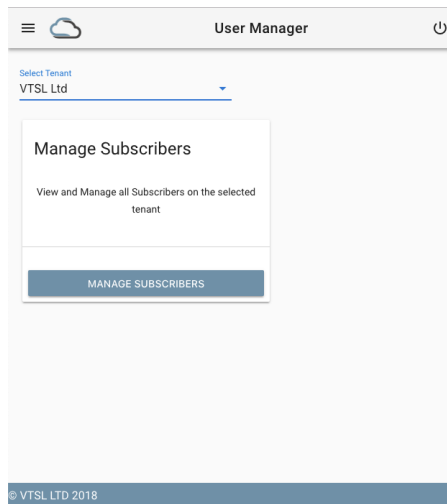


# CALL MONITOR

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



Once logged into the VTSL Portal, select the tenant (office site) that you wish to enable Call Monitor for. Click 'Manage Subscribers'.

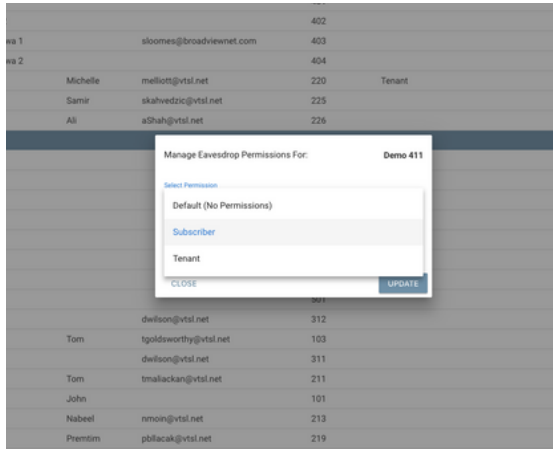
The screenshot shows the 'User Manager' interface displaying a table of subscribers. The table has columns for 'Last Name', 'First Name', 'Email', 'Extension', and 'Eavesdrop On'. The data is as follows:

Last Name	First Name	Email	Extension	Eavesdrop On
Saunders	Joe	jsaunders@vtsl.net	212	
Broadview Ottawa3			405	
Li	Qin	qli@vtsl.net	102	
Poliakas	Domas	dpoliakas@vtsl.net	215	
Kelleher	Chris	ckelleher@vtsl.net	214	
White	Nicola	nwhite@vtsl.net	204	(C Kelleher 214), (R Walton 206), (J Smith 100)
Ahmed	Maik	mahmed@vtsl.net	205	
Walton	Robert	rwalton@vtsl.net	206	
Watts	Clair	cwatts@vtsl.net	210	
Smith	Jane		100	
Barman	Peter	pbarman@vtsl.net	227	
Conference 3			306	
Zweig	Lee		106	Tenant
S02			502	
Erangey	Adrian	aerangey@vtsl.ie	107	
S03			503	
SPARE		mahmed@vtsl.net	110	
S04			504	
Scribbins	Alban	ascribbins@vtsl.net	224	
Lab1	TEST	rmoing@vtsl.net	108	
Ruth & John		hwalton@vtsl.net	200	
Garfulina	Julia	jpgarfulina@vtsl.net	202	
Domas Test		dpoliakas@vtsl.net	112	

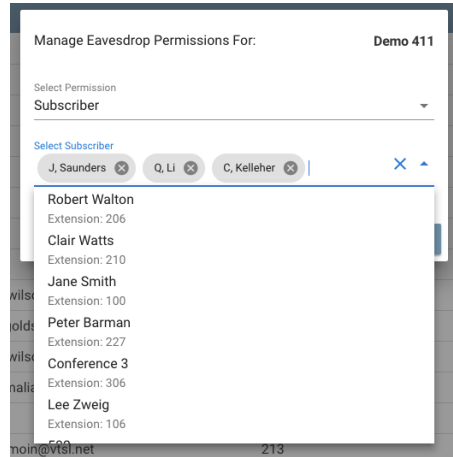
The footer of the page reads '© VTSL LTD 2018'.

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

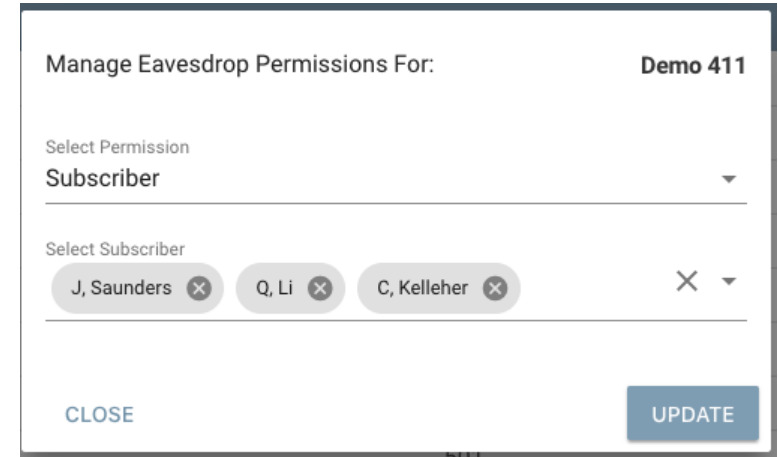




Once you have selected the user, you are then given the option to allow them to monitor the users at the entire tenant (office site), or individual users. Select the option of your choice.



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, Demo 411 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 eavesdrop 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 eavesdrop only

Call Monitor is undetectable by the employee being listened to.

