

## How To Listen or Barge or Whisper:

**Note:** Soft phone should be registered to Listen or Barge or Whisper.

1. Log in your admin account. and click DASHBOARD > AGENT on CALL > click the Agent ID.

The screenshot shows the 'Agent Monitoring' window. At the top, there are filters for 'All User Groups' and 'All Campaign'. Below is a table with columns: Agent, User Group, Status, Cust Phone, MM:SS, Campaign, and Callerid. The first row shows 'Jason Rossman' as the agent, 'INNCOM AGENTS' as the user group, 'PAUSED' as the status, and '0:34' as the time. A legend on the left explains the status colors: orange for 'Waiting For Call > 3m', green for 'Waiting For Call', light green for 'On Call', yellow for 'On Pause', and black for 'Dead Call'.

Agent	User Group	Status	Cust Phone	MM:SS	Campaign	Callerid
Jason Rossman	INNCOM AGENTS	PAUSED	---	0:34	Dallas	---

2. You may choose either BARGE / LISTEN / WHISPER

The screenshot shows the 'BLIND MONITORING' modal. It displays the agent's name 'Jason Rossman' and a 'Monitor:' dropdown menu. The dropdown is open, showing three options: 'LISTEN' (highlighted in blue), 'BARGE', and 'WHISPER'. Below the dropdown is an 'Admin Phone:' field. The background shows the Innicom dashboard with the agent's name and status.

3. Once you choose either BARGE / LISTEN / WHISPER answer the call on softphone to join.

4. Hung up the call once finished.