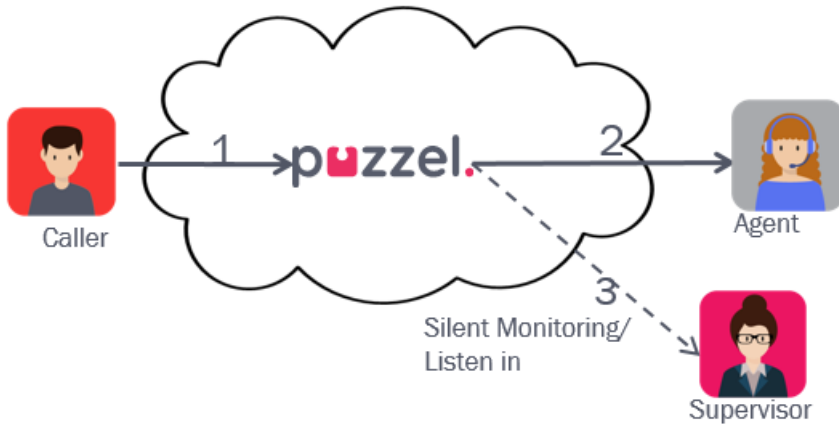


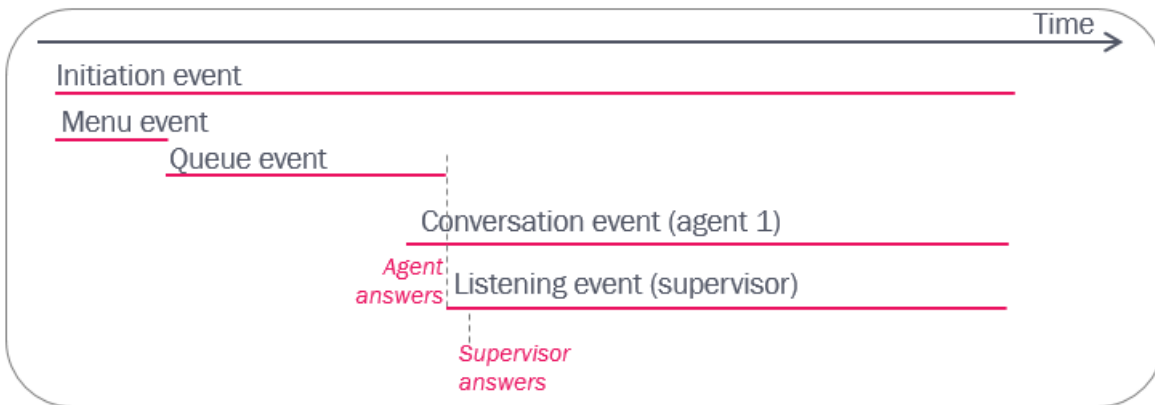
## Silent Monitoring / Listen in

If configured in the Puzzel solution, admins/supervisors can order Silent monitoring/Listen in on agent calls, with herself or another user as listener. The supervisor “orders” Silent Monitoring through the Puzzel Admin Portal, and the agent is notified in the agent application (and a biip on the phone) when a monitoring call is connected, if notification is configured.

When the agent answers the call, the Puzzel platform calls the listener’s phone. The call to the listener may result in answer, timeout or busy.



A call to the listener has event\_type=L (Listen in), so that they easily can be separated from ordinary calls to agents (with event\_type=c (conversation)).



The supervisor (X) will usually enter his own phone number or select her own Softphone as listener, but she may order listen in on an agent on behalf of another person (Y), and therefore enter this person’s number or select this user’s Softphone as the listener.

Until January 22nd 2019, the call\_events with event\_type = L only included the listener’s phone number as **destination**, but no value in column agent\_id (see row with call\_sequence 7 below). From January 23rd 2019, the call\_events with event\_type = L also contains **the ordering supervisor’s user\_id** (xxxxx below) **in column agent\_id**.

call_sequence	dte_start	duration_tot_sec	duration_speak_sec	source	destination	service_num	queue_key	menue_key	menue_choice	agent_id	event_type	result_code	wrap_up_sec	alert_ms	setup_ms
1	2018-12-21 12:28:43.450	56		48142907	21496002	81511569					i				
2	2018-12-21 12:28:44.170	5				81511569		Welcome Demo			m	k			
3	2018-12-21 12:28:48.760	11				81511569		Demo Main Menu	2		m	k			
4	2018-12-21 12:28:59.780	9				81511569	q support				q	k			
5	2018-12-21 12:28:59.870	40	31		19500244731	81511569	q support			244731	c	k	28	8780	211
6	2018-12-21 12:29:08.960	31				81511569					r	k			
7	2018-12-21 12:29:09.540	30	25		04798214836	81511569				xxxxx	l	k		2169	2617