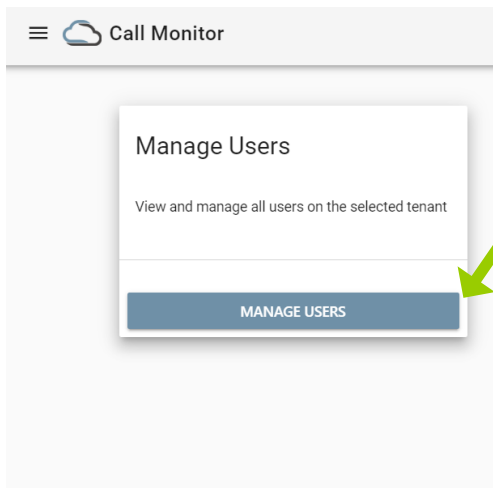**VTSL**
Hosted Communications

CALL MONITOR

Empower your managers with the ability to listen, whisper or barge
into sales and support staff's calls

With VTSL's Call Monitor feature, you can listen to external calls made to and from your colleagues. Switch between just monitoring (listening only), whispering (your colleague can hear you) and barging in (both parties hear you).

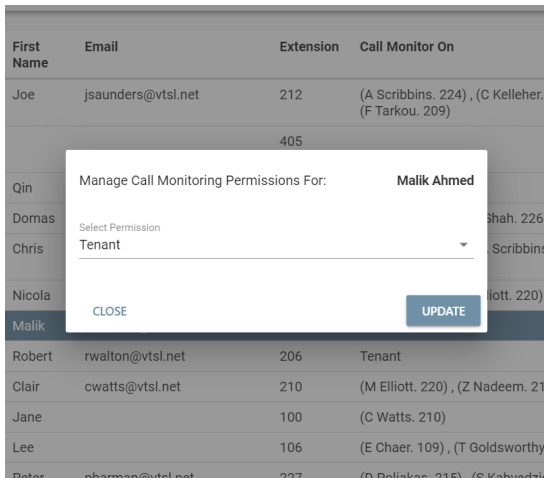## SETTING PERMISSIONS IN THE VTSL PORTAL

☁ Call Monitor

Manage Users

View and manage all users on the selected tenant

MANAGE USERS

Last Name	First Name	Email	Extension	Call Monitor On
Saunders	Joe	jsaunders@vtsl.net	212	(A Scribbins. 224) , (C Kelleher. 214) , (P Bllacak. 219) , (T Maliackan. 211) , (J Pulfrey. 228) , (F Tarkou. 209)
Broadview Ottawa3			405	
Li	Qin	qli@vtsl.net	102	
Poliakas	Domas	dpoliakas@vtsl.net	215	(P Barman. 227) , (A Shah. 226) , (S Kahvedzic. 225)
Kelleher	Chris	ckelleher@vtsl.net	214	(J Saunders. 212) , (A Scribbins. 224) , (P Bllacak. 219) , (T Maliackan. 211) , (J Pulfrey. 228) , (F Tarkou. 209)
White	Nicola	nwhite@vtsl.net	204	(C Watts. 210) , (M Elliott. 220) , (Z Nadeem. 217)
Ahmed	Malik	mahmed@vtsl.net	205	Tenant
Walton	Robert	rwalton@vtsl.net	206	Tenant
Watts	Clair	cwatts@vtsl.net	210	(M Elliott. 220) , (Z Nadeem. 217)
Smith	Jane		100	(C Watts. 210)
Zweig	Lee		106	(E Chaer. 109) , (T Goldsworthy. 103)
Barman	Peter	pbarman@vtsl.net	227	(D Poliakas. 215) , (S Kahvedzic. 225) , (A Shah. 226)
Conference 3			306	
Erangey	Adrian	aerangey@vtsl.ie	107	

Once logged into the VTSL Portal, select 'Call Monitor' in the left-hand menu, then click on 'Manage Users' as shown in the screen above.

Choose the user (also known as Subscriber) that you would like to mange the Call Monitor settings for. If there are existing Call Monitor permissions, you will see these listed under 'Monitoring'.

