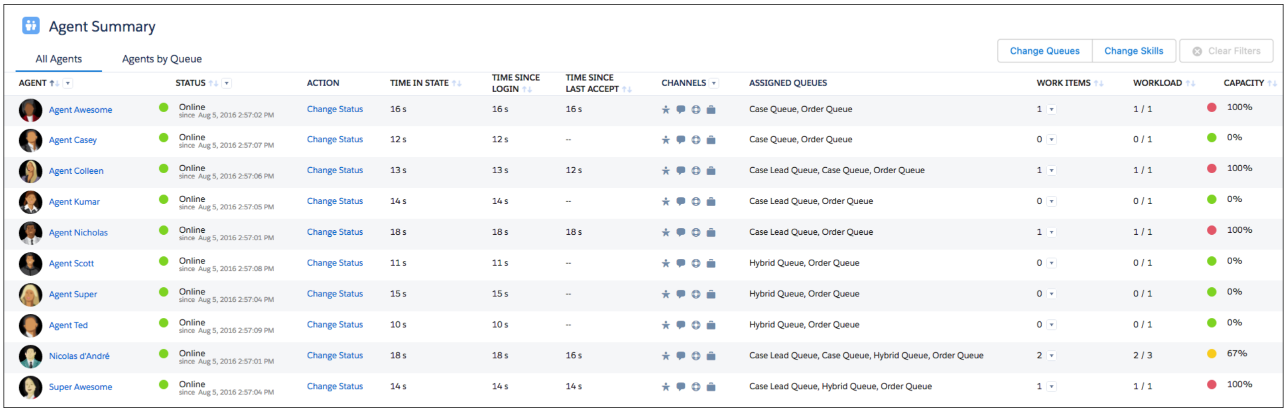
All Agents Subtab

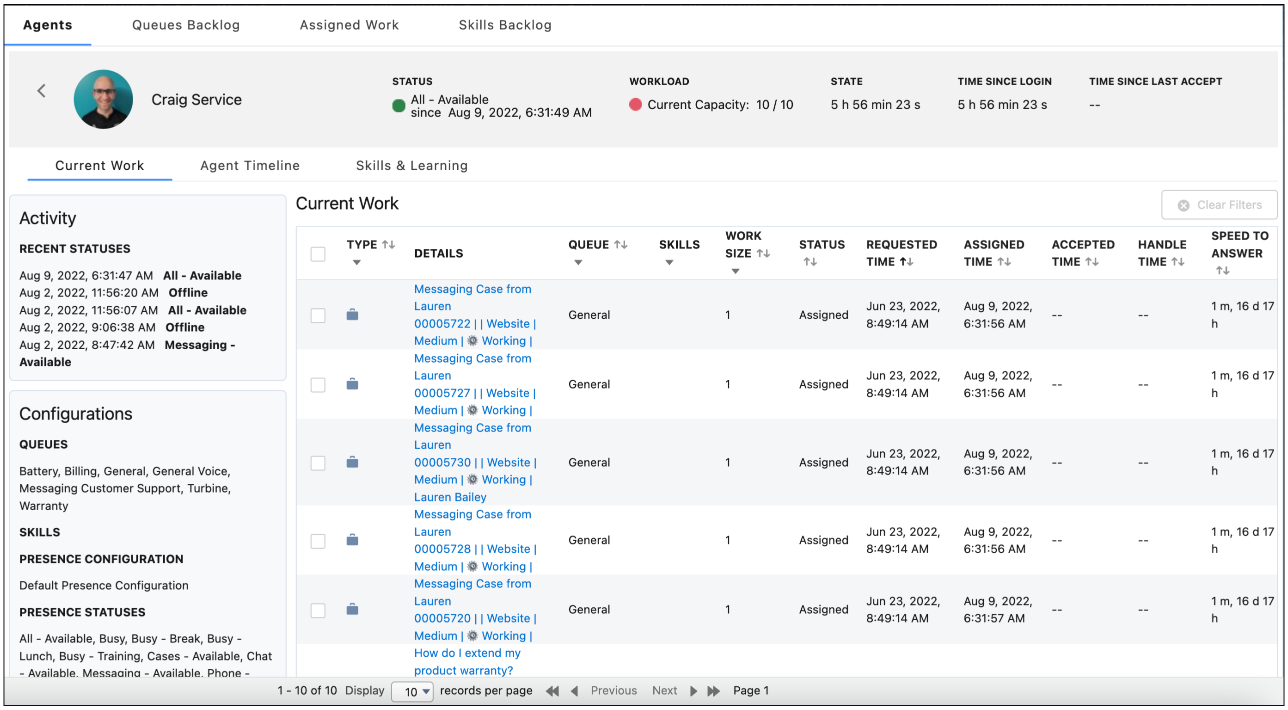
All Agents lets you see the big picture of your agents' availability, capabilities, capacity, and workload. It's the default for the Agents tab because it provides the best overall picture of how your agents are doing. Agents logged into Omni-Channel appear in rows, where you can see their status, channels, queues, workload, and capacity.



