Oracle Fusion Service

How do I set up Supervisor Dashboard?

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Thanks for helping us improve our user assistance!

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1 Overview of Supervisor Dashboard

What's Supervisor Dashboard?

The Engage supervisor dashboard gives supervisors and administrators an up-to-the-minute view of chat and SR activity.

It shows users what's happening across all their queues and agents in the moment, while providing historical context and other contextual information to help users identify and resolve issues as they occur.

2 Enable Supervisor Dashboard

Enable and Open Supervisor Dashboard

Here's the steps:

Enable Digital Engagement Channels

Let's assume you've already enabled the Service offering and done the basic setup according to your requirements. Now you need to enable the opt-in feature for the Redwood UI pages.

1. Sign in to your service application as a user with administration privileges.
2. Click **Setup and Maintenance**, then the **Service** offering, and the **Change Feature Opt-In** link.
3. On the Opt-In: Service page, find and enable **Communications Channels**.
4. Click the Edit icon and makes sure you enable **Digital Engagement Channels**, along with any other features that you plan to use.
5. Click **Done**.

Add the Supervisor Dashboard role to users in the Fusion application

To view the Supervisor Dashboard card on the Service Center springboard, use Service Center to associate one of the following roles to the user:

- Engagement Channel Application Administrator (ORA_SVC_ENGAGEMENT_CHANNEL_APPLICATION_ADMINISTRATOR_JOB)
- Engagement Channel Supervisor (ORA_SVC_ENGAGEMENT_CHANNEL_SUPERVISOR_JOB)

Here's how you do it:

1. Click Navigator, then Tools, and select **Security Console**.
2. Click the **Users** tab.
3. Search for and select your user.
4. Click **Edit**, and then click **Add Role**.
5. Search for and select either of the roles.
6. Click **Add Role Membership**, then click **Done**.
7. Save the record.

Set up Oracle Identity Cloud Service for Digital Engagement Channels Service Supervisor Dashboard

And now you do the following steps in IDCS

1. Navigate to your Engage instance within the Oracle Cloud Services Identity Domain.
2. Select Application roles from the **Resources** list.
3. Associate the **Engagement Service Administrator** group with the **Oracle Engagement Service Administrator** application role.

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4. Associate the **Engagement Channel Supervisor** group to the **Oracle Engagement Service Supervisor** application role.

Open Supervisor Dashboard

After you've finished your enabling steps, go to the Fusion home screen, click the Service tab, then click the Supervisor Dashboard tile.

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3 Data and Metrics for Supervisor Dashboard

Data and Metrics for Engagement Dashboard

Before supervisors can view metrics, the Supervisor Dashboard must import queue and agent data from Fusion.

Importing Queues and Agents

This is part of an onboarding flow that must be done by a user with the Engagement Channel Application Administrator role. The administrator will see this the first time the dashboard is accessed.

If you select All queues, the Supervisor Dashboard imports data for current queues along with those which are added in the future. If you deselect this option, you can the select which specific queues you want to be displayed, however any queues configured following the import must be manually set. All queues might not be visible if the number of queues you've configured is above the limit that the dashboard can display.

Administrators can also access this functionality later by navigating to the Configure page on the dashboard. In addition to changing which queues are displayed, administrators can manually re-import queues and agents using the Import button. This might be useful if recently added data in Fusion isn't yet showing up in the dashboard.

Data Refresh

All metrics and charts in the Supervisor Dashboard refresh automatically. Metrics might take up to one minute to refresh. If the dashboard becomes disconnected and data is out of date, a warning message is shown to the user.

Data Filtering

All metrics and visualizations in the Supervisor Dashboard reflect the filters you set. Filter selections are saved in your browser and are restored each time you visit. Users can also save a preferred set of filters. This is especially useful when drilling down to inspect individual queues as it enables you to quickly revert to the full set of queues you typically want to monitor. This function can be accessed from the Actions menu.

There are limits to the number of items that can be selected at any one time. Users will be notified if they're at the limit and need to deselect items before selecting more. A Select All feature is available in the filters if the total number of items is below the limit but will be hidden otherwise.

