



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

For sales and support in call Network PBX, call monitoring is a way to manage call quality, increase agent efficiency, improve agent performance, and develop sales or marketing strategies.

You can monitor agents' conversations in the following ways:

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

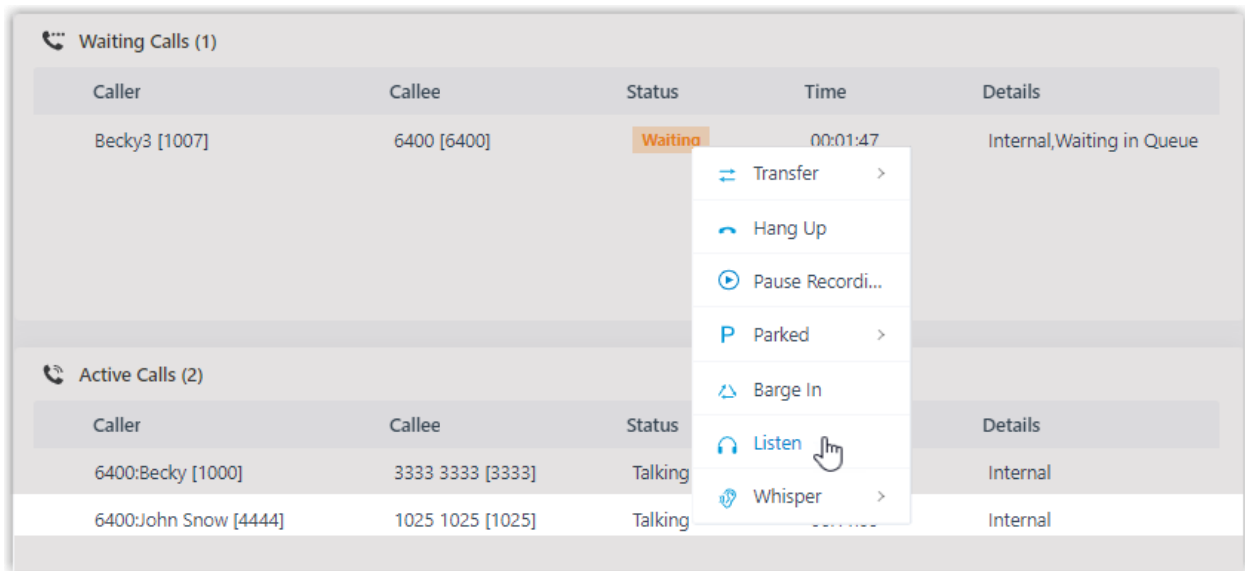
Prerequisites

- You are queue manager.
- To monitor agents' calls, **Call monitoring operations (Listen, Whisper, Barge In)** permission is required.

Procedure

1. In the Linkus Web Client, go to **Queue Panel**.
2. On the **Active Calls** panel, hover your mouse over an active call.
3. Right click the call, and select a monitor mode: **Barge In**, **Listen**, or **Whisper**. The system places a call to your extension.

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The screenshot displays a call monitoring interface with two sections: 'Waiting Calls (1)' and 'Active Calls (2)'. A context menu is open over the 'Waiting Calls' section, listing various actions such as Transfer, Hang Up, Pause Recording, Parked, Barge In, Listen, and Whisper. The 'Listen' option is highlighted by a mouse cursor.

Caller	Callee	Status	Time	Details
Becky3 [1007]	6400 [6400]	Waiting	00:01:47	Internal,Waiting in Queue

Caller	Callee	Status	Details
6400:Becky [1000]	3333 3333 [3333]	Talking	Internal
6400:John Snow [4444]	1025 1025 [1025]	Talking	Internal

4. Answer the call.