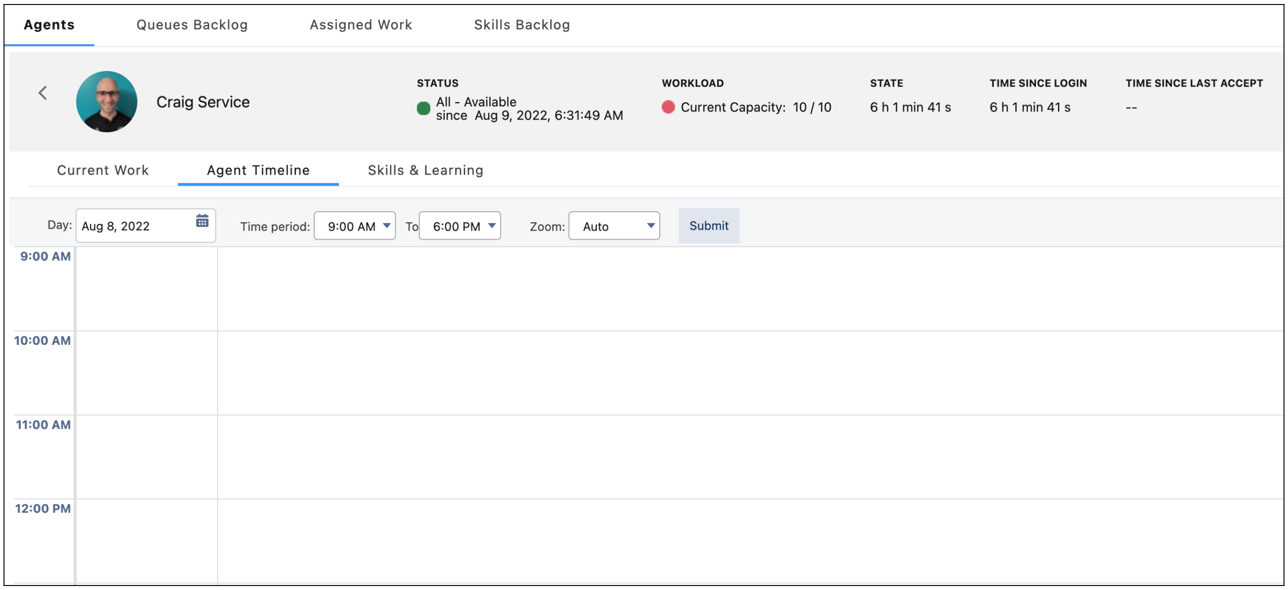
Here, you can also change an agent's status using the Action column as long as they're not offline. If you select Offline, keep in mind that the agent's work isn't tracked anymore.

To see more nuanced information about how an agent is doing, select the agent. You can view the Agent Detail and, unless disabled, Agent Timeline views.

The Agent Detail view provides details about an agent's activity and timestamps.

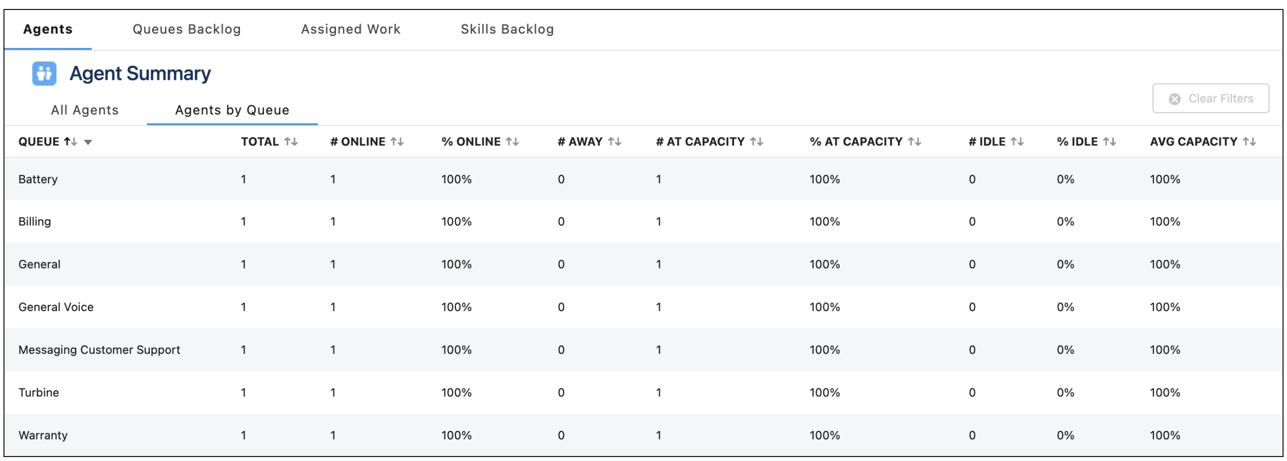


The Agent Timeline view displays the agent's status changes and work via an intuitive calendar view. The Agent Timeline shows the AgentWork status, not the status of the work item record itself. When an agent accepts an AgentWork Item and then closes the tab in the console, the AgentWork status is changed to `Closed`.



Agents by Queue Subtab

The Agents by Queue subtab provides information about how well your queues are covered. Every queue that has at least one agent that's Online or Away is shown. You can see how many agents are assigned to the queue and how many of them are online, away, or idle. This graph lets you see if you need to rearrange any agents to make sure your incoming work is covered.



QUEUE	TOTAL	# ONLINE	% ONLINE	# AWAY	# AT CAPACITY	% AT CAPACITY	# IDLE	% IDLE	AVG CAPACITY
Battery	1	1	100%	0	1	100%	0	0%	100%
Billing	1	1	100%	0	1	100%	0	0%	100%
General	1	1	100%	0	1	100%	0	0%	100%
General Voice	1	1	100%	0	1	100%	0	0%	100%
Messaging Customer Support	1	1	100%	0	1	100%	0	0%	100%
Turbine	1	1	100%	0	1	100%	0	0%	100%
Warranty	1	1	100%	0	1	100%	0	0%	100%

Note: The Agents by Queue tab is shown even if you use skills-based routing only.

To reassign agents to a different queue, select the agents, and then click **Change Queues**.

Agents Tab Fields

Fields for the Omni Supervisor Agents tab.

How After Conversation Work Affects Agent Capacity

When a voice call is active, it consumes 100% of an agent's capacity. If ACW is enabled, an agent's capacity is freed up after a call's ACW period ends or the agent closes the console tab, whichever happens first. When a call's ACW period ends, the call is removed from the agent's My Work tab and no longer appears in Omni Supervisor.

SEE ALSO:

Show All Offline Agents in Omni Supervisor

Agents Tab Fields

Fields for the Omni Supervisor Agents tab.

EDITIONS

Available in: Salesforce Classic (not available in all orgs), Lightning Experience

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All Agents Fields

The All Agents view in the Agents tab contains fields with information that lets you know how your agents are doing.

