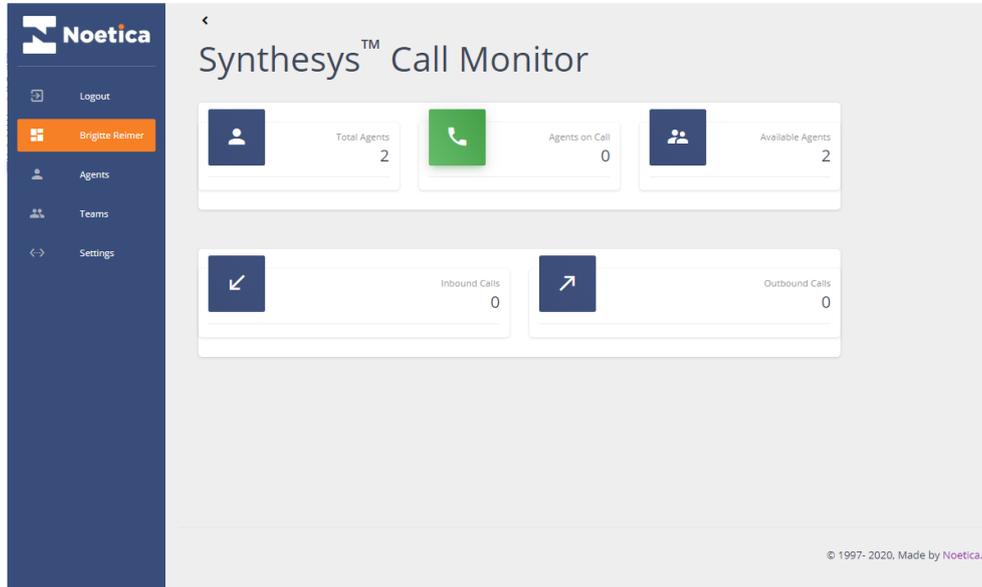


THE CALL MONITOR

Call Monitor Main Screen

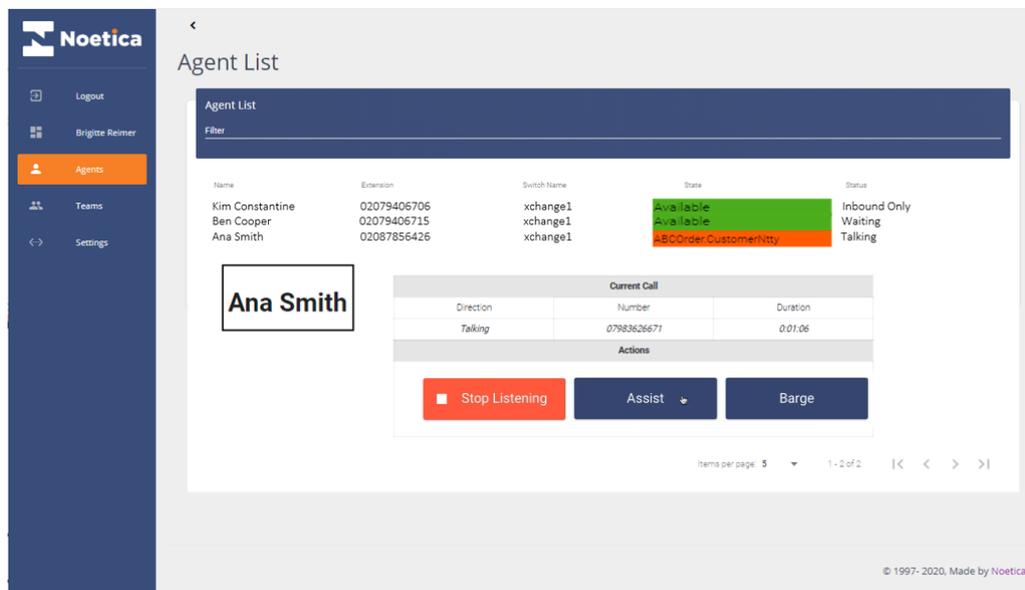


Synthesys™ Call Monitor

Total Agents	2	Agents on Call	0	Available Agents	2
Inbound Calls	0	Outbound Calls	0		