Historical Charts

Several historical line charts in the dashboard show how metrics have evolved over the last 24 hours. One data point is included every hour.

The **Abandons by hour over last 24 hours** chart shows the number of abandons over the course of the last hour at each point.

Charts for averages such as **Average wait time over past 24 hours** show the metric averaged over the last hour at each point. All other line charts show you what the metric was at that moment in time, not aggregated over the hour.

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Metric Definitions

Summary Page, Waiting Tab

Metric	Definition
Active	The number of chats that have been assigned and are currently being handled by agents.
Chats waiting	The number of chats that are waiting to be assigned to an agent.
Longest unassigned SR	The longest time that any of the currently unassigned SRs have been waiting for assignment so far. This is useful as an estimate of the current wait time for this queue.
Longest wait chat	The longest time that any of the currently waiting chats have been waiting so far. This is useful as an estimate of the current wait time for this queue.
Unassigned SRs	The number of SRs that are waiting to be assigned to an agent.
Waiting	The total number of chats and SRs that are waiting to be assigned to an agent.

Summary Page, Active Tab

Metric	Definition
Active	The number of chats that have been assigned and are currently being handled by agents.
Active chats	The number of chats that have been assigned and are currently being handled by agents.
Longest active chat talk time	The longest time that any of the currently active chats on this queue have been active since being assigned to an agent.
Waiting	The total number of chats and SRs that are waiting to be assigned to an agent.

Summary Page, Staffing Tab

Metric	Definition
All interactions	The total number of engagements currently either active or waiting across all selected work types.
Available for chat	The number of agents currently available for SR routing.
Average chat talk time	The average talk time of all chats the agents has completed in the last 24 hours.
Available for SR	The number of agents currently available for SR routing.
Logged in vs staffed	The number of agents currently signed in vs. the number of agents configured on this queue, written as [# Logged In] / [# Staffed]

Metric	Definition
Longest unassigned SR	The longest time that any of the currently unassigned SRs have been waiting for assignment so far. This is useful as an estimate of the current wait time for this queue.
Longest waiting chat	The longest time that any of the currently waiting chats have been waiting so far. This is useful as an estimate of the current wait time for this queue.
Staffing	A percentage.
Waiting	The total number of chats and SRs that are waiting to be assigned to an agent

Summary Page, Abandons Tab

Abandoned chats	The number of chats in the last hours abandoned by the customer while waiting to be assigned to an agent.
Abandons	The number of chats in the last hours abandoned by the customer while waiting to be assigned to an agent.
Available for chat	The availability chart shows how many agents are available for assignment of each work type. The beginning of the chart shows the number of agents currently signed in vs. the number of agents configured on this queue, written as [# Logged In] / [# Staffed] signed in.
Availability	The number of agents currently available for chat routing.
Average chat wait time	The average total time that chats spent waiting before.
Logged in	The number of agents currently signed in.
Max chats waiting	The maximum number of chats that were waiting at any one time during the last hour.

Queues Page

Abandoned chats in the past hour	The number of chats in the last hours abandoned by the customer while waiting to be assigned to an agent.
Active chats	The number of chats that have been assigned and are currently being handled by agents.
Available for chat	The number of agents currently available for chat routing.
Available for SR	The number of agents currently available for SR routing.
Chats waiting	The number of chats that are waiting to be assigned to an agent.

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Logged in vs staffed	The number of agents currently logged in vs. the number of agents configured on this queue, written as [# Logged In] / [# Staffed].
Unassigned SRs	The number of SRs that are waiting to be assigned to an agent.

Agents Page

Active chats	The number of chats that have been assigned and are currently being handled by agents.
Average chat talk time over 24 hours	The average talk time of all chats the agents has completed in the last 24 hours.
Chat availability	A status indicator showing whether the agent is available for chat assignment.
Longest active chat talk time	The longest time that any of the currently active chats have been active since being assigned to the agent.
Queues	All queues in which the agent is currently configured for agent assignment.
SR availability	A status indicator showing whether the agent is available for SR assignment.

Engagements Page

Metric	Definition
Current active time	The time that the engagement has been active so far since being assigned to an agent.
Time waited	The total time that the engagement waited before being assigned to an agent.

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