

Monitor a Call

Call monitoring is the process of monitoring conversations between employees and customers for improving communication and customer service. This topic describes how to monitor a call.

Scenario

Call monitoring is a way to manage call quality, increase efficiency, improve performance, and develop sales or marketing strategies.

You can monitor your group members' conversations in the following ways:

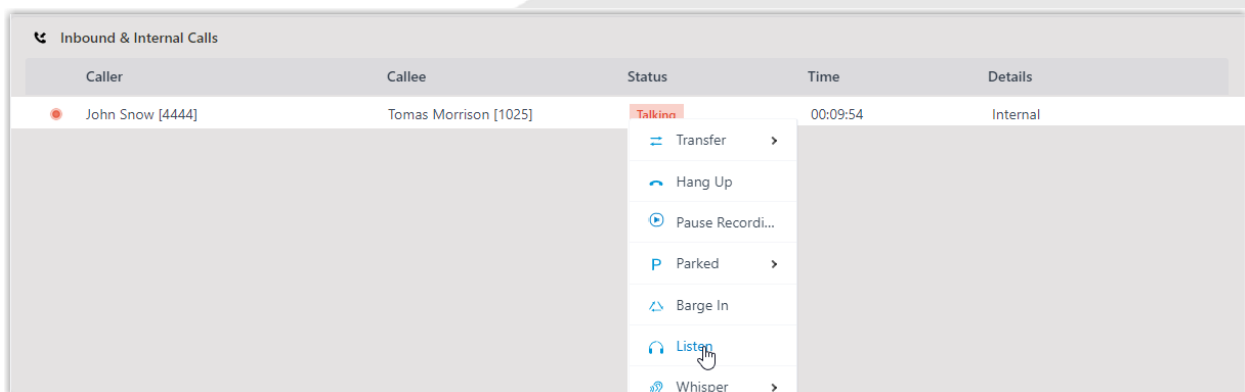
- **Call listening:** Listen to the active call between the group member and customer to ensure that quality standards are met, without the group member or customer knowing.
- **Call barging:** Join the call to speak with both the group member and customer, provide immediate assistance, and improve customer satisfaction.
- **Call whispering:** Talk to the group member, and give assistance to your group member during an active call, without the customer hearing the discussion.

Prerequisites

To monitor your extension group members' calls, **Call monitoring operations (Listen, Whisper, Barge In)** permission is required.

Procedure

1. On the **Inbound & Internal Calls** panel or **Outbound Calls** panel, hover your mouse over an active call.
2. Right click the call, and select a monitor mode: **Barge In, Listen, or Whisper**. The system will place a call to your extension.



3. Answer the call.