CoreEngage Supervisor Training

Supervisor tools and reporting for voice queues

Altigen Technologies | 2026

Altigen
AI CUSTOMER ENGAGEMENT

Training Agenda

01

Supervisor Console

View queue and agent stats, and manage agent status and queues.

02

Live Call Monitoring

Monitor, whisper, or join live calls, and respond to agent requests.

03

Queue & Agent Reports

Track queue performance, agent activity, and call results.

04

Outbound & Caller Reports

Review outbound calls and how each inbound call was handled.

Altigen
AI CUSTOMER ENGAGEMENT

01

Supervisor Console

View stats and manage your agents

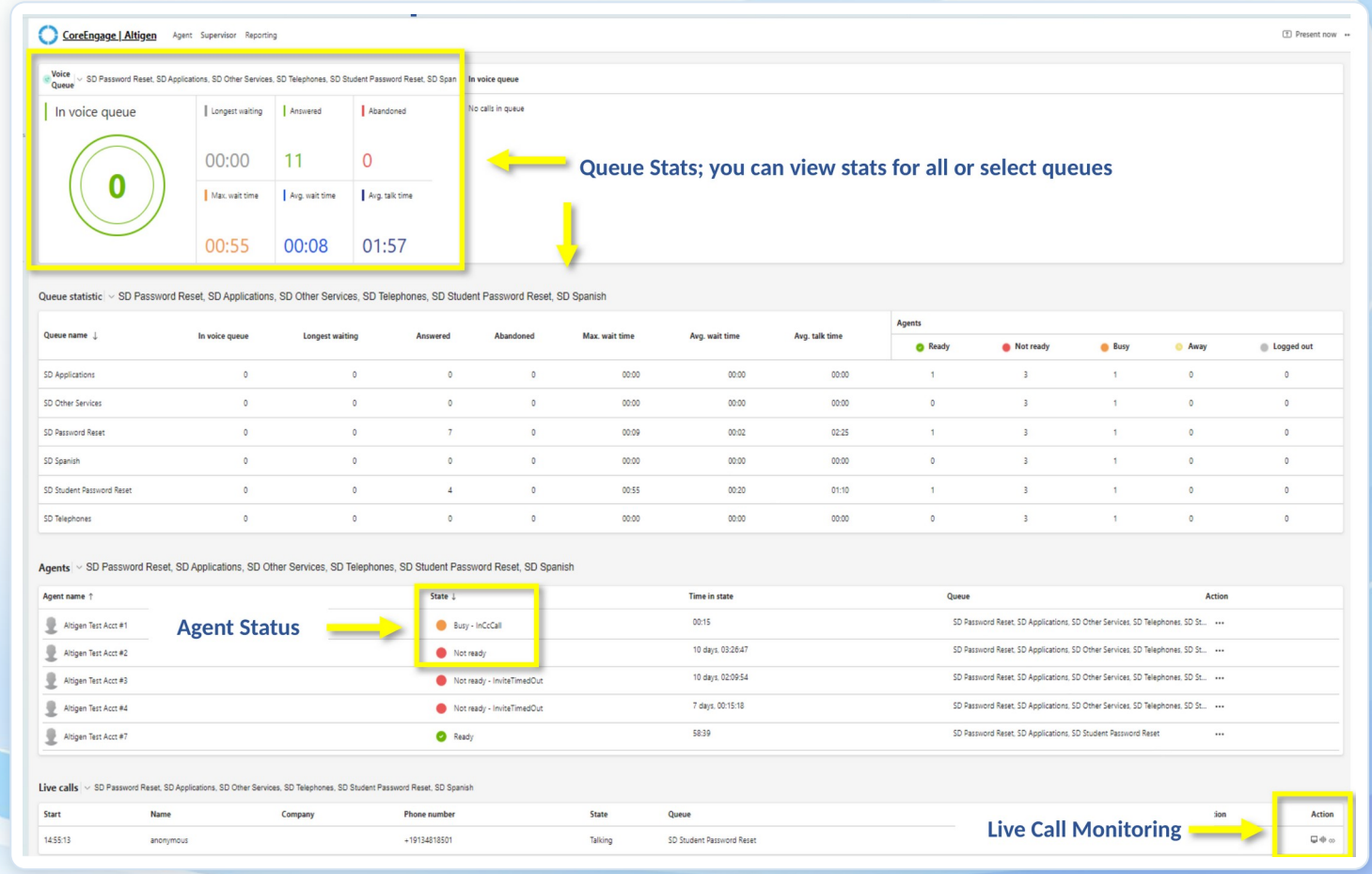
Supervisor Console Overview

- **Queue stats**
  View stats for all queues or selected queues.

- **Agents**
  See each agent's status, change it, and log agents in or out of queues.

- **Live calls**
  Monitor, whisper, or join live calls.

Note: You can see each agent's language skill, but only a CoreEngage admin can change it.