Column	Description
Agent	The first and last name of the agent.
Status	The agent's current presence status, as set in the Omni-Channel widget.
Flag	Indicates whether an agent raised a flag.
Action	Allows you to change an agent's status.
Work Summary	All Omni-Channel work currently assigned or open with the agent. You can get an overview of the work items with popup details. • Assigned work items are in the agent's widget and waiting for acknowledgment • Open work items have been accepted and the work's tab is open in the agent's Console
State	Amount of time the agent has been in the current presence status.
Login	Amount of time the agent has been logged into an online or busy Omni-Channel status. This field reflects the duration of the agent's entire Omni-Channel session, which ends when the agent goes offline in Omni-Channel or closes their browser.
Accept	Amount of time since the agent last accepted a work item, either explicitly or through auto-accept.

<table>
<tr><th>Column</th><th>Description</th></tr>
<tr><td>Capacity</td><td>Percentage calculated from the Workload column.
0–49% capacity is shown with a green icon
50–79% capacity is shown with a yellow icon
80–100% capacity is shown with a red icon
Note: When agent capacity reaches 99.1%, the agent is shown as 100%. Small work of less than 1% can be routed to the agent.</td></tr>
<tr><td>ACW</td><td>Amount of time the agent spent on closing tasks after a conversation. Short for After Conversation Work.</td></tr>
<tr><td>Workload</td><td>The total size of all assigned and open work with the agent compared to the agent’s overall capacity as set through the Presence Configuration. Work is sized through the Routing Configuration associated with the Omni-Channel-enabled queue that’s used to route the work to the agent.</td></tr>
<tr><td>Channels</td><td>The agent’s associated Service Channels (for agents in an online status), so you know what types of work the available agent can handle.</td></tr>
<tr><td>Assigned Queues</td><td>Omni-Channel-enabled Salesforce queues that the agent can receive work through in Omni-Channel.

The Assigned Queues column is shown only in orgs that use Omni-Channel queues-based routing.</td></tr>
<tr><td>Skills</td><td>Skills that are assigned to the agent.

The Skills column is shown only in orgs that use Omni-Channel skills-based routing.</td></tr>
</table>

Agent Detail Fields

The All Agents view in the Agents tab contains fields that provide information about the particular agent’s current work.

Column	Description
Type	Salesforce object type for the work, such as Lead, Case, or SOS.
Details	Information from the object’s primary compact layout that provides more context about the work item.
Queue	The Omni-Channel-enabled queue used to assign and route the work to the agent.
Work Size	The size of the Omni-Channel work item based on the routing configuration associated with the queue.

Column	Description
Status	Omni-Channel work status. It includes: • Assigned work items in the agent's widget waiting for acknowledgment • Open work items that are assigned to an agent and have an open work tab in the agent's console
Requested Time	Date and time when the item was assigned to the Omni-Channel-enabled queue, which triggers the routing.
Assigned Time	Date and time when Omni-Channel pushed and assigned the item into the agent's Omni-Channel widget.
Accepted Time	Date and time that the item was accepted, either by the agent or by auto-accept. Accepted items are opened in the agent's console.
Handle Time	How long the item has been open with the agent. It's calculated using the difference between "now" and when the agent accepted the work.
Speed to Answer	How quickly the agent responds to work requests. It's calculated using the difference between when the work was requested and when the agent accepted it.

Agents by Queue Fields

The Agents by Queue view in the Agents tab contains fields with information about the work agents are doing in your Omni-Channel queues.

Column	Description
Queue	The name of the Omni-Channel queue used to assign and route the work to the agent. Only queues containing at least one agent in an Online or Away state are displayed.
Total	Total number of agents in the queue.
# Online	Number of agents with an Online status.
% Online	Percentage of agents in the queue who have an online status.
# Away	Number of agents with an Away status.
# At Capacity	Number of agents who are at capacity.
% At Capacity	Percentage of Agents in the queue who are at capacity.
# Idle	Number of agents who are idle. Idle agents have no current work, with 0% capacity consumed.
% Idle	Percentage of agents in the queue who are idle.
Average Capacity	Average capacity among the online and away agents in the queue.

How After Conversation Work Affects Agent Capacity

When a voice call is active, it consumes 100% of an agent's capacity. If ACW is enabled, an agent's capacity is freed up after a call's ACW period ends or the agent closes the console tab, whichever happens first. When a call's ACW period ends, the call is removed from the agent's My Work tab and no longer appears in Omni Supervisor.

Omni-Channel is available in: Salesforce Classic and Lightning Experience
Service Cloud Voice is available in: Lightning Experience
Omni-Channel is available in: **Professional**, **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions
Service Cloud Voice is available in: **Enterprise**, **Performance**, and **Unlimited** Editions

When an agent updates their status in Omni-Channel during an ACW period, the ACW period ends and the agent work record is closed. If an agent logs out of Salesforce during an ACW period without marking it done, the ACW period continues for a little over a minute.

Queues Backlog Tab

Gauge your backlog with the Omni Supervisor Queues Backlog tab. The Queues Backlog tab is shown if either queue-based routing or external routing for Omni-Channel is enabled in your org.

Spend some time catching up on the activity in your Omni-Channel queues using the Queues Summary view in the Queues Backlog tab. You can see your queues' priority, configured work size, type, and wait times. This information can give you an idea of how efficiently work moves through the queue and to your agents, so you can determine which queues are doing well and which could use a few more agents on board.