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Agent List



Agent List

Name	Extension	Switch Name	State	Status
Kim Constantine	02079406706	xchange1	Available	Inbound Only
Ben Cooper	02079406715	xchange1	Available	Waiting
Ana Smith	02087856426	xchange1	ABCOrder.CustomerNty	Talking

Ana Smith

Current Call		
Direction	Number	Duration
Talking	07983626677	0:01:06

Actions

Stop Listening Assist Barge

Items per page: 5 1 - 2 of 2

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The information contained in this document may change. We may issue revisions from time to time to advice of changes or additions. We operate a policy of constantly improving and enhancing our application software. There is a possibility, therefore, that the format of screen display and printed output shown in this documentation may differ slightly from that provided in the software. It is our policy to update this documentation whenever a major release of software takes place.

Noetica Call Monitor

Last updated January 2022

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THE CALL MONITOR

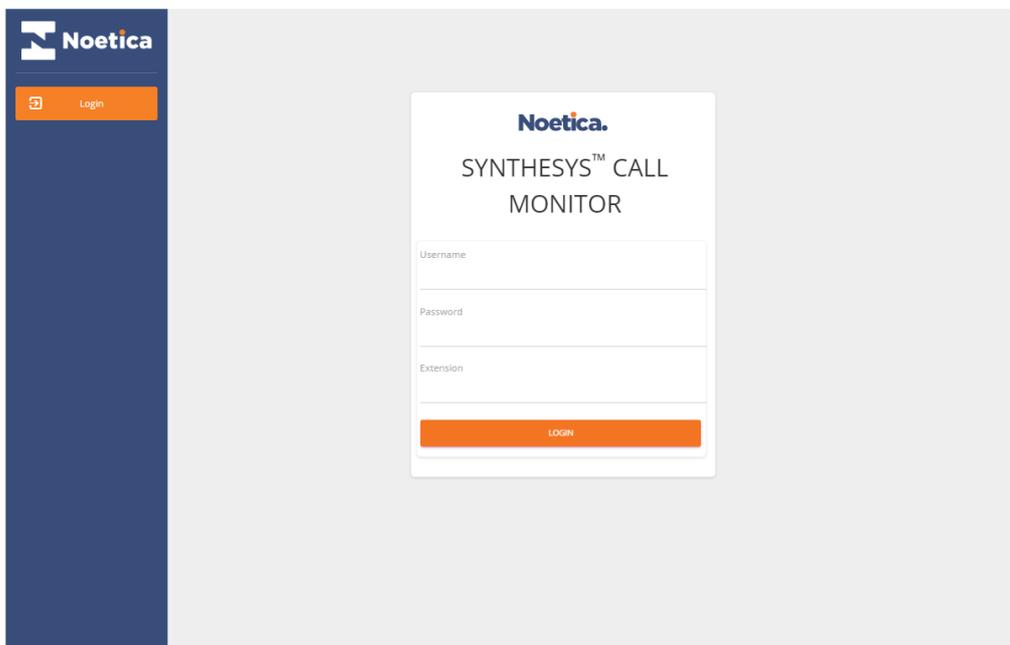
The Call Monitor is a web application that enables contact centre administrators to monitor the calls of agents logged into the Synthesys™ Agent Portal.

Using the Listen In, Assist and Barge options of the Call Monitor, supervisors can listen to calls in progress and if required, they can join a call and support the agents, to improve performance and customer experience.

Launching the Call Monitor

To access the Call Monitor

- Launch the Call Monitor via the Noetica Admin Portal, or
- Enter the URL for the Call Monitor into the address field of the Web Browser, e.g. <http://WebserverName/CallMonitor>.
- Next, enter your username and password, as provided by your Synthesys™ administrator.