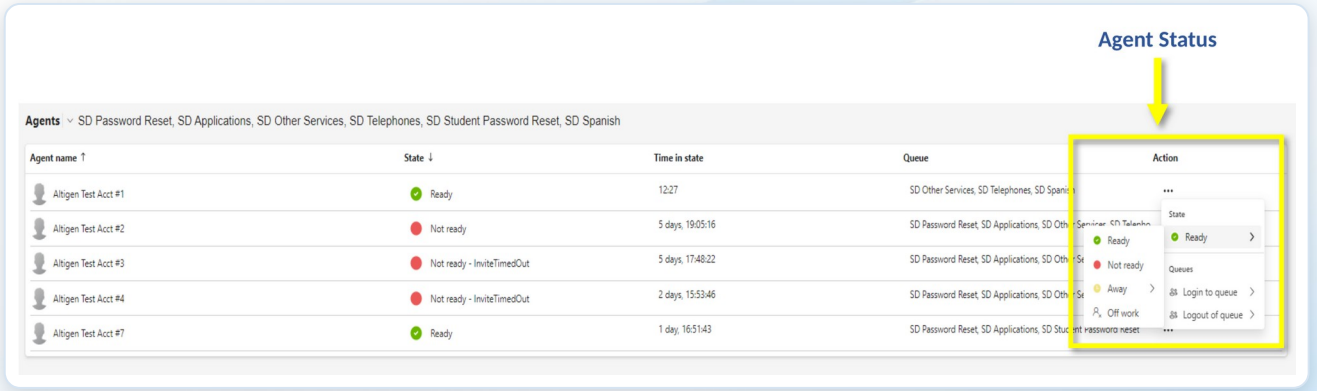


Manage Agent Status and Queues

Change status

1. In Agents, find the agent.
2. Select … and choose the new status.

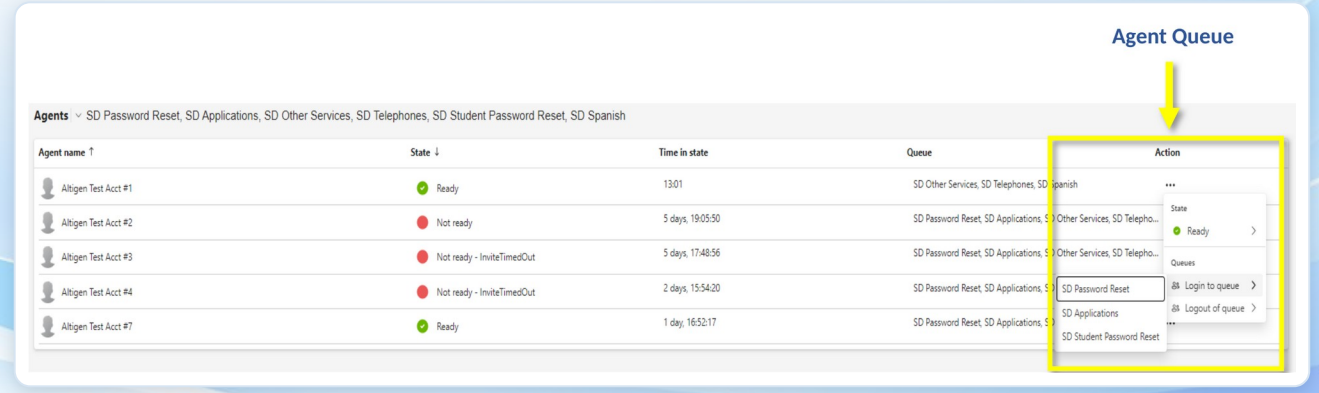
AGENT STATUS



Change queues

1. Find the agent and select ….
2. Select Log in to queue or Log out of queue, then choose the queue.

AGENT QUEUE



Altigen
AI CUSTOMER ENGAGEMENT

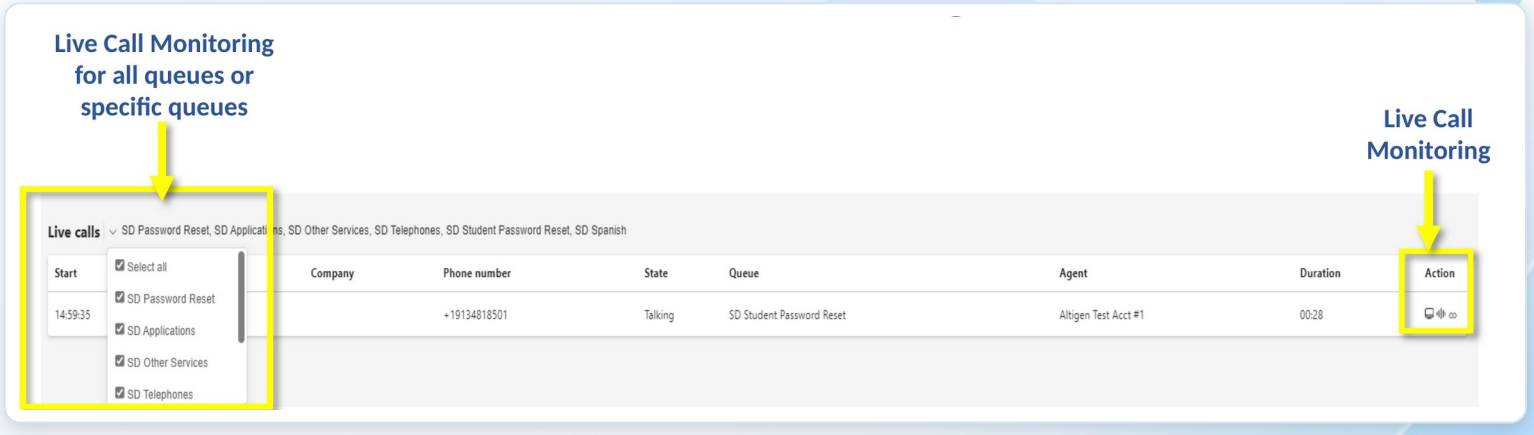
02

Live Call Monitoring

Listen in, coach agents, or join calls

Find a Live Call

1. In the Supervisor module, go to Live calls.
2. To filter, check the queues you want to see and clear the rest.
3. In the Actions column, select Monitor, Whisper, or Join.



Tip: You can view live calls for all queues or only the queues you select.

Three Ways to Join a Call



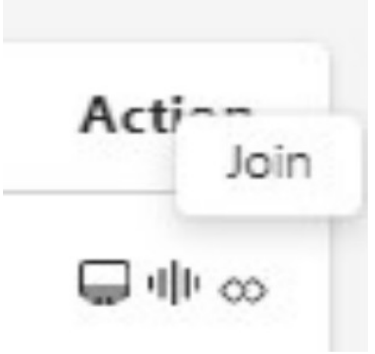
Monitor

Listen in muted. The agent and caller can't hear you.



Whisper

Talk to the agent only. The caller can't hear you.



Join

Talk with both the agent and the caller.

