

## Optional Agent Monitoring/Coaching Tool for Supervising Agents using Dolphin Power Seller

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.

Note: If you want your agents (who are located in the USA and Canada) to all dial from the same telephone list, you will need to purchase our Dolphin Command Center. With that purchase, you will also receive this Agent Monitoring/Coaching Tool for **FREE**. There is a **\$99 one time fee** if you want to purchase only this Agent Monitoring/Coaching Tool without the Dolphin Command Center. (See information about the Dolphin Command Center on the 3<sup>rd</sup> and 4<sup>th</sup> pages of this brochure.)

### 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 Monitoring/Coaching Tool to supervise as many agents as needed, regardless of where they are located. Just click one of the buttons next to the person's name to either monitor, whisper coach, barge-in or record.

### Requirements:

- 1) **COMPUTER:** Desktop or Laptop PC using Windows 7 or higher.
- 2) **INTERNET CONNECTION:** Adequate broadband internet connection. (A wired internet connection is preferred because some wireless connections are too slow.)
- 3) **HEADSET:** Wired USB Headset or Wireless Bluetooth Headset.
- 4) **DOLPHIN POWER SELLER or CRICKET CLICK DIALER or KOALA CLOUD CRM & CALL CENTER:** Each agent being supervised will need to use any of these 3 products.

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.

The screenshot displays the Whisper Software interface for ZoomCallsVoIP Phone Service. The main window shows a list of active extensions and a sidebar with control buttons. Red arrows point from text boxes to specific UI elements: 'Whisper', 'Start Recording Call', 'Barge In', and the name 'Lexi' in the agent list.

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 [v] 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.

## Optional Dolphin Command Center for Remote Multiple Agent List Management

Your Agents may be located anywhere in the USA and Canada and can dial from one **Central Phone List** without networking their computers together. Plus the Supervisor can have **real time** reporting and communication with his or her Agents. See below for a description of all of the features and requirements and see the next page for an example screen shot.

**Command Center: \$59 per Month per Company**  
(Also includes the Agent Monitoring/Coaching Tool)

### Dolphin Command Center Features:

- 1) **CENTRAL PHONE LISTS:** All of your Agents will dial from one **Central Phone List** which is located on the hard drive of the Supervisor's Command Center computer. Your lists are NOT on our computers nor are they "cloud based"; therefore, your lists are private so that neither your Agents nor our company can see or retrieve those lists. You may store multiple lists, but each list should have no more than 100,000 records. If you need any of your agents to dial from different lists, you will need a Command Center for each list.
- 2) **WATCH AGENTS & SEE RESULTS:** Supervisors can see when each agent is ON or OFF line, watch when they are dialing, and see the results of each call and a results summary of the calling campaign.
- 3) **CHANGE SCRIPTS, LABELS, RECORDINGS:** A Supervisor can quickly change each Agents' four Scripts, Disposition button labels and Field labels, and 5 pre-recorded messages for answering machines or voice mail.
- 4) **MULTIPLE AGENTS:** Each Dolphin Command Center can control up to 30 Agents at a time, regardless of where they are located in the USA and Canada.
- 5) **AGENT WORK STATIONS:** When the Supervisor uses the Command Center, the Agents will be using a restricted version of the **Dolphin Power Dialer**. They cannot upload lists of their own or steal your lists. If an Agent quits or is terminated, they cannot continue using that Dolphin. Simply use your "Do-It-Yourself Portable License" to change the password and move that Dolphin to another computer of your choice.

### Requirements:

- 1) **LOCATION:** The Command Center computer and all Agent Work Stations may be located anywhere in the USA and Canada. This feature is not available for use in any other countries.
- 2) **DOLPHIN POWER SELLER:** To use the Command Center, you will need to purchase a Dolphin Power Seller to serve as your Dolphin Command Center and also purchase a Dolphin Power Seller for each Agent Work Station. Each Command Center and Agent Work Station requires monthly ZoomCalls VoIP Phone Service (month to month, with no contract).
- 3) **COMPUTER:** You will need a Laptop or Desktop PC with a sound card and Windows 7 or higher for the Dolphin Command Center and for each Dolphin Agent Work Station. If using the Command Center, we recommend a fairly fast computer (with at least 2 Gigs of RAM) so that the telephone lists can be downloaded quickly. The Command Center must operate on a computer with full administrative rights and **must be dedicated** and turned on while the Agents are dialing on their Work Stations. The Command Center's minimum screen resolution is 1280 x 800. (Dolphin does not work with smart phones.)
- 4) **INTERNET CONNECTION:** Adequate broadband internet connection for each user as described in the last page of this brochure.
- 5) **HEADSET:** Wired USB Headset or Wireless Bluetooth Headset.