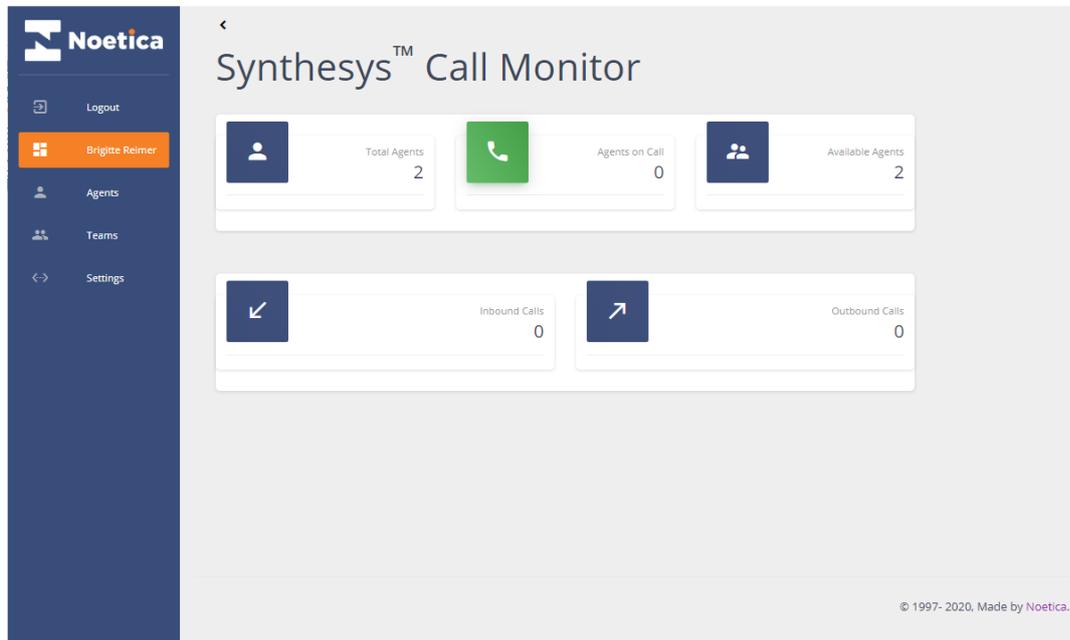


Access to the Call Monitor and associated permission levels are managed in Synthesys™ User Management.

Please contact your Synthesys™ system administrator for more information.

Call Monitor Screen

The **Call Monitor** landing page displays a summary of the total number of agents logged in to the Synthesys™ Agent Portal and shows how many of these agents are currently available, or on a call, dealing with either Inbound or Outbound work.

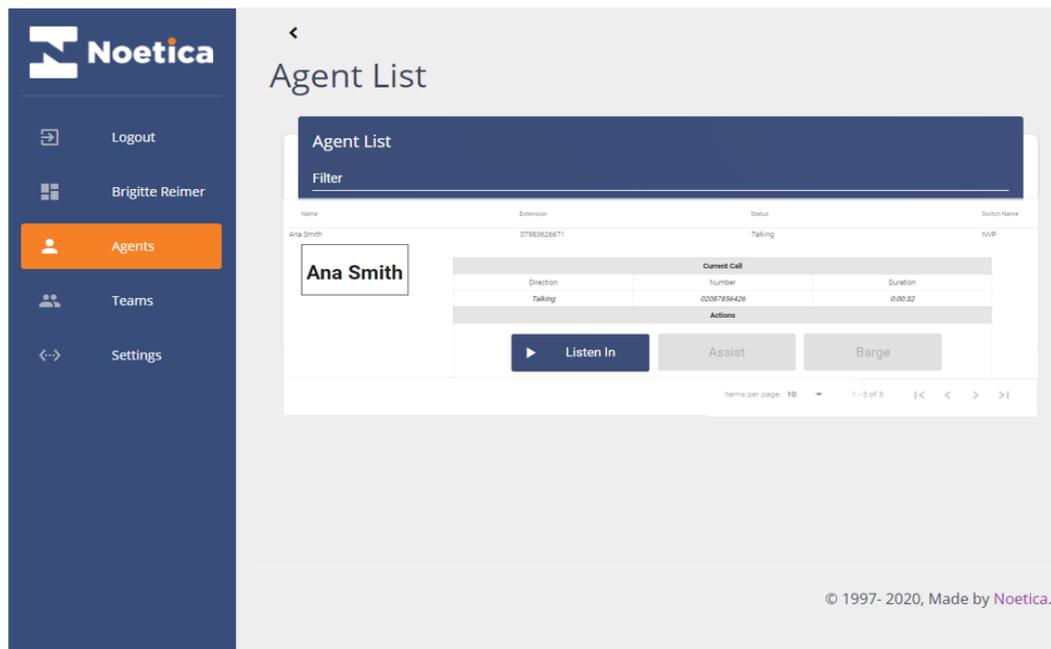


Section	Description
Logout	To log out and exit the Call Monitor.
Call Monitor screen	Shows the total number of agents logged in to the Synthesys™ Agent Portal and associated information.
Agents	The Agent List page displays the current state of all contact centre agents logged into the Synthesys™ Agent Portal and is used to monitor and listen to calls in progress, and to assist and support agents if required.
Teams	Shows the names of available teams and associated call type, i.e., Inbound Only, Outbound Only or Blended.
Settings	Allows dialler managers to define which fields to display in the Agent List page, and to view Open Source Licenses details.