Respond to an Assistance Request

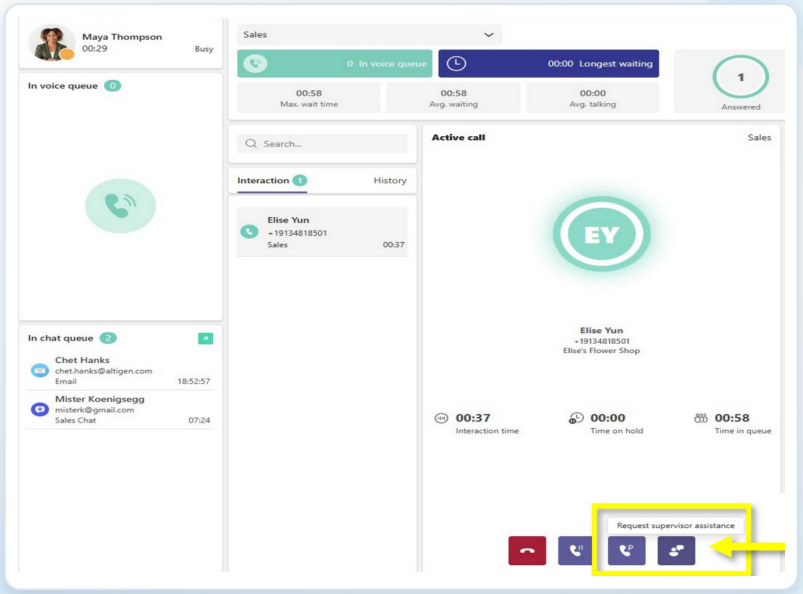
1. During a call, the agent selects Request supervisor assistance and chooses Monitor, Whisper, or Join.

2. In Live calls, a message under the agent shows the request.

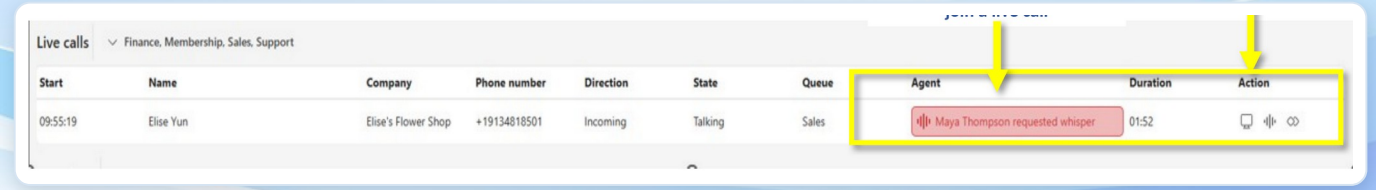
3. In the Actions column, join the call as requested.

Note: An admin must enable this button for each agent. If an agent doesn't see it, contact your CoreEngage administrator.

AGENT VIEW



SUPERVISOR VIEW



Altigen
AI CUSTOMER ENGAGEMENT

03

Queue & Agent Reports

Built-in reporting for queues and agents

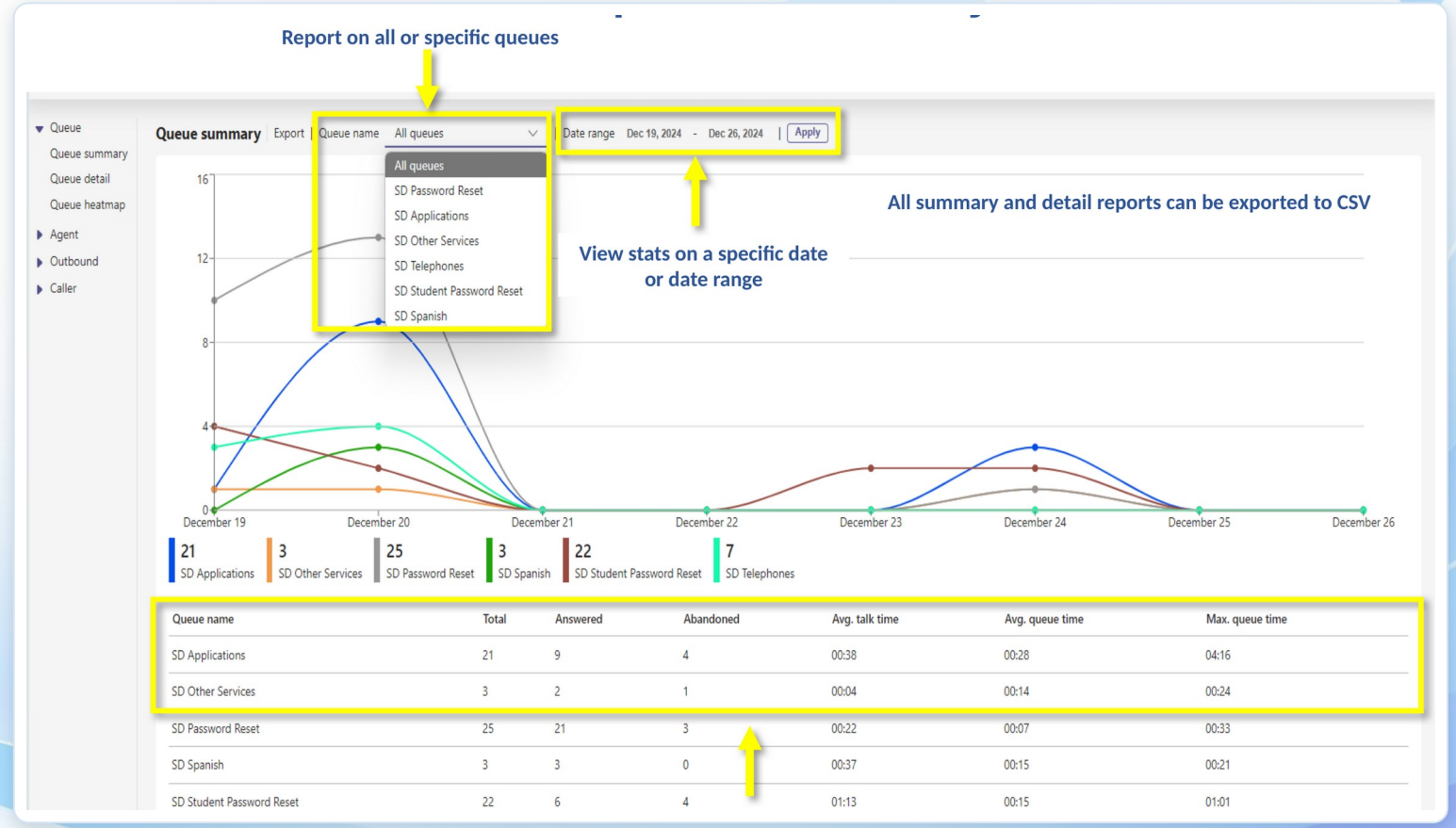
Queue Summary Report

- **Filter**
  Report on all queues or specific queues.

