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Course Description: This course provides an introduction to CMS Supervisor. It is designed to educate contact center supervisors on how the system operates, what their reporting options are and, how to locate and run reports in order to manage the contact center efficiently and effectively.

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This video demonstrates how to login and run reports using the CMS Supervisor Web feature. This is a new feature in CMS r16.3. Produced by Jerri Bandt.

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