

Optional Agent Monitoring/Coaching Tool for Supervising Agents using

Dolphin Power Seller or Cricket Click Dialer or Koala Cloud Call Center or LM Voice

From virtually anywhere in the world, you can supervise your agents by silently monitoring, whisper coaching, barging in, and recording them while they are having conversations with people they have called. Your agents may also be located virtually anywhere in the world.

Agent Monitoring/Coaching Tool: \$99

One Time Fee per Company (no monthly charges)

Features:

(see next page for sample screen shot)

- 1) **SILENTLY MONITOR:** To listen to an agent's conversation, the supervisor just clicks a name to hear his or her conversation. That agent will not know he or she is being monitored.
- 2) **WHISPER COACH:** While silently monitoring an agent, a supervisor can click the "Whisper" box to talk to that agent without the person called being able to hear the supervisor.
- 3) **BARGE-IN:** While monitoring or whisper coaching, a supervisor may join the conversation to talk to the agent and the person called.
- 4) **RECORD:** The supervisor can record an agent's conversation on the supervisor's hard drive.
- 5) **MULTIPLE AGENTS:** A supervisor can use the Monitor/Coaching Tool to supervise as many agents as needed, regardless of where they are located. Just click the person's name to either monitor, whisper coach, barge-in or record.

Requirements:

- 1) **COMPUTER:** You will need a separate Laptop or Desktop PC using Windows 7 or higher. It will not work on the same computer that is being used by any of your dialers.
- 2) **INTERNET CONNECTION:** Adequate broadband internet connection. (A wired internet connection is preferred because some wireless connections are too slow and subject to call quality problems.)
- 1) **HEADSET:** Wired USB Headset or Wireless Bluetooth Headset.
- 2) **DIALER SOFTWARE:** Each agent being supervised will need to be using either Dolphin Power Seller, Cricket Click Dialer, or Koala Cloud Call Center software.

Note: You do NOT need a telephone line or telephone.

See Sample Screen Shot on next page.

Sample Screen Shot Agent Monitoring/Coaching Tool

To **Record** a conversation,
click this button.

To **Whisper Coach** an agent,
click this button.

To **Barge In** to a call,
click this button.

Whisper Software Customer Number - Ver. 4.0.42

File Edit Agent List Refresh Agent List Customer Number

ZoomCallsVoIP Phone Service

System Accounts Dialplan Apps Status

Active Extensions Status [] Transfer []
Use this to view all extensions and monitor and interact with active calls.

Ext	Status	Time	CID Name	CID Number	Dest	Application	Secure	Name	Options
1234								Monitoring Tool	
12345									
12349									
54321									
69138								Dorie	
69264								Luke	
69371								Hunter	
69452								Dillon	
69547								Ryan	
69685		0:00:11						Lexi	
69716								Reece	
69823								Logan	

Offline

Whisper Stop Barge In

Start Recording Call

69138_Dorie
69264_Luke
69371_Hunter
69452_Dillon
69547_Ryan
69685_Lexi
69716_Reece
69823_Logan

When agents are making calls,
their **name bar** turns green.

To **Silently Monitor**, just click
on one of the agent's name.