



65473V - Avaya Infinity™ Supervisor Hands-on Workshop Offer Description

Step into the Supervisor role and take control of the contact center in motion using the Avaya Infinity Platform.

This immersive, 3-hour hands-on lab is designed for supervisors who need to confidently monitor teams, manage live interactions, and make data-driven operational decisions using the Avaya Infinity Platform.

Building on your existing agent knowledge, this session moves beyond interaction handling and dives into **real-time supervision, intervention, and performance management**.

Everything is pre-configured in this active hands-on workshop. All interactions are real but based on fictitious scenarios. The environment is safe for you to actively perform your supervisory role.

The Supervisor Role in Action

An Avaya Infinity Supervisor is responsible for:

- Monitoring activity across queues, channels, and agents in real time
- Supporting agents during live interactions
- Managing workloads to prevent delays and bottlenecks
- Reviewing performance through dashboards and analytics
- Taking decisive action during spikes, issues, or compliance situations

In simple terms:

Supervisors keep the contact center running smoothly while protecting both agent performance and customer experience.

What attendees will experience

In this controlled lab environment, you will practice real supervisory scenarios using pre-configured agents, queues, and reporting data.

You will:

- Access **Team View** to monitor and manage agent activity
- Log agents in and out of queues to balance workloads
- Observe live chat and voice interactions
- Coach agents in real time using private messaging
- Join live chat and voice conversations
- Claim and take over interactions when required



- Analyze Real-Time and Historical Dashboards
- Create custom dashboards
- Build your own charts

As part of the workshop, you will also step briefly into the agent role to simulate realistic supervisory scenarios, answering interactions, responding to coaching, and closing conversations when directed.

Why This Training Works

This is performance-based learning and not passive instruction.

By actively managing live scenarios, you will:

- ✓ Build confidence in real-time supervision
- ✓ Improve intervention and coaching techniques
- ✓ Strengthen operational decision-making skills
- ✓ Understand how supervisor actions directly impact service levels and customer satisfaction
- ✓ Gain hands-on experience using dashboards and individual charts to gain actionable insight.