



Listen Whisper Barge-In

Listen, Whisper, and Barge-In are features that are often used by call center supervisors. They allow a supervisor to monitor active phone conversations between their call center agents and the people on the other line (typically current or potential clients).

- **Listen-** allows a supervisor to tap into the call passively and hear the conversation.
- **Whisper-** allows a supervisor to hear the conversation with the added feature of being able to speak to their agent without the third party hearing their voice.
- **Barge-In-** allows the supervisor to completely join the conversation and actively speak with both parties.

These capabilities are available in two ways. Call center supervisors are able to activate these monitoring features using the portal. Each active call has a button next to it that allows supervisors to toggle between Listen, Whisper, and Barge-In. However, not all users will want to or have access to the portal to monitor their agents. We solve this dilemma by allowing dial translations that will let supervisors "dial in" to an agent's active call using their desk phone and switch between Listen, Whisper, and Barge-In modes using their keypad.