Agent List View

In the **Agent List** page, you can view log in details and call states of agents currently logged in to the Synthesys™ Agent Portal, and you can monitor and support the live calls that agents are handling.

Using the Filter field, you can search for and display information entering the agent name, the switch used, an extension number, or call state.



Additional fields, as included in the table below, can be added via the *Settings* page of the Call Monitor.

Field Name	Description
Name	The name of the users currently logged in to the Synthesys™ Agent Portal.
List	The name of the outbound list or group currently allocated to the agent.
Extension	The extension numbers.
Switch Name	The name of the switch / PBX used.
State	The current agent state ('Available'; 'Unavailable – Break') or if in a call, the name of the campaign the agent is handling.
Status	The status of the agent, i.e., 'Waiting' 'Previewing', Inbound Only etc.
Machine Name	The name of the workstation.
DDI	The direct dial-in number associated with a scripted app.
Username	The name used by the agent to log into the Synthesys™ Agent Portal.
Call ID	The unique id associated with the call.
AgentID	The agent id, as allocated for each user.
Active	Shows if the call list or group is activated or deactivated and inside or outside of active times (Activated/ Active; Activated/ Not Active; Deactivated/ Active; Deactivated/ Not Active), or if the list has past the end date specified (Expired).

Monitoring Agents

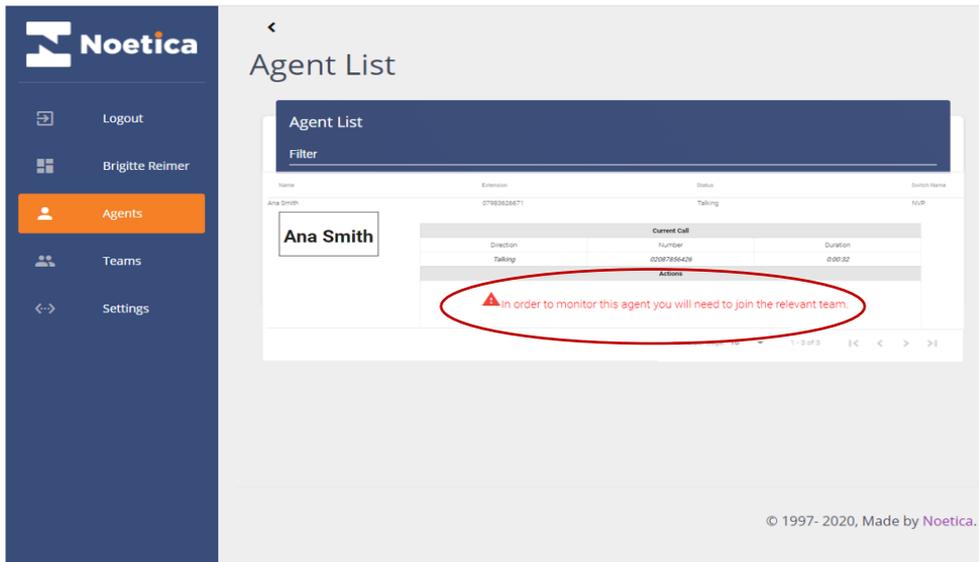
As part of the monitoring process, you can listen to the calls in progress, assist your agents, and if required, you can join the conversation and speak to all parties involved.

- Select the name of the agent you wish to monitor in the Agent list.



