

Call Monitoring

Concept

Utilizing the features of Join Call (Barge) / Whisper / Listen. Only users, usually Call Center Supervisors or Office Managers user scopes can monitor and manage agents and use this feature.

Definitions

On net: a call that is internal (on same IP)

Offnet: a call that is external (on different IP)

Scope: a user role defined by permissions; from highest level to lowest level:

- Office Manager
- Call Center Supervisor (Enterprise Plans Only)
- Call Center Agent (Enterprise Plans Only)
- Basic User

Rules

These audio monitoring features are only available to users with a scope of a Call Center Supervisor or higher.

Join Call(Barge) / Listen Only are available on all calls; on net to on net, on net to off net.

Whisper only works for a call by an agent/employee (on net) connected to a call that is off net. The call can be inbound or outbound.

Making the Connection

Note: Basic Users are not able to monitor calls.

- **A. Call Center Supervisor**

To start the connection as a Call Center Supervisor:

1. Locate the Agent, currently on call whose call you wish to connect to, from the list of Call Center Agents, or Agents who are part of a Queue.
2. Hover over the right side of the Agent listing with your mouse and click the speaker icon that will appear. It may take 1 or 2 seconds to show a reaction

NOTE: When making the connection and clicking on the Listen icon (for both Call Center Supervisors or Office Manager users) the primary phone of the manager who is logged in will ring first. This call will be a call from the system, it must be picked up to monitor the conversation. Make sure the primary phone is ONLINE, otherwise it will not ring or go to voicemail.

(5227) | My Account | Log out

Call Center

CALL QUEUES »

Call Queue	Active Calls	Callers Waiting	Wait	Agents Idle
<input type="checkbox"/> Emergency Support (5201)	0	0	-	0
<input type="checkbox"/> Technical Support (5202)	0	0	-	4
<input type="checkbox"/> Test Call Queue (5995)	1	0	-	0
<input type="checkbox"/> Sales (7000)	0	0	-	0
<input type="checkbox"/> Support (7001)	0	0	-	1
<input type="checkbox"/>	0	0	-	0

STATS GRID

CW	AWT
0	0:51
AHT	ABN
3:24	0%
CA	CV
1	1

AGENTS 10 ONLINE, 3 ON CALL

5227a

ACTIVE CALLS GRAPH

Active Calls (last 8 hours)

2

- An Audio Monitoring box will appear on the bottom right of your screen, which will allow you to control your connection from this point on.

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Call Center

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<input type="checkbox"/>	0	0	-	0

STATS GRID

CW	AWT
0	0:51
AHT	ABN
3:24	0%
CA	CV
1	1

AGENTS 10 ONLINE, 3 ON CALL

1(619) 123-4567
John Doe
+
5227a

Join Call

Whisper to 5227a

ACTIVE CALLS GRAPH

Active Calls (last 8 hours)

