

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

Home » Services » Silent Monitoring

Silent Monitoring

There is no active Silent Monitoring request at the moment

▼ Search/Select Agent ?

Search Agent: User Group: Connected Agents

Agent Name	Agent's Phone Number	Skills	User Group	Status	Status Duration
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▶ All users' current Silent monitoring requests

Example of how the overview part can look:

▶ Search/Select Agent ?

▼ All users' current Silent monitoring requests

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.