- **Date range**
  View a single day or a range of dates.

- **What it shows**
  Total, answered, and abandoned calls, plus average talk time and average and maximum queue time.

- **Export**
  Download summary and detail reports as CSV.



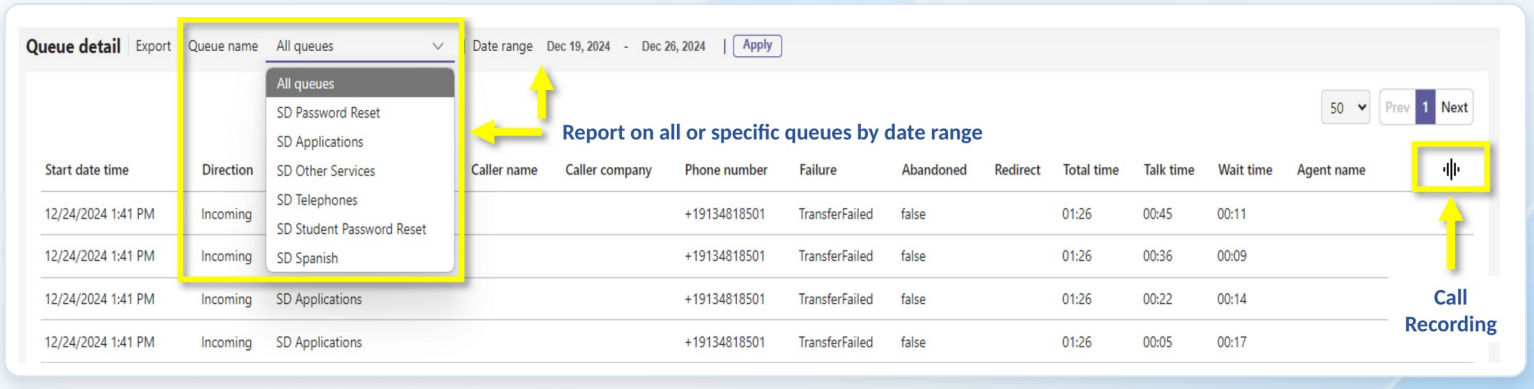
Queue Detail and Heatmap Reports

- **Queue detail**
  Call-by-call details. Select the recording icon to play a call recording.

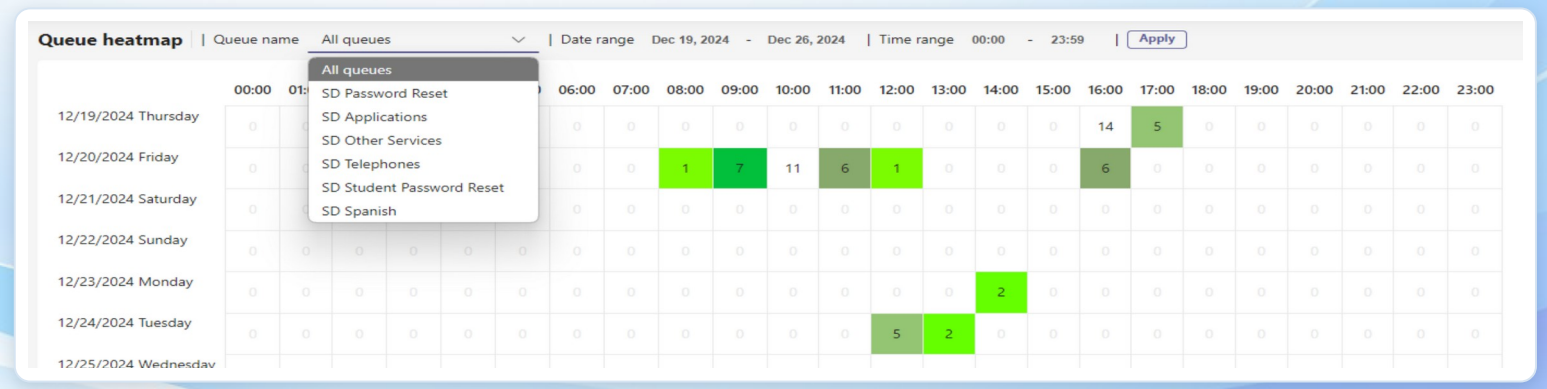
- **Queue heatmap**
  Calls answered by date and hour, useful for staffing heavy call periods.

- **Filter**
  Report on all or specific queues by date range.