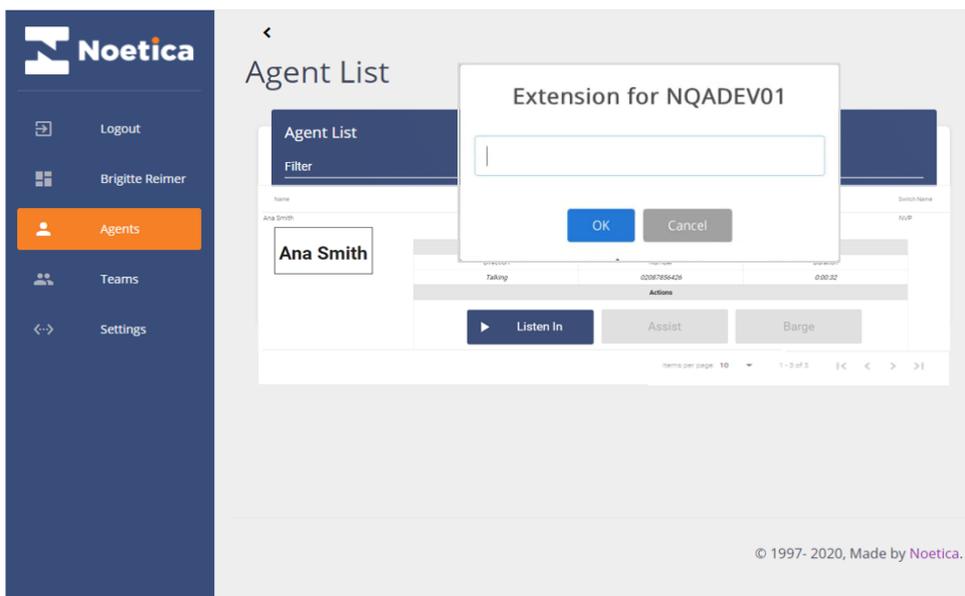
When monitoring calls, you need to be in the same team as the agent whose calls you wish to monitor. If you are not, a message will remind you to join the relevant team.

You also need to have a nailed dial connection to the Voice platform the agent is on.



The screenshot shows the Noetica Agent List interface. On the left is a navigation menu with options: Logout, Brigitte Reimer, Agents (highlighted), Teams, and Settings. The main content area is titled 'Agent List' and contains a table with columns: Name, Extension, Status, and Switch Name. The first row shows 'Ana Smith' with extension '07983626471' and status 'Talking'. Below the table, there is a 'Current Call' section with columns: Direction, Number, and Duration. The 'Direction' is 'Talking' and the 'Number' is '02087656426'. A red circle highlights a warning message: 'In order to monitor this agent you will need to join the relevant team.' At the bottom right, there is a copyright notice: '© 1997- 2020, Made by Noetica.'

- Connect to the Voice platform that the agent is using for handling the calls.
- Click the **Listen In** button, to listen to and monitor the call the agent is handling. You will be able to hear both the agent and customer speaking.



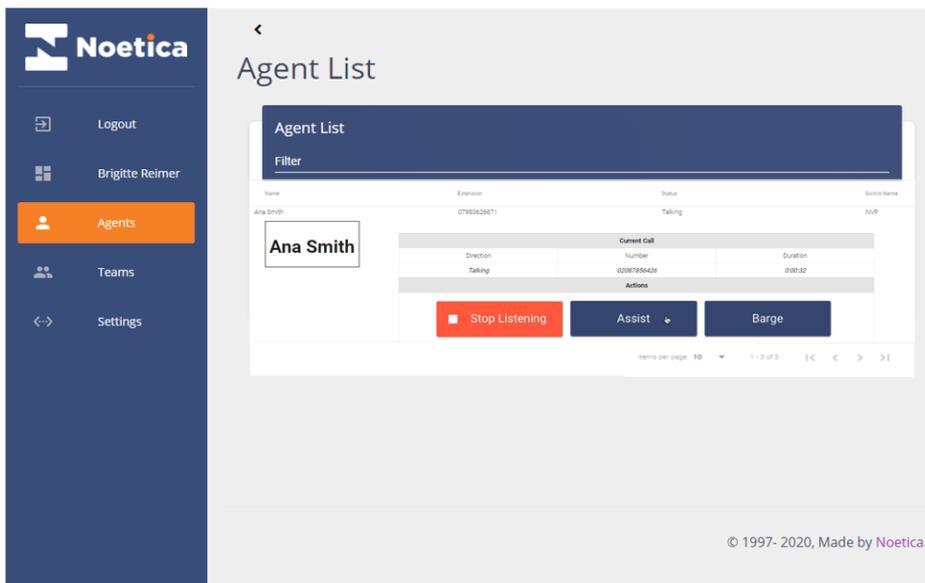
The screenshot shows the Noetica Agent List interface with a dialog box open. The dialog box is titled 'Extension for NQADEV01' and contains a text input field, an 'OK' button, and a 'Cancel' button. The background shows the same 'Agent List' table as in the previous screenshot, with 'Ana Smith' selected. Below the table, there are buttons for 'Listen In', 'Assist', and 'Barge'. At the bottom right, there is a copyright notice: '© 1997- 2020, Made by Noetica.'

