

Silent Monitoring

When a user in the Admin Portal orders silent monitoring on an agent, he or she selects "My softphone", another user's softphone or enters a phone number as the **listener**. When the selected agent answers a call, the listener is called.

If a call has been silently monitored, the listeners number (or name) and start and end time for the listening is shown for the call, in addition to the username/name of the admin user that ordered the silent monitoring.

The screenshot displays a call monitoring interface. At the top, a table lists call details: Start (04.05.2022 12:38), Access Point (95510009 (Mobil...)), Recording Time (2:09), Speak Time (2:09), Caller's Number (98214), Time before answer (0:24), and Agent(s) (paal-agent). Below this is a timeline showing call events: Menu (0:05) Welcome Demo, Queue (0:06) Sales, Conversation (2:09) paal-agent, and Menu (0:12) Demo Main Menu: 1. A green bar highlights the silent monitoring period. Below the timeline is a summary table:

Start	04.05.2022 12:38:07	Finish	04.05.2022 12:40:39	Total speak time	2:09
Hung up First	Caller				
Silent Monitored by	paal_no	Start time	04.05.2022 12:38:36	End time	04.05.2022 12:40:39
Call ID	5166444580066832307	Session id	3A54A0E3-EF3B-4ADC-8453-FF450419586F	Silent monitoring ordered by	Paal Admin
Supervisor Tags	<input type="text"/>				
Supervisor Comments	<input type="text"/>				

Buttons for 'Save Changes' and 'Undo changes' are located at the bottom left.

In addition, you can **search for calls that have been silently monitored** by entering the listener's number or name or just * in the Advanced search field *Monitored by*.

If the listener is a Puzzel user's softphone and not an 'external' phone number, this user's username will be shown as 'Silent monitored by' from March 23rd 2022.

Please note that in the very rare case that one call-id contains 2 or more silent monitoring calls (user1 listened to agent1 and user2 listened to agent2), we will only show information for one of the silent monitoring calls in this call-id