QUEUE DETAIL

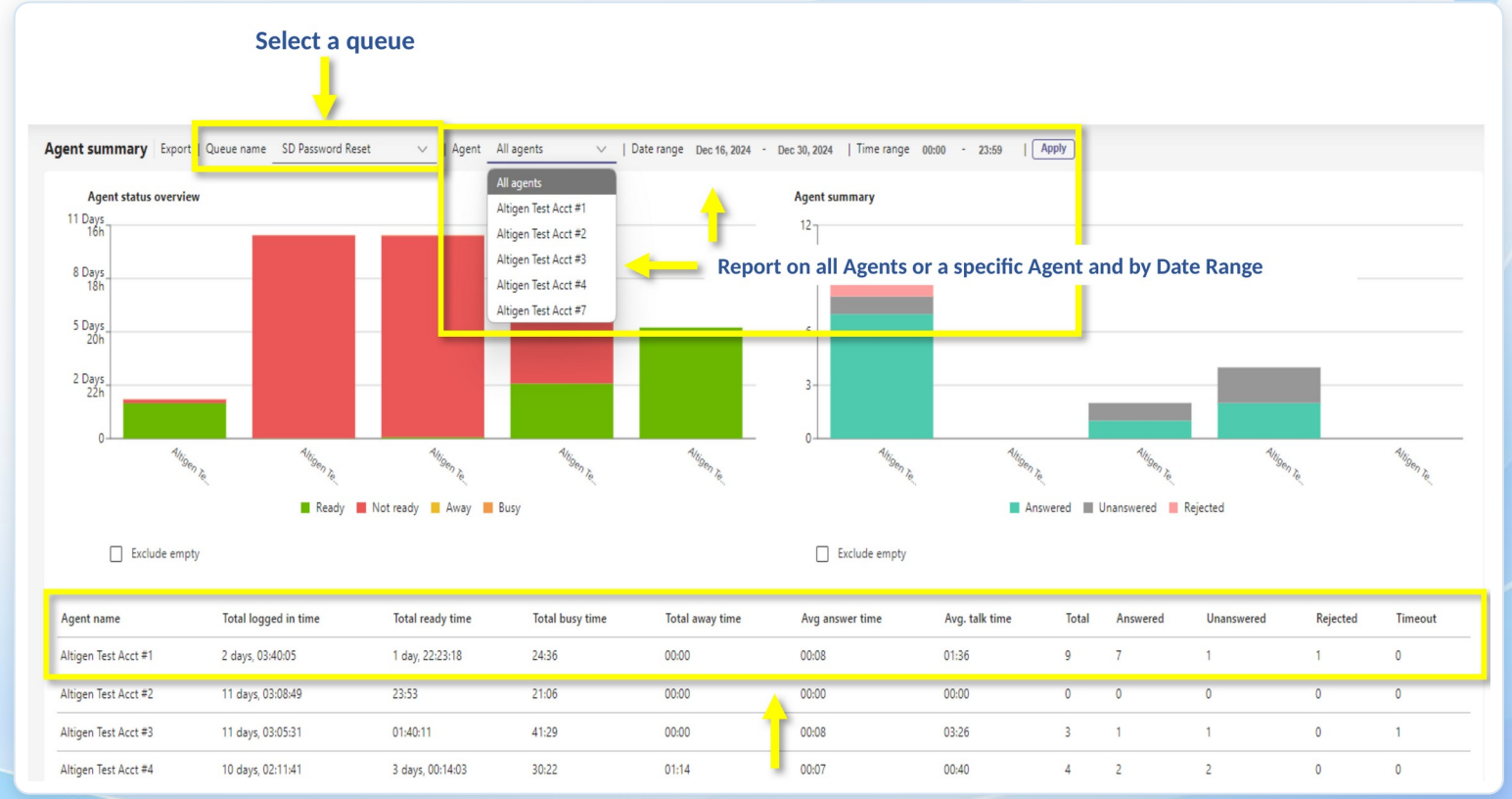


QUEUE HEATMAP



Agent Summary Report

- **Filter**
  Select a queue, then all agents or specific agents, and a date range.
- **Time**
  Total logged-in, Ready, Busy, and Away time, plus average answer and talk time.
- **Calls**
  Answered, abandoned, unanswered, rejected, and timed-out calls.
- **Export**
  Download as CSV.



Agent name	Total logged in time	Total ready time	Total busy time	Total away time	Avg answer time	Avg. talk time	Total	Answered	Unanswered	Rejected	Timeout
Altigen Test Acct #1	2 days, 03:40:05	1 day, 22:23:18	24:36	00:00	00:08	01:36	9	7	1	1	0
Altigen Test Acct #2	11 days, 03:08:49	23:53	21:06	00:00	00:00	00:00	0	0	0	0	0
Altigen Test Acct #3	11 days, 03:05:31	01:40:11	41:29	00:00	00:08	03:26	3	1	1	0	1
Altigen Test Acct #4	10 days, 02:11:41	3 days, 00:14:03	30:22	01:14	00:07	00:40	4	2	2	0	0

Agent Summary: Call Definitions

Agent name	Total logged in time	Total ready time	Total busy time	Total away time	Avg answer time	Avg. talk time	Total	Answered	Unanswered	Rejectec	Timeout
Ethan Carter	28d 7h 22:08	6d 23h 01:29	00:44	00:00	00:09	00:08	8	4	2	2	0

Result	Definition
Total	All calls presented to the agent in the selected date range.
Answered	Calls the agent answered.
Unanswered	Calls the agent didn't answer, including abandoned and declined calls.
Redirected	Calls redirected elsewhere, such as by a transfer.
Time Out	Calls that rang the agent, timed out, and hunted to other agents.

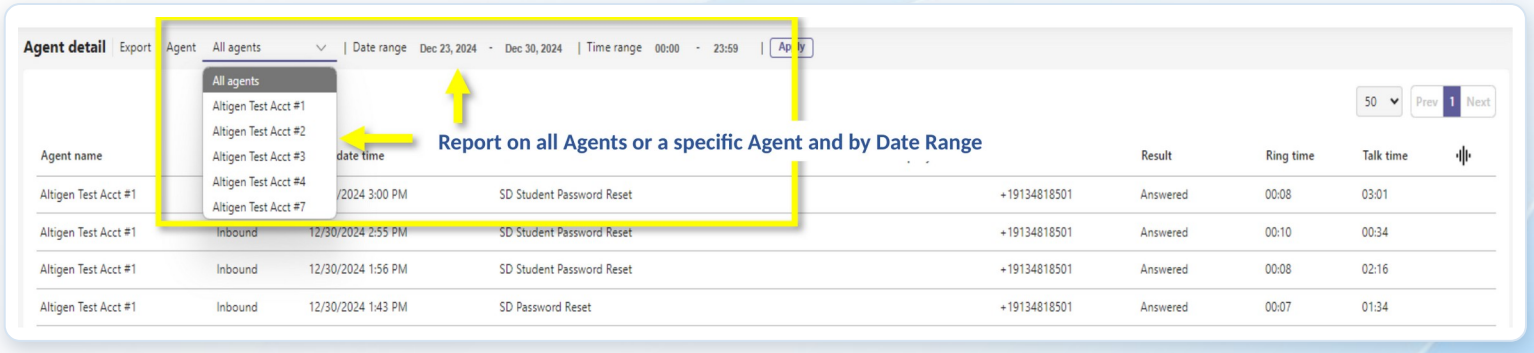
Agent Detail and Log Reports

- **Agent detail**
  Call-by-call results for all agents or a specific agent.

