

# 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 eavesdropping (listening only), whispering (your colleague can hear you) and barging in (both parties hear you).

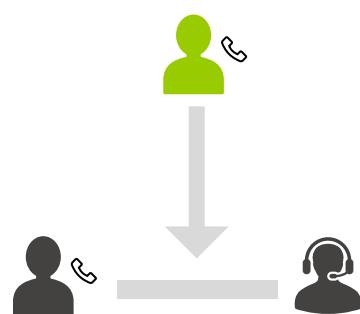
Eavesdropping



Whisper



Barging



## HOW TO ACTIVATE

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:

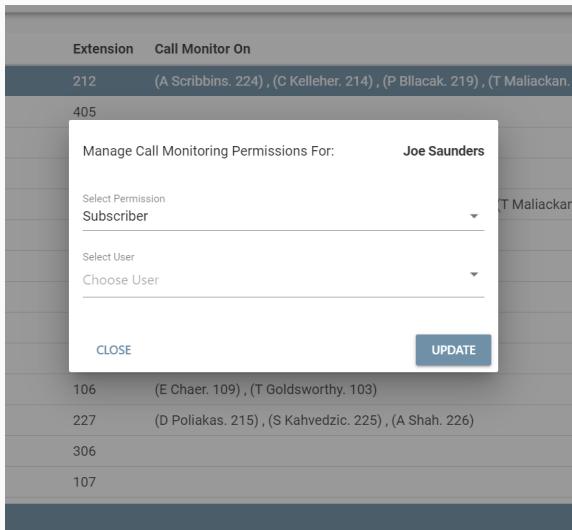
- 2 - whisper to your colleague
- 3 - barge in and talk to both sides
- 0 - return to eavesdrop only

Call Monitor is undetectable by the employee being listened to. When managers are whispering, the representative will still hear what the caller is saying.

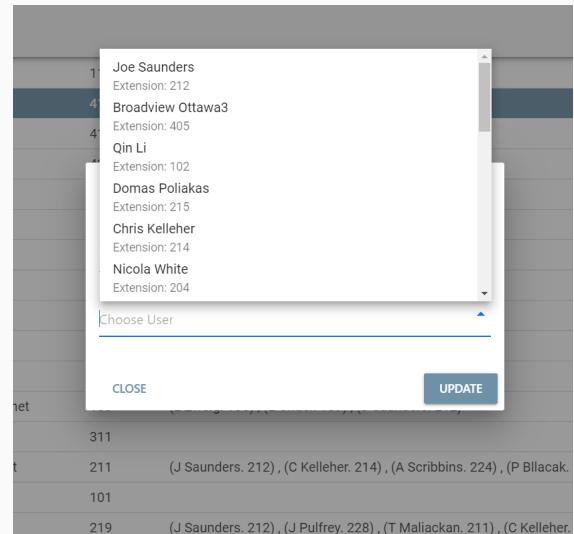


# BENEFITS TO YOU

- ✓ Managers can listen to support and sales representatives' calls for training purposes, saving time and money on long classroom sessions.
- ✓ Representatives are not alerted to the fact they are being listened to.
- ✓ Managers can help their representatives by speaking to them in 'whisper mode', without the customer hearing. This allows the manager to help his representatives get on the right track and / or provide critical information needed to answer questions.
- ✓ If need be, managers can barge into the call so that both parties can hear. Being able to provide assistance when needed ensures customers don't have to wait for a return call from a manager.
- ✓ You can use the feature from anywhere - Call Monitor can be used on mobiles, tablets and desktop phones in or out of the office. Managers can monitor from home if they wish.
- ✓ Quickly ascertain new representative's strengths and weaknesses. Evaluate using first hand knowledge of their performance.
- ✓ Administrators can decide which users have access to it in the Web Portal.



Administrators can easily set Call Monitor permissions for users in the VTS Portal. Users may be given permission to monitor all users at a site by selecting 'Tenant', or individual users by selecting 'Subscriber'.



If you choose 'Subscriber', decide who may be monitored simply by selecting the name(s) from the drop down list.