EDITIONS

Available in: Salesforce Classic (not available in all orgs), Lightning Experience

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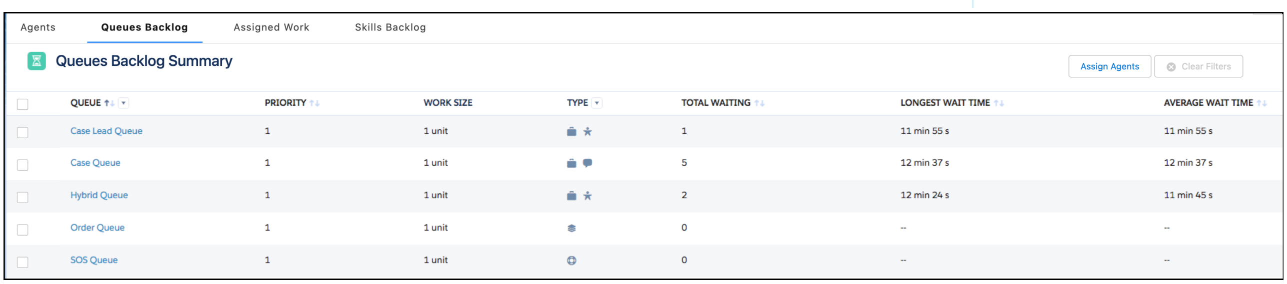
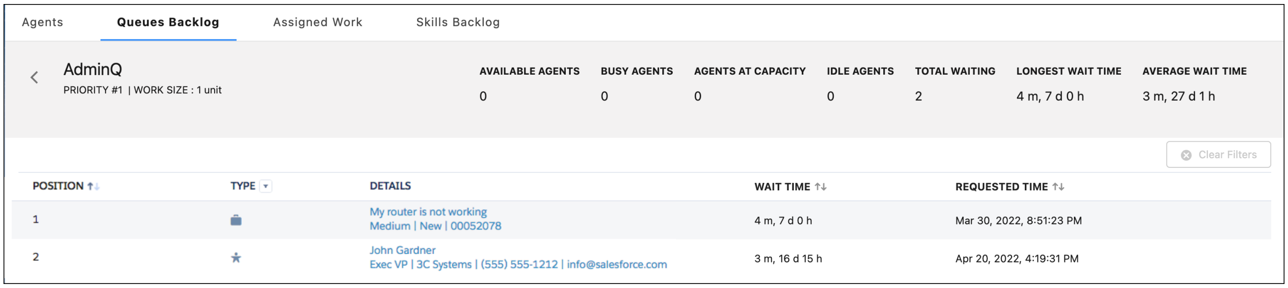


To change the agents assigned to queues, select the queues, and then click **Assign Agents**. When you add an agent to a new queue, they remain assigned to their previous queues as well.

The Queue Details view drills into specific queues so you can see their configurations, available agents, wait times, and work items. If you see lots of agents and not much work, you know it's time to move agents to another queue. But if you see only a few agents and long wait times… it's time to call for backup.



[Queues Backlog Tab Fields](#)
Fields for the Omni Supervisor Queues Backlog tab.

Queues Backlog Tab Fields

Fields for the Omni Supervisor Queues Backlog tab.

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Queues Summary Fields

The Queues Summary view in the Queues Backlog tab contains fields that let you know how your agents are doing.

Column	Description
Queue	The Omni-Channel-enabled queue used to assign and route the work to the agent. You can click the queue's name to see more detail about it.
Priority	The queue's priority based on its routing configuration.
Work Size	Size of the work items in the queue based on its routing configuration.
Type	Salesforce object type for the work, such as Lead, Case, or SOS.
Total Waiting	Total number of items currently assigned to the Omni-Channel queue that are waiting for an available agent.
Longest Wait Time	Duration of the longest wait time.
Average Wait Time	Average wait time of all items currently assigned to the queue.

Queue Detail Fields

The Queue Details view in the Queues Backlog tab contains fields that provide information about the work items in the queue.

Column	Description
Position	The work item's position in the queue.
Type	Salesforce object type for the work, such as Lead, Case, and SOS.
Details	Information from the object's primary compact layout to provide more context about the work item.
Wait Time	Amount of time that the work item is waiting for an agent. It's calculated using the difference between "now" and the item's request time.
Requested Time	Datetime the item was assigned to the queue.

Assigned Work Tab

Take a stroll through the work items that are making their way through your queues and into your agents' consoles, using the Omni Supervisor Assigned Work tab.

Use the Work Summary view in the Assigned Work tab to get a breakdown of the work that's in your queues. See the type of work each queue can handle alongside a state-of-the-union of its active work items.

EDITIONS

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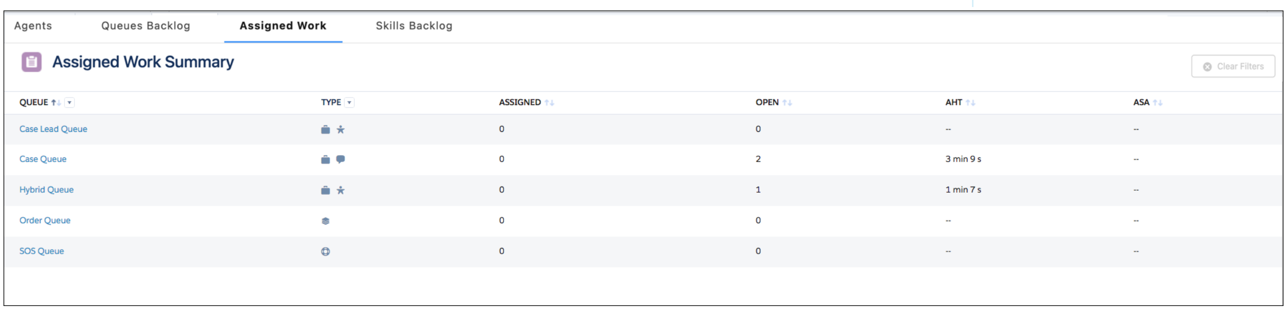
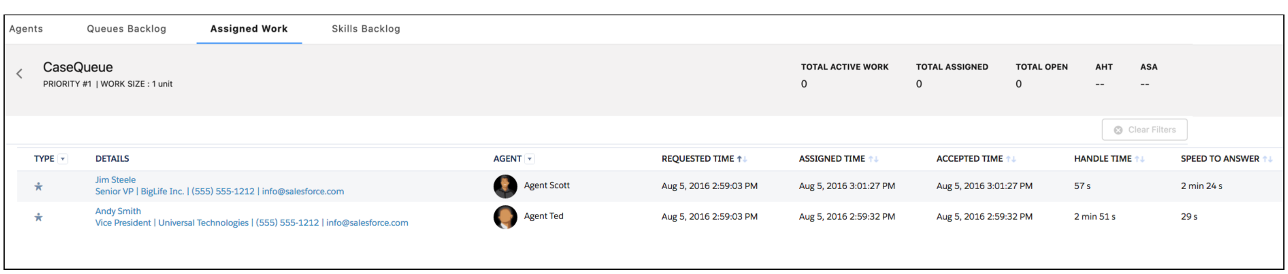


