

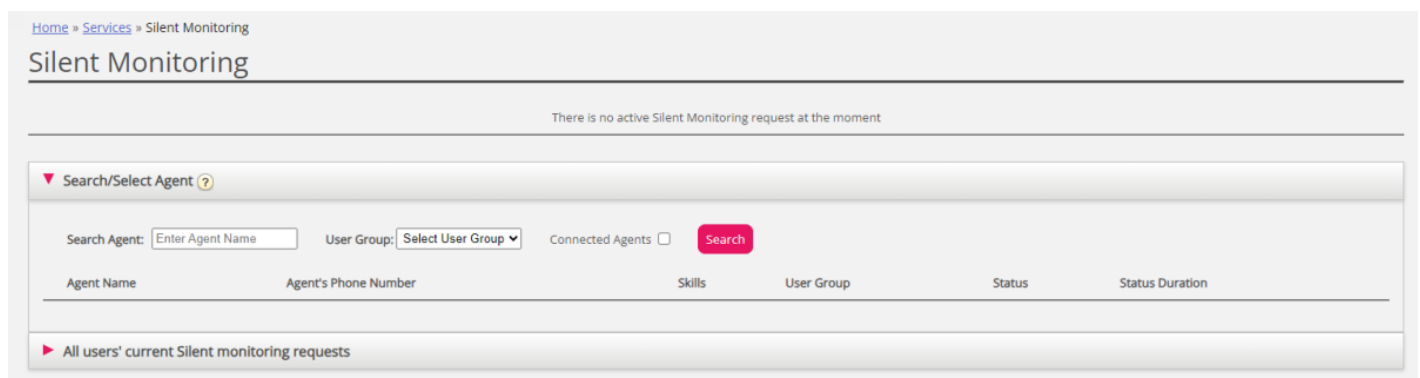
Silent Monitoring Overview

If one or more users should see an overview of all other users' ongoing Silent monitoring requests (to monitor that people that order silent monitoring), these users can be given access to the overview section on page *Services - Silent monitoring*. This overview section is not shown for a user unless it's turned on.

A (main admin) user with access to page *Users - Access Control - Administration* can turn on property "Show Silent monitoring overview list" for the selected user(s) that should see this overview.

A user with "Show Silent monitoring overview list" turned on will on page *Services - Silent Monitoring* see accordion "All users' current Silent monitoring requests" in addition to the two basic parts that all users can see:

- The top part where the user's own Silent monitoring requests (if any) are shown
- The middle part where you can search for and select an agent to order Silent monitoring on
- The bottom part where we list all users Silent monitoring requests



Example of how the overview part can look:

The screenshot shows the 'All users' current Silent monitoring requests' table. The table has the following columns: Order time, Ordered by, Monitored agent, Listener, Number of calls, Calls left, and Until. The data rows are as follows:

Order time	Ordered by	Monitored agent	Listener	Number of calls	Calls left	Until
07:56	Paul Kingshill (paal_no)	James Bond (bond)	Paul Kingshill (paal_no) (softphone)	5	5	12:00
07:54	Paul Kingshill (paal)	Bojidar Nikitov (bojidar_n)	Harald Bakken (bakhar) (softphone)	2	2	09:00
07:53	Paul Kingshill (paal)	Anne Operator (anop)	Paul Kingshill (paal) (softphone)	3	3	11:00

PS We are also showing in Archive if a call actually was silently monitored (who ordered and who listened), and Raw data contains data about silent monitoring calls.