For details about using the Assist and Barge buttons, please see the next page.

Remote Call Assistance

Using the **Assist** and **Barge** buttons, you can join the calls in progress to provide support to your agents, and if required, intervene in the conversation.

- Click **Assist**, if you wish to talk to the agent and provide help, without the customer hearing you.
- Click the **Barge** button, if you wish to join the call to speak to everyone involved, including the agent (or agents if in a conference call), and the customer.



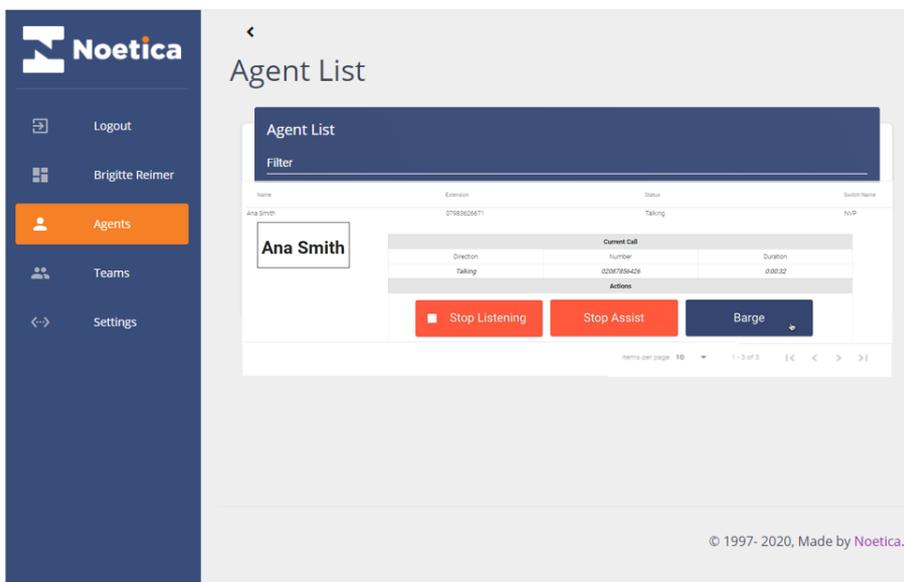
The screenshot shows the Noetica Agent List interface. On the left is a dark blue sidebar with the Noetica logo and navigation options: Logout, Brigitte Reimer, Agents (highlighted in orange), Teams, and Settings. The main content area is titled 'Agent List' and features a search filter. Below the filter is a table with columns for Name, Extension, Status, and Switch Name. The first row shows 'Ana Smith' with extension '0798326671' and status 'Talking'. A call details panel for Ana Smith is open, showing 'Current Call' information: Direction (Talking), Number (02087956429), and Duration (0:00:32). At the bottom of this panel are three buttons: 'Stop Listening' (red), 'Assist' (blue, highlighted), and 'Barge' (blue). A footer at the bottom right reads '© 1997- 2020, Made by Noetica.'



When using the **Listen In**, **Assist** and **Barge** buttons, the supervisor will hear both, the agent and the customer talking.

Multiple teams support allows supervisors who belong to multiple teams to monitor all the agents in these teams.

- Use the **Stop Listening**, **Stop Assist** and **Stop Barge** buttons, to end listening, assisting, or intervening in a call.

