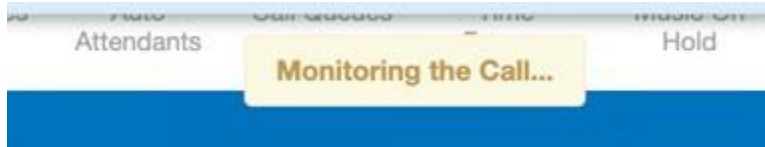
Audio Monitoring from the Manager Portal

(listen, barge-in, whisper)

Types of Audio Monitoring

Here are the available types of audio monitoring:

|	
Join Call (Barge)	The Join Call (Barge) feature allows a manager to join into the call, rather than just listen. Both parties hear the manager enter the call.
Whisper	The Whisper feature allows the manager to speak only to the Agent (the on-net user). The off-net caller cannot hear the manager "whispering".
Listen	The Listen Only feature allows the listener to hear both sides of a call but not be heard by either of the other parties. Listening to calls is an available feature for on- net and off-net calls when the status of a call is "talking".

How to Use Audio Monitoring

Call Center Supervisor Instructions

This section is to audio monitor a phone call with a Call Center Supervisor scope.

1. First locate the agent who is actively on a call. Navigate to the Manager Portal > Call Center screen.

2. Click on the speaker icon across from the agent (agents are in the bottom right-hand corner of the Call Center screen).
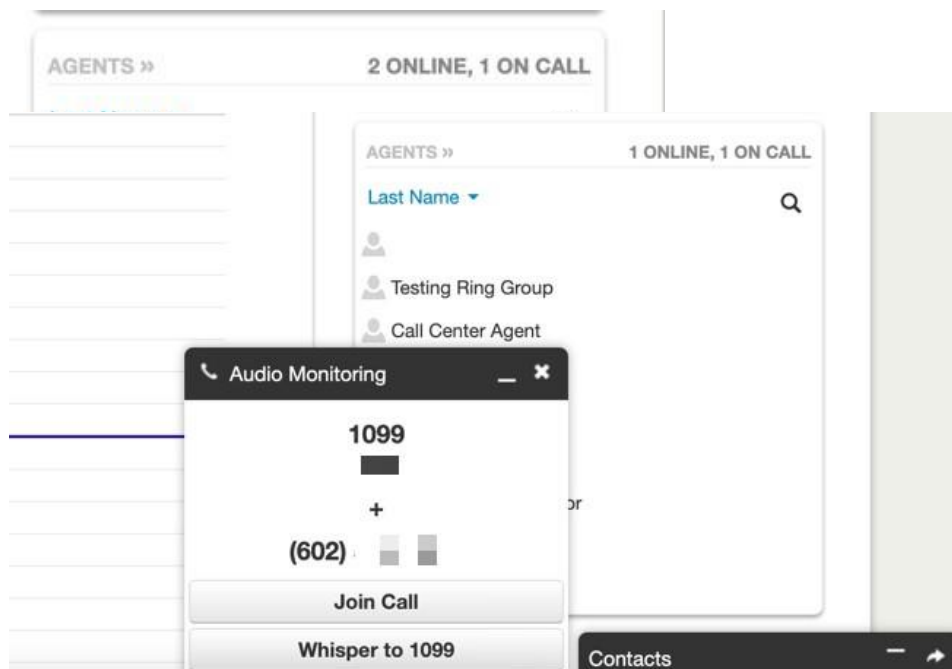
3. An Audio Monitoring modal will pop-up. Control the available audio monitoring features here.