If you want to take a closer look at what's going on in a queue, click the queue to see its Work Detail.



Assigned Work Tab Fields
Fields for the Omni Supervisor Assigned Work tab.

Assigned Work Tab Fields

Fields for the Omni Supervisor Assigned Work tab.

EDITIONS

Available in: Salesforce Classic (not available in all orgs), Lightning Experience

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Work Summary Fields

The Work Summary view in the Assigned Work tab contains fields that show you how work items are being handled.

Column	Description
Queue	The Omni-Channel-enabled queue used to assign and route the work to the agent. You can click a queue for more details about its work.
Type	Salesforce object type for the work, such as Lead, Case, and SOS.
Assigned	Total number of items assigned and waiting in the agent's Omni-Channel widget for acknowledgment.
Open	Total number of items accepted and opened in the agent's console.
Average Handle Time (AHT)	Average amount of time the agent's open items have been open. It's calculated using the difference between "now" and when the item was accepted.
Average Speed to Answer (ASA)	Average amount of time an item is waiting before an agent accepts it. It's calculated using the difference between the time the work was requested and accepted. When an agent accepts a work item, the item is removed from this calculation.

Work Detail Fields

The Work Details view in the Assigned Work tab contains fields that provide information about the work items in the queue.

Column	Description
Type	Salesforce object type for the work, such as Lead, Case, or SOS.

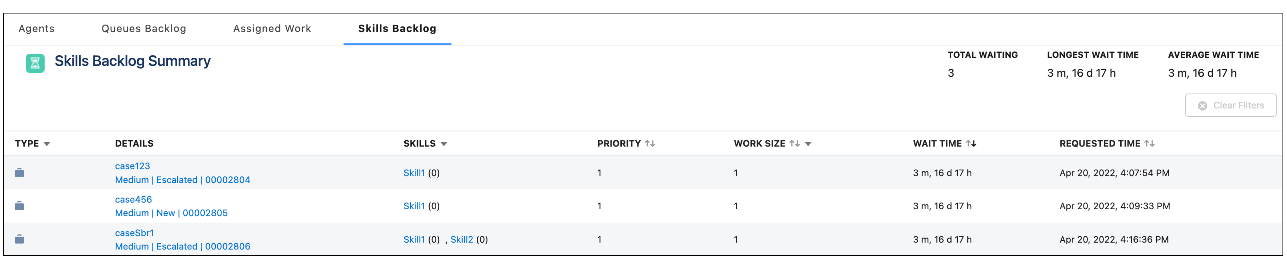
Column	Description
Details	Information from the object's primary compact layout to provide more context about the work item.
Agent	The name of the agent assigned to the work.
Requested Time	Datetime the item was assigned to the queue.
Assigned Time	Datetime when Omni-Channel pushed and assigned the item into the agent's Omni-Channel widget.
Handle Time	Amount of time the item has been open with the agent. It's calculated using the difference between "now" and when the agent accepted the work.
Speed to Answer	How quickly the agent opened the assigned item. It's calculated as the amount of time between when the work was requested and when the agent accepted it.

Skills Backlog Tab

See pending work items for skills-based routing in the Omni Supervisor Skills Backlog tab. The Skills Backlog tab is shown only if you have skills-based routing enabled in your org.

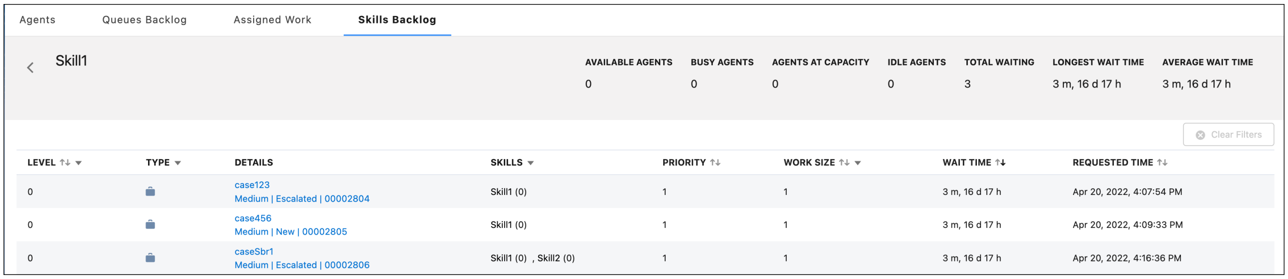
Available in: Salesforce Classic and Lightning Experience
Omni Supervisor is available in: **Essentials**, **Professional**, **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions with the Service Cloud
Skills-based routing for Omni-Channel is available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions with the Service Cloud

Keep an eye on your backlog of unassigned work items using the Skills Backlog Summary view in the Skills Backlog tab. You can see your backlog's work item types, work item details, skills, priority, work size, and wait times. The Skills Backlog Summary gives you an overview of the pending work items and the skills that are required to address these work items.



Skills are assigned to work items by the PendingServiceRouting. If there aren't any agents available who possess the required skills, then the work item is placed in the backlog. You can see whether you need more agents with certain skills by looking at the skills assigned to the work items in the Skills Backlog.