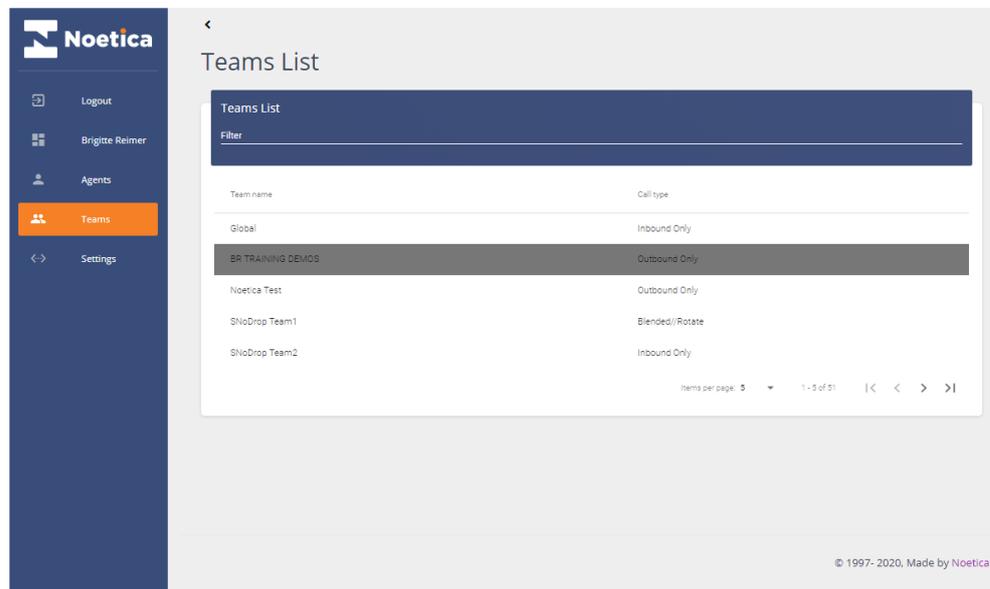


This screenshot is identical to the one above, showing the Noetica Agent List interface with the 'Assist' button highlighted. In this version, the 'Stop Assist' button (red) is highlighted instead of the 'Assist' button. The 'Assist' button now has a downward arrow next to it. The 'Barge' button remains blue. The footer at the bottom right reads '© 1997- 2020, Made by Noetica.'

Teams List View

The **Teams List** page shows all teams that have been created in Synthesys™, and the associated call types.

- Using the Filter field, you can enter part of a team name or call type, to bring up the matching results.

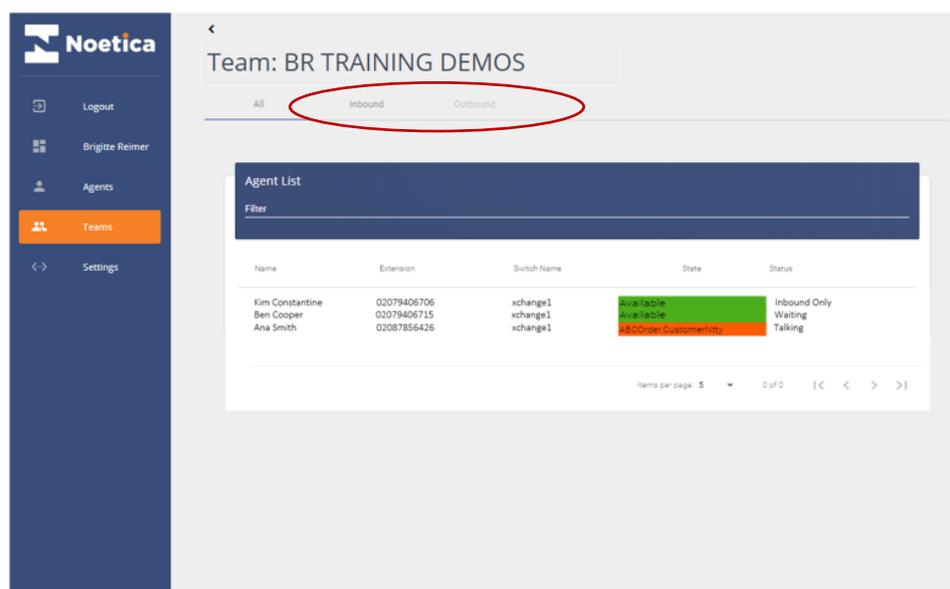


The screenshot shows the 'Teams List' page in the Noetica interface. On the left is a navigation sidebar with options: Logout, Brigitte Reimer, Agents, Teams (highlighted), and Settings. The main content area is titled 'Teams List' and features a search filter. Below the filter is a table with the following data:

Team name	Call type
Global	Inbound Only
BR TRAINING DEMOS	Outbound Only
Noetica Test	Outbound Only
SNoDrop Team1	Blended/Rotate
SNoDrop Team2	Inbound Only

At the bottom of the table, there is a pagination control showing 'Items per page: 5' and '1 - 5 of 51'.