First Name	Email	Extension	Call Monitor On
Joe	jsaunders@vtsl.net	212	(A Scribbins. 224) , (C Kelleher. (F Tarkou. 209)
		405	
Qin			
Domas			Shah. 226)
Chris			, Scribbins
Nicola			
Malik			iott. 220) ,
Robert	rwalton@vtsl.net	206	Tenant
Clair	cwatts@vtsl.net	210	(M Elliott. 220) , (Z Nadeem. 21
Jane		100	(C Watts. 210)
Lee		106	(E Chaer. 109) , (T Goldsworthy.
Peter	pharman@vtsl.net	227	(D Poliakas. 215) , (S Kabyedzie

Manage Call Monitoring Permissions For: **Malik Ahmed**

Select Permission
Tenant ▾

CLOSE   UPDATE

Michelle		Nadeem. 217)
Eamonn		Goldsworthy. 103)
Samir		Shah. 226)
Ali		D Poliakas. 215
Farah		Saunders. 212)
Testing		
TEST		

Broadview Ottawa3
Extension: 405
Qin Li
Extension: 102
Domas Poliakas
Extension: 215
Chris Kelleher
Extension: 214
Nicola White
Extension: 204

J, Saunders (212) ⊗   Q, Li (102) ⊗   ✕ ▴

C, Kelleher (214) ⊗

CLOSE   UPDATE

	422
	431
	432
	441

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isaunders@vtsl.net   212   (A Scribbins. 224) , (C K

Manage Call Monitoring Permissions For: **Malik Ahmed**

Select Permission
Subscriber ▾

Select User
J, Saunders (212) ⊗   Q, Li (102) ⊗   ✕ ▾

C, Kelleher (214) ⊗

CLOSE   UPDATE

cwatts@vtsl.net   210   (M Elliott. 220) , (Z Nad

Once you have selected the user, you are then given then given the option to allow them to monitor the users at the entire tenant (office site), or individual users. Select the option of your choice.
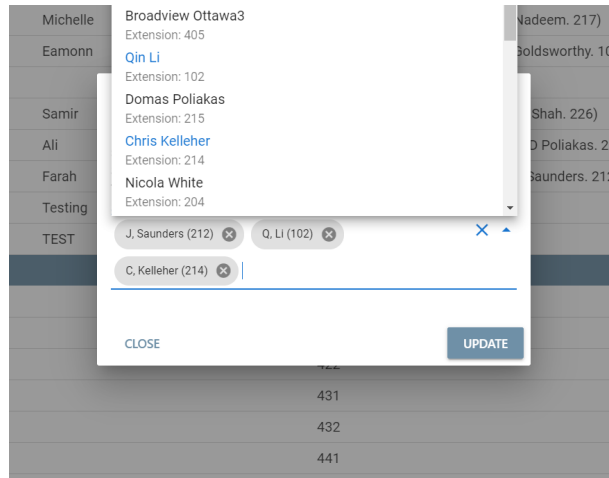
If you have chosen to allow them to monitor individual users only, you will then need to select those subscribers from the drop down list.
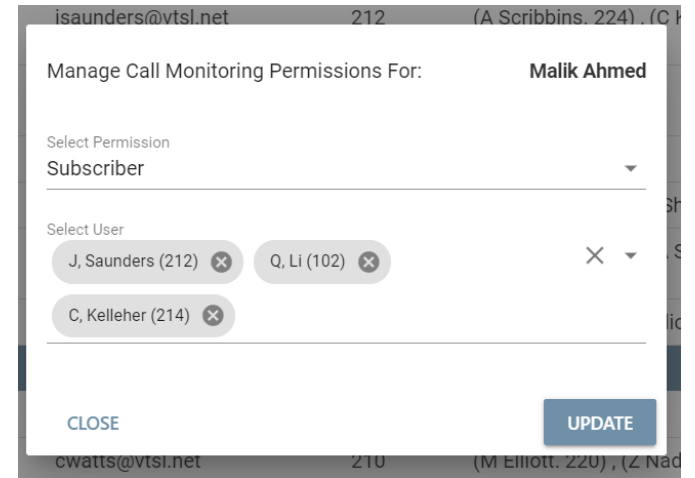
Once you have chosen all the individuals you wish to be monitored by this particular user, you simply press 'Update' to finish. In this example, Malik Ahmed is the user you are giving monitoring permission to, and he is allowed to monitor J Saunders, Q Li and C Kelleher.

HOW TO USE THE FEATURE ONCE ACTIVATED

Simply dial the extension number prefixed by 9* (e.g. 9*205). When you are first connected, you will be in call monitor mode, which means you can hear both parties, but they can't hear you. To switch to a different mode, simply press one of the following keys:

2 – whisper to your colleague
3 – barge in and talk to both sides
0 – return to call monitor only

Call Monitor is undetectable by the employee being listened to.

Monitoring   Whisper   Barging