To drill down and see work items that require a specific set of skills, go to the Skills Backlog Summary and select one or more skills in the Skills column. The Skill view shows all pending work items that require any or all of the selected skills. You can see the skills needed and the skill level needed, in addition to the priority, work size, and waiting time for each work item.



Skills Backlog Tab Fields
Fields for the Omni Supervisor Skills Backlog tab. The Skills Backlog tab is available only in orgs that use skills-based routing for Omni-Channel.

Skills Backlog Tab Fields

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Available in: Salesforce Classic and Lightning Experience

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Skills-based routing for Omni-Channel is available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions with the Service Cloud

Backlog Fields

The Backlog tab shows fields that tell you about pending work items that aren't assigned to an agent.

Column	Description
Type	Salesforce object type for the work, such as Lead, Case, or SOS.
Details	Information from the object's primary compact layout that provides more context about the work item.
Skills	The skills assigned to this work item by the PendingServiceRouting.
Priority	The priority of the work item.
Work Size	The size of the Omni-Channel work item based on the associated routing configuration.
Wait Time	The amount of time that the work item has been pending.

Column	Description
Requested Time	The date and time when the work item entered the backlog.

Skills Fields

The Skills view in the Skills Backlog tab shows you all of the pending work items that require the same skill.

Column	Description
Level	The skill level required for this work item.
Type	The type of work item, such as case or lead.
Details	Information from the object's primary compact layout that provides more context about the work item.
Skills	The skills assigned to this work item by the PendingServiceRouting. The skill level is shown in the parentheses after the skill. For example, Java (2) indicates that you need an agent who's familiar with Java but not an expert.
Priority	The priority of the work item.
Work Size	The size of the Omni-Channel work item based on the associated routing configuration.
Wait Time	The amount of time that the work item has been pending.
Requested Time	Date and time when the item was placed in the Omni-Channel-enabled backlog.

Sort and Filter in Omni Supervisor

Organize and focus your real-time data in Omni Supervisor to effortlessly find the information you need.

Now that we've seen what Omni Supervisor has to offer, we'll show you how to optimize all this great data so you can quickly find what you're looking for. Filter the tables to display particular agents, queues, work types, capacity percentages, etc. and group that information with sorting.

Use filtering to pare down what's on your screen and get what you need faster. For example, if you want to see information about one particular team of agents, go to the All Agents view and select just those agents in the filter. You can apply multiple filters to the same grid, too. Hop seamlessly from an agent's open Leads to the Tier One Queue's open Cases with a Wait Time over 5 minutes.

Use sorting to organize columns as ascending or descending. For example, if you want to see which online agents most recently accepted work, filter the All Agents view to show only agents with an Online status, and sort the Time Since Last Accept column in ascending order.

EDITIONS

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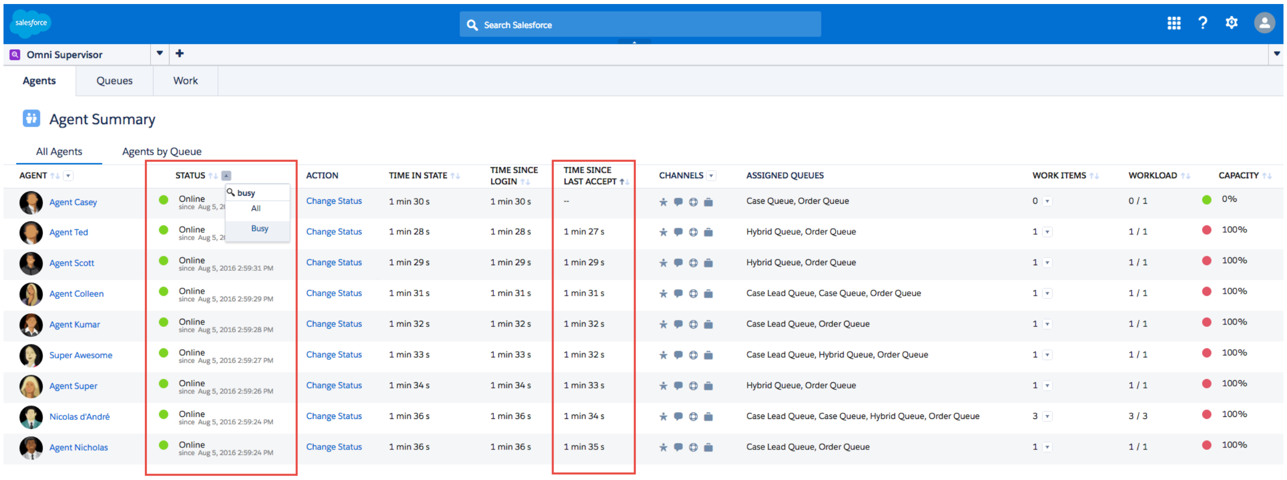

The online agents who most recently accepted work are at the top of the screen. The possibilities are as endless as your curiosity.

Support and Train Your Agents

Support your agents in real time while they're working with customers. When an agent raises a flag to alert you that they need help, you can hold a private 2-way conversation with them from Omni Supervisor.

Note: Conversations for the Chat standard channel are 1-way only. Agents can send whisper messages to the supervisor, but the supervisor can't reply.

1. In Omni Supervisor, look for raised flags in the Flag column of the All Agents tab.
2. To respond to a raised flag, expand the agent node that shows a flag, and click the flag to see the agent's message to you.
3. Click **Monitor** to open the monitoring window (1) and send whisper messages to the agent.