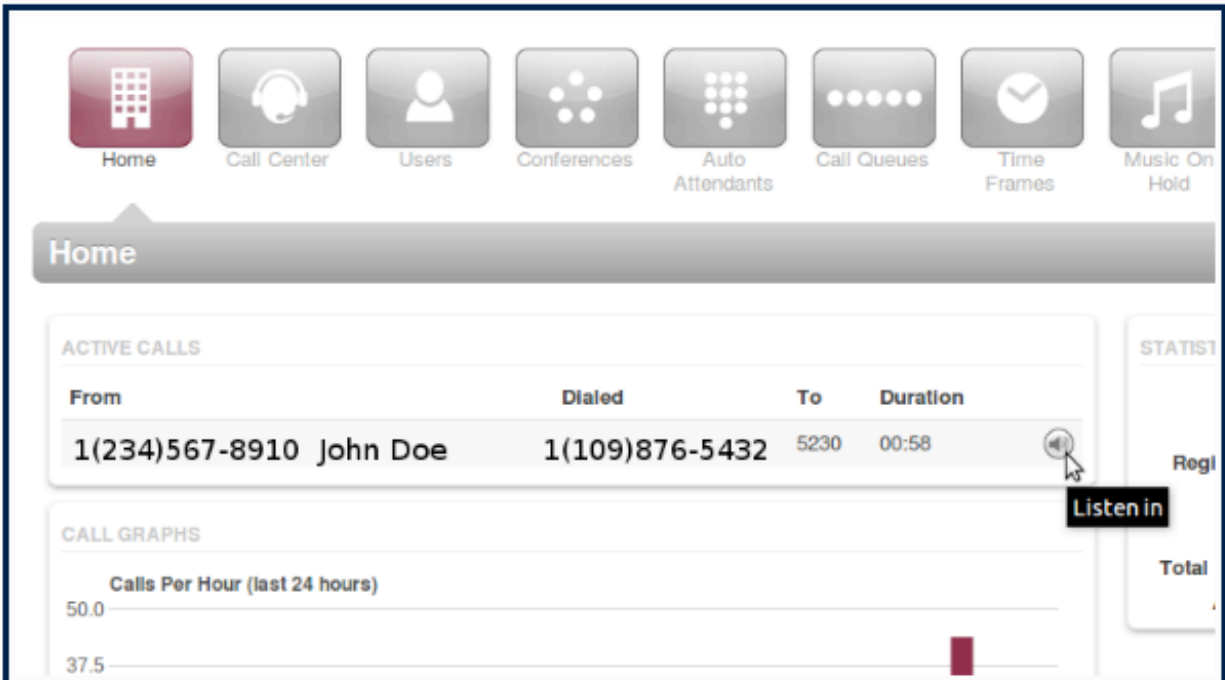
2

B. Connect with a Scope Above Call Center Supervisor (Office Manager)

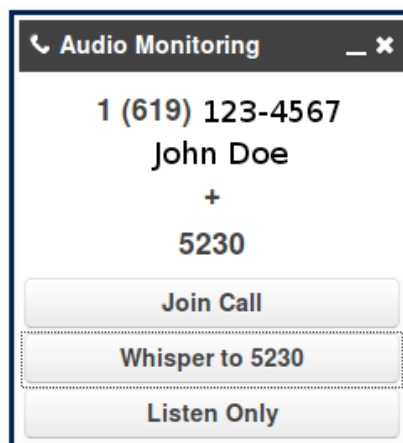
To start the connection as any user with a Scope above Call Center Supervisor:

Note: The office manager scope view looks different than that of a Call Center Supervisor.

1. Locate the call you wish to connect to on the Home Screen under the Active Calls table.
2. Hover over the right side of the call listing with your mouse and click the speaker icon that will appear. It may take 1 or 2 seconds to show a reaction.



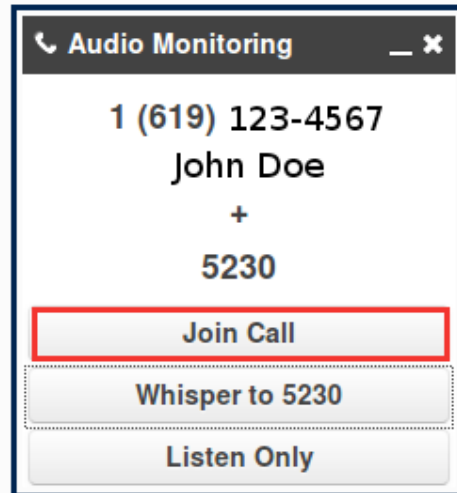
3. An Audio Monitoring box will appear on the bottom right of your screen, which will allow you to control your connection from this point on.



Join Call (Barge)

The Join Call (Barge) feature allows a listener to join into the call, rather than just listen, as is the case with Listen Only, or speak to only one of the parties, as is such with Whisper (on net User only). Join Call allows both parties of the call to hear User joining the call.

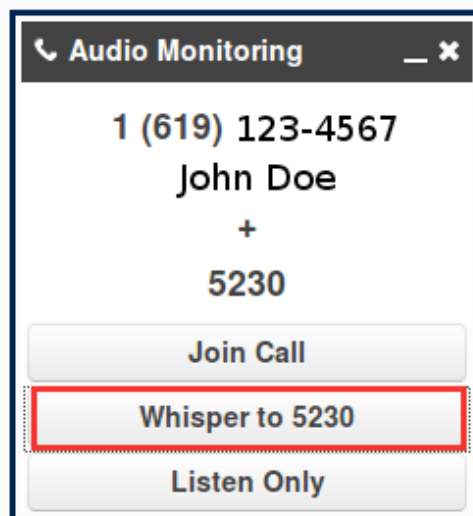
1. Click the Join Call button on the Audio Monitoring pop up window.



Whisper

The whisper feature allows the whisperer to speak only to the Agent (on net User). The Caller (off net caller) is not able to hear the whisperer.

1. Press the Whisper to button on the Audio Monitor pop up



Note: The whisper option is only available on Calls where one party is an on net User and the other party is an off net User. This can be either an Inbound or outbound call.

Listen Only

The Listen Only feature allows the listener to hear both sides of a call, but not be heard by either of the other parties. By default, the Listen Only is selected when a connection is made, so both the Agent (on net User) and Caller (off net caller) will be unaware of the listener.

1. Click the Listen Only button on the Audio Monitoring pop up. Your connection state will be changed to Listen Only and neither of the parties will hear you further.