**You do NOT need a telephone line or telephone.**

**See Sample Screen Shot on next page.**

## Sample "Agent Status" Screen Shot in the Dolphin Command Center

Dolphin Command Center    The active phone list= C:\PowerDialer\groups\CRNSample.mdb    Ver. 4.0.4

File   Offline   Phone List Manager   Report Builder   Send E-Mail   Refresh Screen Changes   Call Status Report   Click Dialer Program

Agent Status
Central Phone List
Agent Chat - PAM- Scripts
Call Traffic - Settings - Logs

Command Center is: On Line								
Work Station ID		Agent Name	Dialer	Activity	Time and Date	On-Off	Listen	Whisper
05207	<span style="color: red;">●</span>	MATT	Off Line	PAUSE		<input type="checkbox"/> Off	<input type="checkbox"/>	<input type="checkbox"/>
08707	<span style="color: green;">●</span>	KYLE	OnLine	CALLS-939 CONNECTS-752	1:14PM 10/15/12	<input checked="" type="checkbox"/> On	<input type="checkbox"/>	<input type="checkbox"/>
25825	<span style="color: green;">●</span>	JIM	OnLine	CALLS-829 CONNECTS-647	1:12PM 10/15/12	<input checked="" type="checkbox"/> On	<input type="checkbox"/>	<input type="checkbox"/>
32506	<span style="color: green;">●</span>	SHERRIE	OnLine	CALLS-874 CONNECTS-788	1:18PM 10/15/12	<input checked="" type="checkbox"/> On	<input type="checkbox"/>	<input type="checkbox"/>
45878	<span style="color: green;">●</span>	ELIZABETH	OnLine	CALLS-908 CONNECTS-757	1:16PM 10/15/12	<input checked="" type="checkbox"/> On	<input type="checkbox"/>	<input type="checkbox"/>
58753	<span style="color: green;">●</span>	JONATHAN	OnLine	CALLS-784 CONNECTS-616	1:15PM 10/15/12	<input checked="" type="checkbox"/> On	<input type="checkbox"/>	<input type="checkbox"/>
58758	<span style="color: red;">●</span>	PATRICK	Off Line	PAUSE	11:28AM 10/15/12	<input type="checkbox"/> Off	<input type="checkbox"/>	<input type="checkbox"/>
58777	<span style="color: red;">●</span>	BRITTANY	Off Line	PAUSE	12:00PM 10/15/12	<input type="checkbox"/> Off	<input type="checkbox"/>	<input type="checkbox"/>
58971	<span style="color: green;">●</span>	ADOLPHUS	OnLine	CALLS-742 CONNECTS-596	1:16PM 10/15/12	<input checked="" type="checkbox"/> On	<input type="checkbox"/>	<input type="checkbox"/>
65208	<span style="color: red;">●</span>	BRAD	Off Line	PAUSE	12:59PM 10/15/12	<input type="checkbox"/> Off	<input type="checkbox"/>	<input type="checkbox"/>
68507	<span style="color: red;">●</span>	DAVID	Off Line	PAUSE	11:58AM 10/15/12	<input type="checkbox"/> Off	<input type="checkbox"/>	<input type="checkbox"/>
84584	<span style="color: green;">●</span>	KATIE	OnLine	CALLS-686 CONNECTS-559	1:10PM 10/15/12	<input checked="" type="checkbox"/> On	<input type="checkbox"/>	<input type="checkbox"/>
85988	<span style="color: red;">●</span>	STEPHANIE	Off Line	PAUSE	11:50AM 10/15/12	<input type="checkbox"/> Off	<input type="checkbox"/>	<input type="checkbox"/>
88888	<span style="color: green;">●</span>	STACEY	OnLine	CALLS-995 CONNECTS-868	1:17PM 10/15/12	<input checked="" type="checkbox"/> On	<input type="checkbox"/>	<input type="checkbox"/>
97231	<span style="color: red;">●</span>	DARIUS	Off Line	PAUSE	12:10PM 10/15/12	<input type="checkbox"/> Off	<input type="checkbox"/>	<input type="checkbox"/>
99999	<span style="color: green;">●</span>	MARIA	OnLine	IDLE	1:09PM 10/15/12	<input checked="" type="checkbox"/> On	<input type="checkbox"/>	<input type="checkbox"/>

**Waiting:**

**Total Records** 49,482

**Start at Rec #** 12,090

**Call Back** 329

**Answering Mach** 5,918

**Hot Lead** 484

**Warm** 717

**Sold** 223

**Turn Down** 1,841

**Do Not Call** 194

**BUSY** 122

**DISCONNECTED** 2,261

**NO ANSWER** 3,921