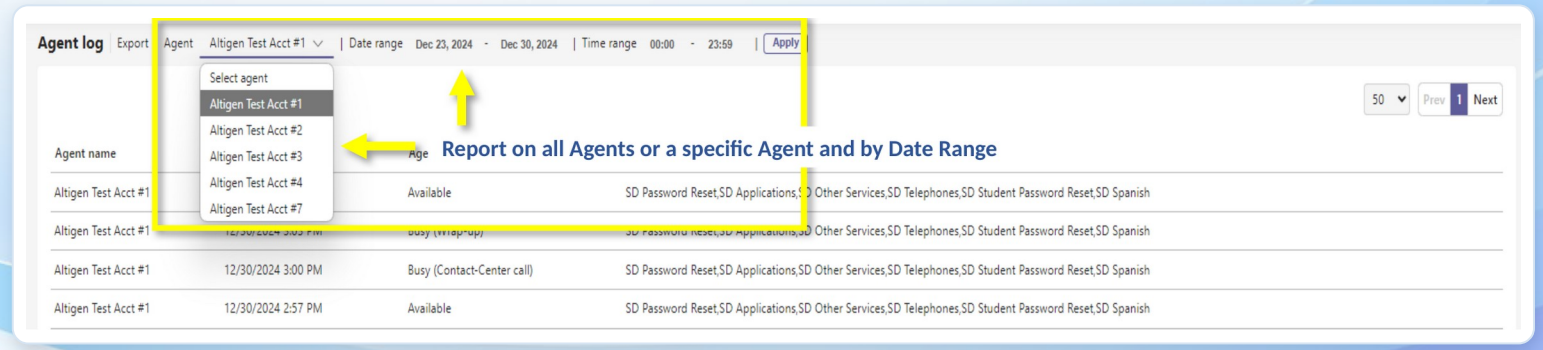
- **Agent log**
  Each agent's presence status history.

- **Filter & export**
  Run by agent and date range. Download as CSV.

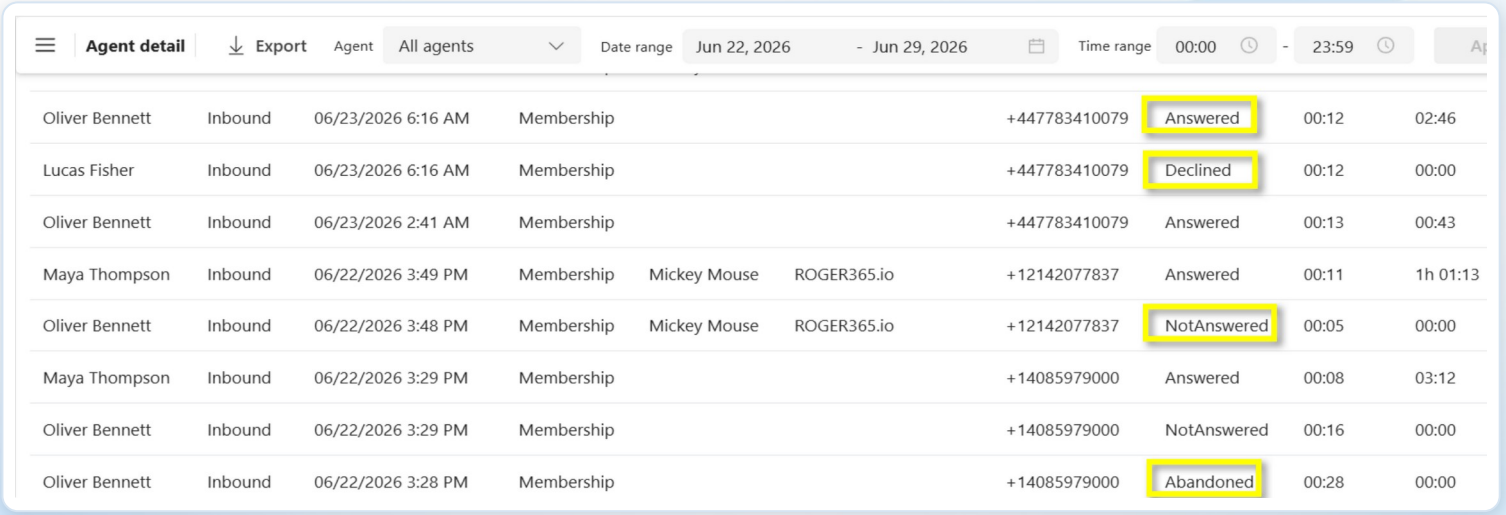
AGENT DETAIL



AGENT LOG



Agent Detail: Call Result Definitions



Result	Definition
Answered	The agent answered the call.
Declined	The agent selected Decline on the Teams notification.
Not Answered	The call timed out while ringing this agent.
Abandoned	The caller hung up while in the queue or while the call was ringing the agent.