EDITIONS

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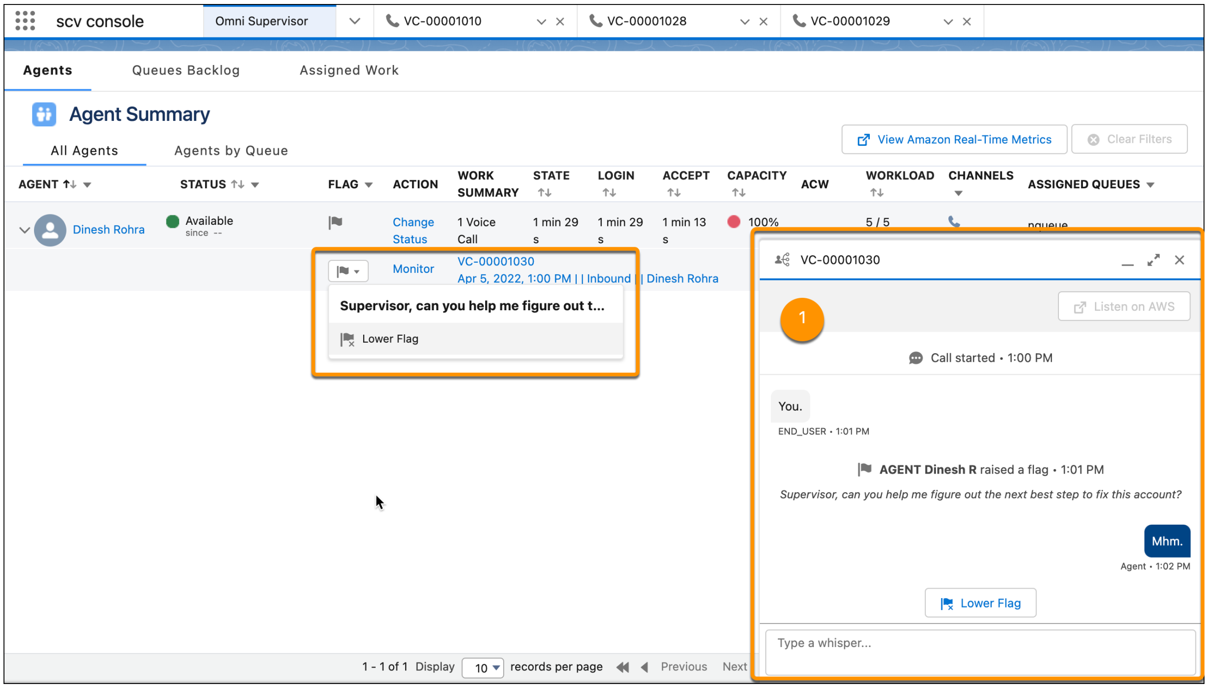


4. If the agent no longer needs help, you or the agent can lower the flag.

If you close the monitoring window, you can reopen it to continue the conversation. The conversation doesn't end until the call, messaging, or chat session ends. The agent-supervisor conversation is added in real time to the conversation transcript.

Transfer a Work Item to a Different Skill Set

You can transfer a work item to a different skill set so that an agent with the right skills can resolve the issue. For example, if an agent doesn't have the right skills to resolve the case, the agent can transfer the case and specify the required skills.

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions with the Service Cloud

USER PERMISSIONS

To transfer work items to a different skill:

- Skills-based routing must be enabled and set up in your org

When an agent opens the transfer dialog and searches for skills, the search process looks for matching skills. The search results show matching skills from only the first 2,000 skills that were created.

Work items are transferred to an agent who has the required skills. When a work item is transferred, the status changes to Transferred. If no agent with the required skills is available, the work item isn't assigned and is shown in the Skills Backlog Tab in Omni Supervisor. When an agent with the required skills becomes available, Omni-Channel routes the work to that agent. For chat, if no agents have the skills or agents with the required skills are busy or at capacity, then the request is canceled.

Note: Agents using Salesforce Classic can accept work items that are transferred to skills, but they can't transfer work items to skills.

1. Click the transfer icon.

   The transfer dialog is displayed. The transfer dialog shows the skills that are attached already to the work item.

2. Search for the skill that the work item needs.
3. To add the skill to the work item, select the skill.

   You can add several skills to the work item. For example, you could select billing and Spanish for a case that needs a Spanish-speaking agent who's knowledgeable about your company's billing practices. First, search for the "billing" skill and add it. Next, search for "Spanish" and add it, and so on.

4. Click **Transfer**.

   Note: For skills-based routed chats, the **Transfer** icon is on the work item on the My Work tab in the Omni-Channel widget.

SEE ALSO:

Service Cloud Voice Implementation Guide: Enable Voice Call Transfers Using Omni-Channel Flows and Amazon Connect

Service Cloud Voice Implementation Guide: Enable Voice Call Transfers Using Omni-Channel Flows and Partner Telephony

Skills-Based Routing Limitations

PROVIDE CUSTOMER SUPPORT FOR REAL-TIME CHANNELS WITH OMNI-CHANNEL

Service customers using their preferred means of real-time communication, including phone, messaging, or chat in standard and enhanced channels. You can accept and manage these types of support requests in Omni-Channel. If needed, while helping a customer, you can reach out to your supervisor to get support.

Available in: both Salesforce Classic (not available in all orgs) and Lightning Experience
Omni-Channel is available in: **Professional**, **Essentials**, **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

Work with Customers Using the Omni-Channel Utility

To begin receiving inbound requests from customers or to make outbound contacts, log in to the Omni-Channel utility and update your status to indicate that you're available. In most cases, you can find the Omni-Channel utility in the service console app. If it's not there, check with your admin.

Get Help from a Supervisor

While servicing a customer on the phone or in a messaging or chat session, you can have a private conversation with your supervisor to get help and escalate issues. Raise a flag to get their attention, and then have a 2-way messaging conversation with them, or request that they join the conversation with the customer.

SEE ALSO:

Help Customers on the Phone

Work with Customers Using the Omni-Channel Utility

To begin receiving inbound requests from customers or to make outbound contacts, log in to the Omni-Channel utility and update your status to indicate that you're available. In most cases, you can find the Omni-Channel utility in the service console app. If it's not there, check with your admin.

When you mark your status as available in Omni-Channel, you begin receiving work requests, like phone calls. Work items assigned to you appear in Omni-Channel until you complete, transfer, or decline them.

