

Audio Monitoring (Listen, Whisper, and Barge)

Audio monitoring is a phone feature that allows Call Center Supervisors to join a call (barge), whisper to their agent, or choose to listen into the call.

Types of Audio Monitoring

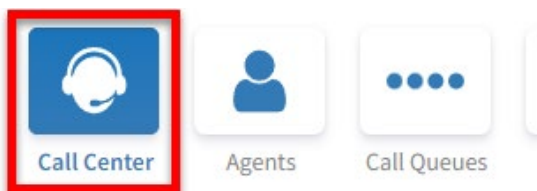
Join Call (Barge) - Allows the supervisor to join the call, rather than just listen, as is the case with Listen Only, or speak to only one of the parties, as is such with Whisper (on-net User only). Join Call allows the User joining the call to have a conversation with both the agent and the caller they are speaking with.

Listen Only - Allows the supervisor to listen in only, hearing both sides of a call, but not be heard by either of the other parties. By default, the Listen Only option 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.

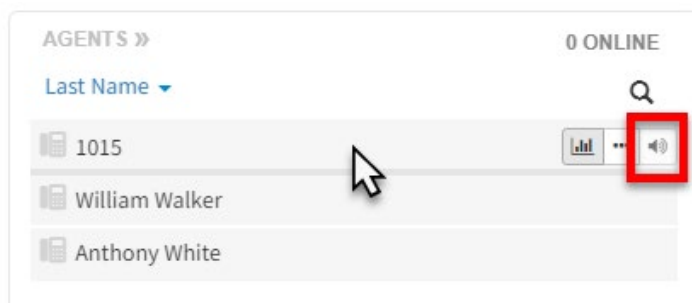
Whisper - Allows the supervisor to listen in to the call and speak to the agent only while the caller will not hear any audio from the supervisor.

Making the Connection

1. Click on the Call Center tab from the PBX main menu.



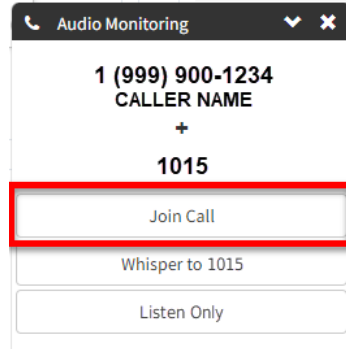
2. Hover over the name of the agent you want to monitor in the Agents table found in the lower right area of the Call Center screen and click on the **Audio Monitoring** icon. It may take 1 or 2 seconds to show the icon.



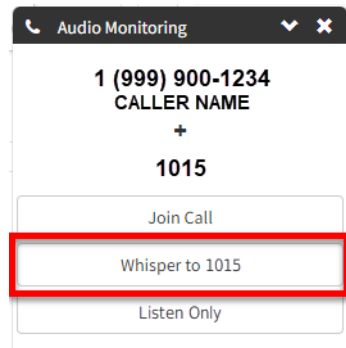
3. An Audio Monitoring box will appear on the bottom right of your screen, allowing you to initially listen to the conversation between the agent and the caller.

4. From the Audio Monitoring box, you can choose either:

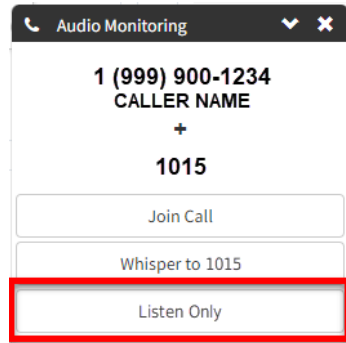
- a. Join the call or Barge in by clicking on the **Join Call** button.



- b. Whisper to the agent by clicking on the **Whisper to (agent extension)** button.



- c. Return to just listening to the conversation between the agent and the caller by clicking the **Listen Only** button.



Note: If the Listen Only button is not showing, you are already in **Listen Only** mode due to clicking on the Listen-In button.