Altigen
AI CUSTOMER ENGAGEMENT

04

Outbound & Caller Reports

Outbound activity and the full inbound caller picture

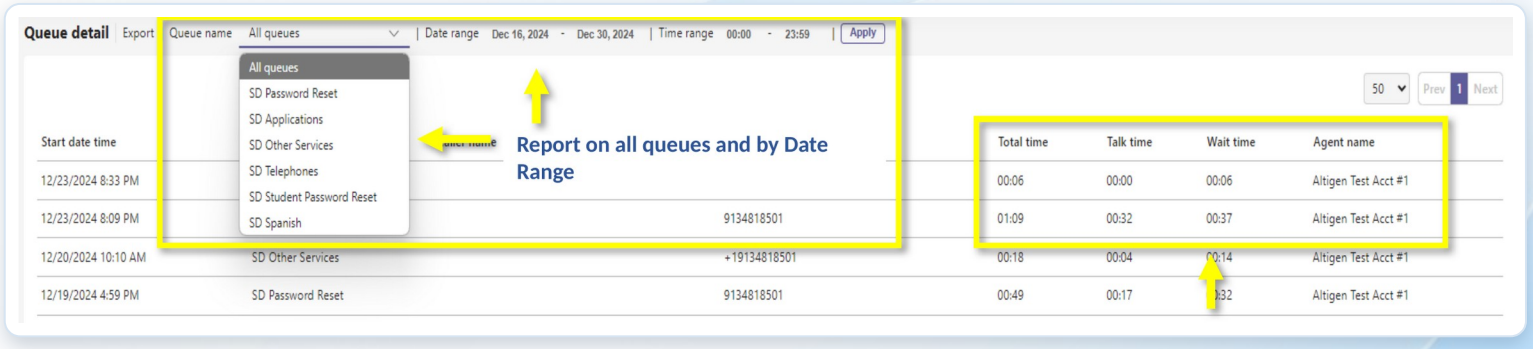
Outbound Reports by Queue and Agent

- **Filter**
  Report on all or specific queues or agents, by date range.

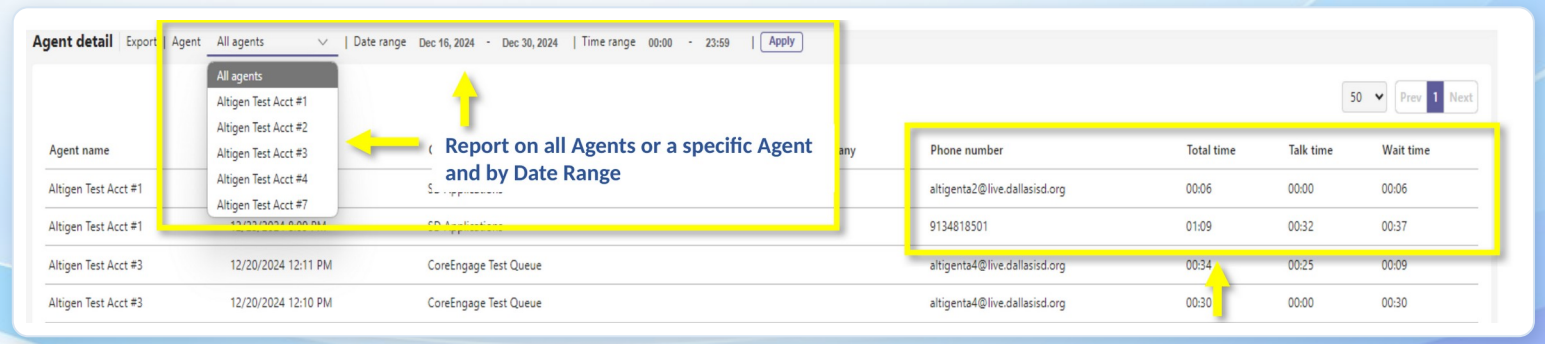
- **What it shows**
  Date and time, queue called from, number called, and total, talk, and wait time.

- **Export**
  Download as CSV.