If you set up a service channel to use the tab-based capacity model, Omni-Channel determines agent capacity based on the open tabs. Each tab is a session for a specific work item. To close the work item and remove it from your Omni-Channel instance, close the tab for that item. The tab-based capacity model releases an agent's capacity when a work tab is closed. If your work item is reassigned to a queue and another agent picks it up, the work item still shows in your Omni-Channel instance until you close the tab.

If you set up a service channel to use the status-based capacity model, Omni-Channel determines agent capacity based on the status of accepted work, rather than the open tabs and sessions. Work remains assigned even if the agent closes the tab. If an agent is unavailable, their work appears in the My Work tab of the Omni-Channel widget. Their work remains assigned and reflected in their capacity until the work is completed or reassigned to a different agent.

1. To open the Omni-Channel utility, click **Omni-Channel** in the footer of your service console screen.
2. Click the dropdown menu and select your status. If you're online, a green dot is shown next to the status. Now you're ready to work with customers.
3. To accept an incoming work item, click the checkmark button in the Omni-Channel utility.

When you accept a work item, the Omni-Channel utility shows a timer. The timer shows the duration since the work item was first added to a queue.

When you have an incoming work item, the Omni-Channel utility lets you know with an audible signal. You can set up a visual notification also so that you don't miss an important work item when you're away from the Service Console. Turn on settings in the operating system and browser applications so that you can receive notifications. Then in the Omni-Channel utility, click the Settings icon and turn on **Show new work notifications in the browser**. When a new work item is assigned and the Service Console isn't in focus, you receive an alert. Click the alert to view the Service Console and accept or decline the work item.

SEE ALSO:

Understand Capacity Models

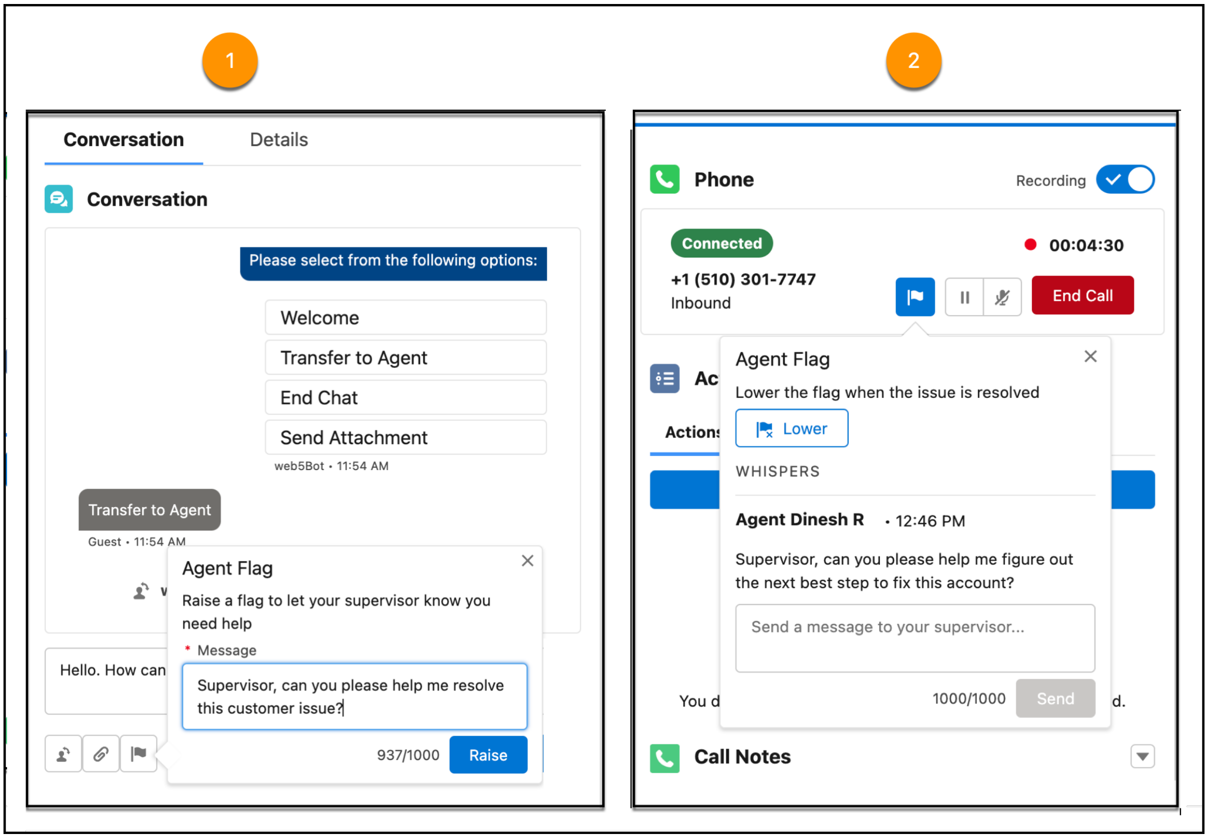
Get Help from a Supervisor

While servicing a customer on the phone or in a messaging or chat session, you can have a private conversation with your supervisor to get help and escalate issues. Raise a flag to get their attention, and then have a 2-way messaging conversation with them, or request that they join the conversation with the customer.

Available in: Lightning Experience
Omni-Channel is available in: **Professional**, **Essentials**, **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

Note: This feature is available for the Phone and Messaging for In-App and Web enhanced channels and the Chat standard channel. To use this feature for a chat session, your administrator must first enable it in the chat agent configuration settings. This feature is automatically available for other channels.

1. To raise a flag in Call Controls for calls, the Conversation component for messages, or the interaction pane for chats, click the Flag button ( ), enter a message, and click **Raise**.



Your supervisor is alerted in Omni Supervisor.

2. If you no longer need help, you or the supervisor can lower the flag.

The agent-supervisor conversation is added in real time to the conversation transcript.

SEE ALSO:

[Chat Agent Configuration Settings]

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