**Call Monitor**

Making the Connection

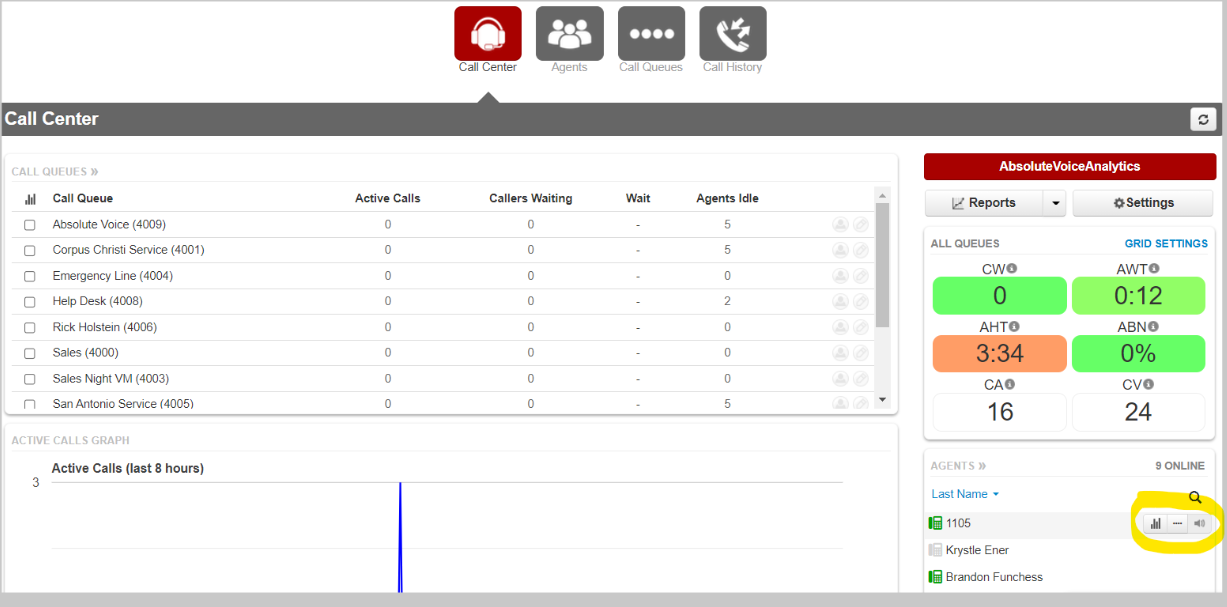
Note: Basic Users are not able to monitor calls.

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



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.

A screenshot of a computer

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**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.

A screenshot of a phone

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**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

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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.

A screenshot of a phone

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