BY QUEUE



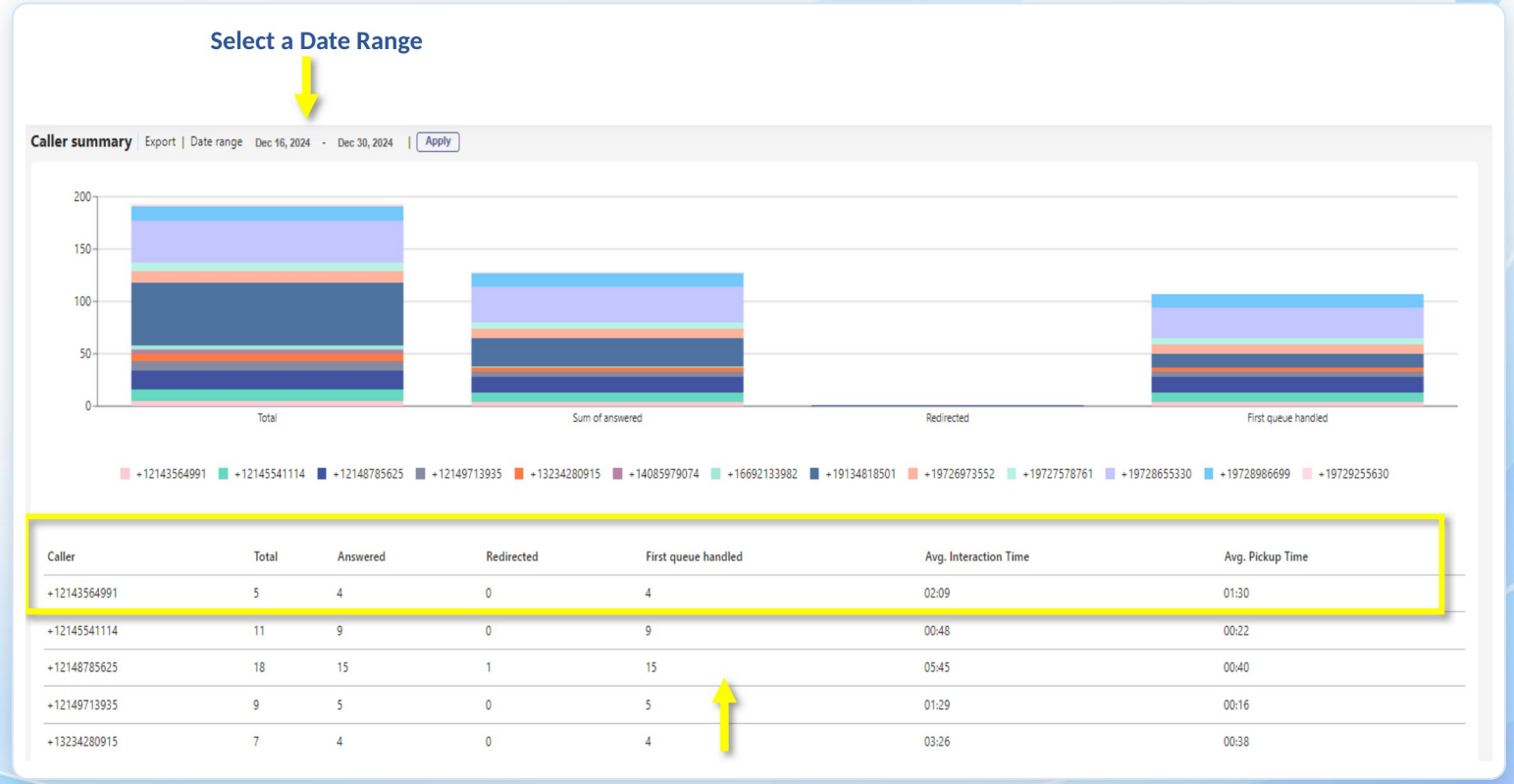
BY AGENT



Caller Summary Report

Shows how often each number called in and what happened to those calls.

- **Per caller**
  Calls made, calls answered, calls redirected, and calls handled by the original agent.
- **Averages**
  Average interaction time and average pickup time.
- **Export**
  Download as Excel.



Caller	Total	Answered	Redirected	First queue handled	Avg. Interaction Time	Avg. Pickup Time
+12143564991	5	4	0	4	02:09	01:30
+12145541114	11	9	0	9	00:48	00:22
+12148785625	18	15	1	15	05:45	00:40
+12149713935	9	5	0	5	01:29	00:16
+13234280915	7	4	0	4	03:26	00:38

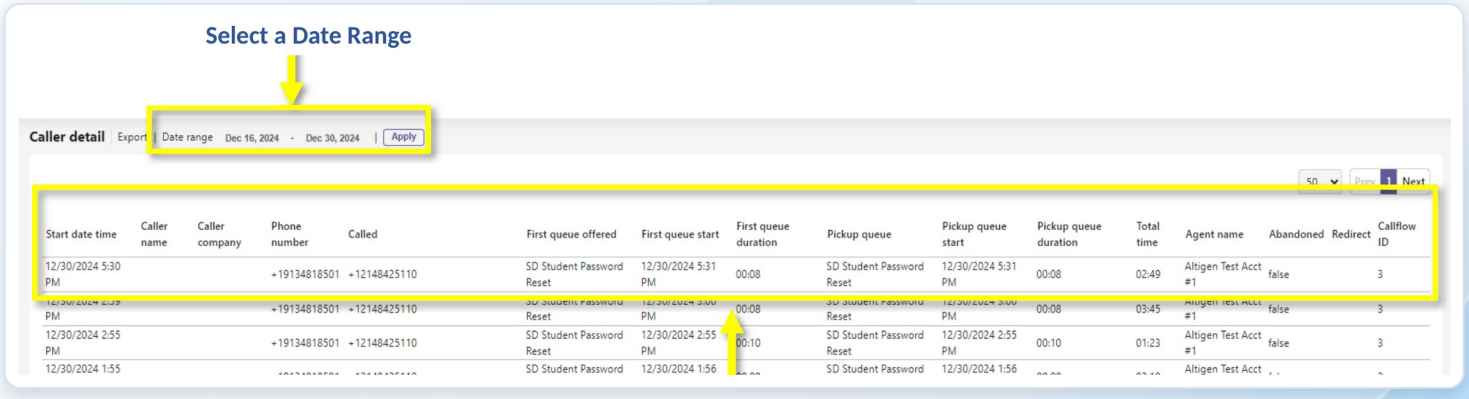
Caller Detail and Not Queued Reports

- **Caller detail**
  The full path of each call: caller, number called, first queue offered, pickup queue and agent, durations, and whether it was abandoned or redirected.

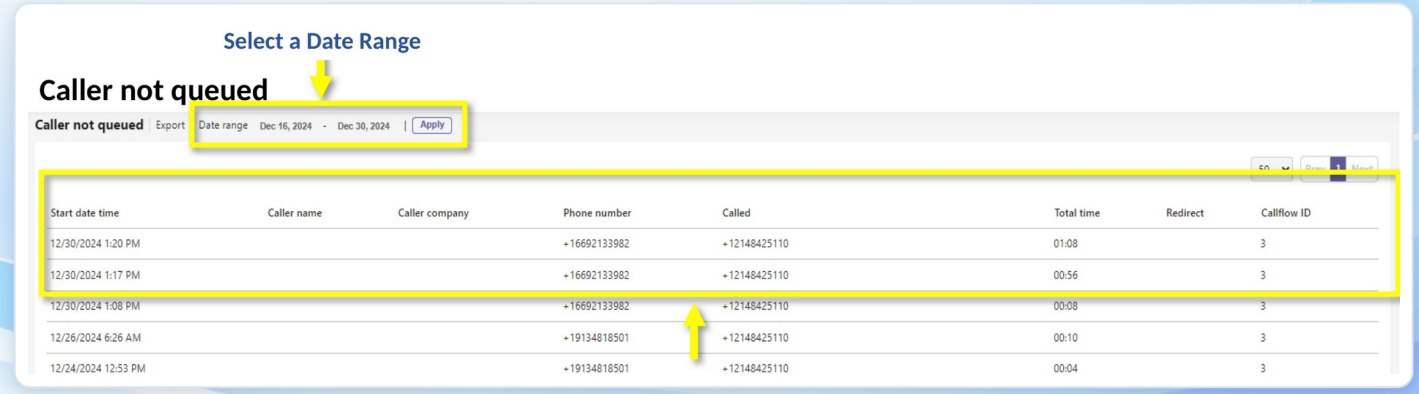
- **Caller not queued**
  Calls that never reached a queue, with caller, numbers, total time, and whether it was redirected.

- **Filter & export**
  Run by date range. Download as CSV.

CALLER DETAIL



CALLER NOT QUEUED



Questions?

Thank you for attending CoreEngage Supervisor Training

altigen.com