- To view agent details for a specific team, select the name of the relevant team.
- The **Agent List** page will open in the **All** tab, showing details for all agents who are currently in the selected team.
- If you want to see which of the agents within the team are currently handling either Inbound or Outbound work, use the **Inbound** or **Outbound** tabs.



The screenshot shows the 'Agent List' page for the team 'BR TRAINING DEMOS'. The 'Inbound' tab is selected and circled in red. The page has a navigation sidebar on the left. The main content area is titled 'Team: BR TRAINING DEMOS' and has tabs for 'All', 'Inbound', and 'Outbound'. Below the tabs is a search filter and a table with the following data:

Name	Extension	Switch Name	State	Status
Kim Constantine	02079406706	xchange1	Available	Inbound Only
Ben Cooper	02079406715	xchange1	Available	Waiting
Ana Smith	02087856426	xchange1	ABCCOrder Customer Intty	Talking

At the bottom of the table, there is a pagination control showing 'Items per page: 5' and '0 of 0'.

Settings

In the **Settings** page of the Call Monitor you can determine which fields you want to display in the Agent List screen, and you can view Open Source Licenses details.

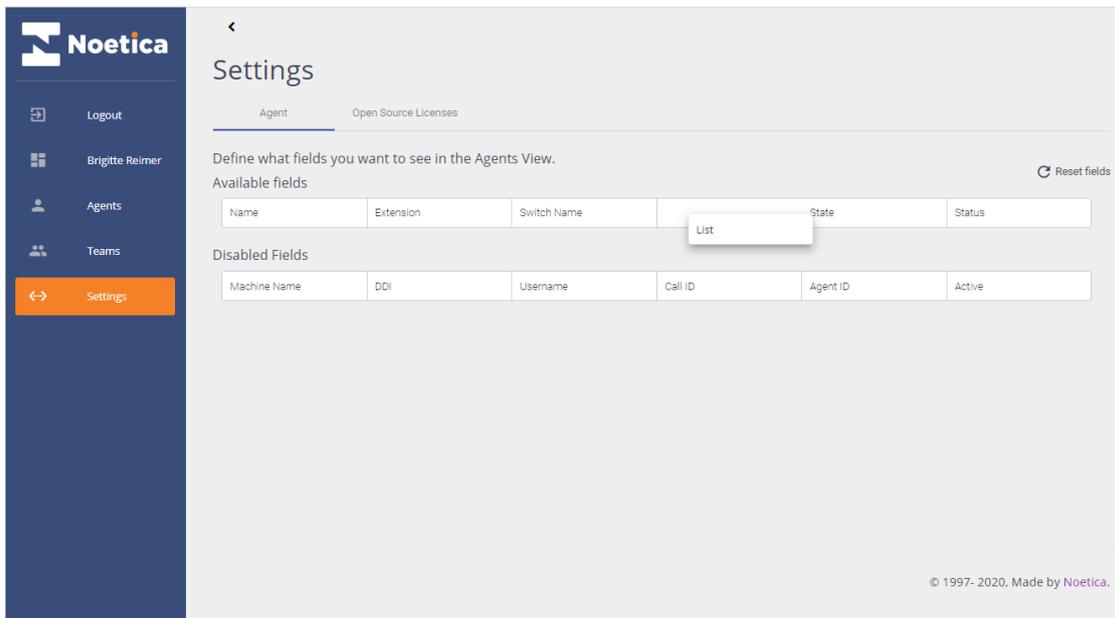
Agent tab

The **Agent** section of the Settings page shows the “Available fields” currently displayed in the Agents List page, and the non-selected, “Disabled fields”.

You can easily move fields between the Available and Disabled fields sections.

If, for example, you want to add the **List** field to the Available fields section, to display it after the Switch Name field in the Agent List View

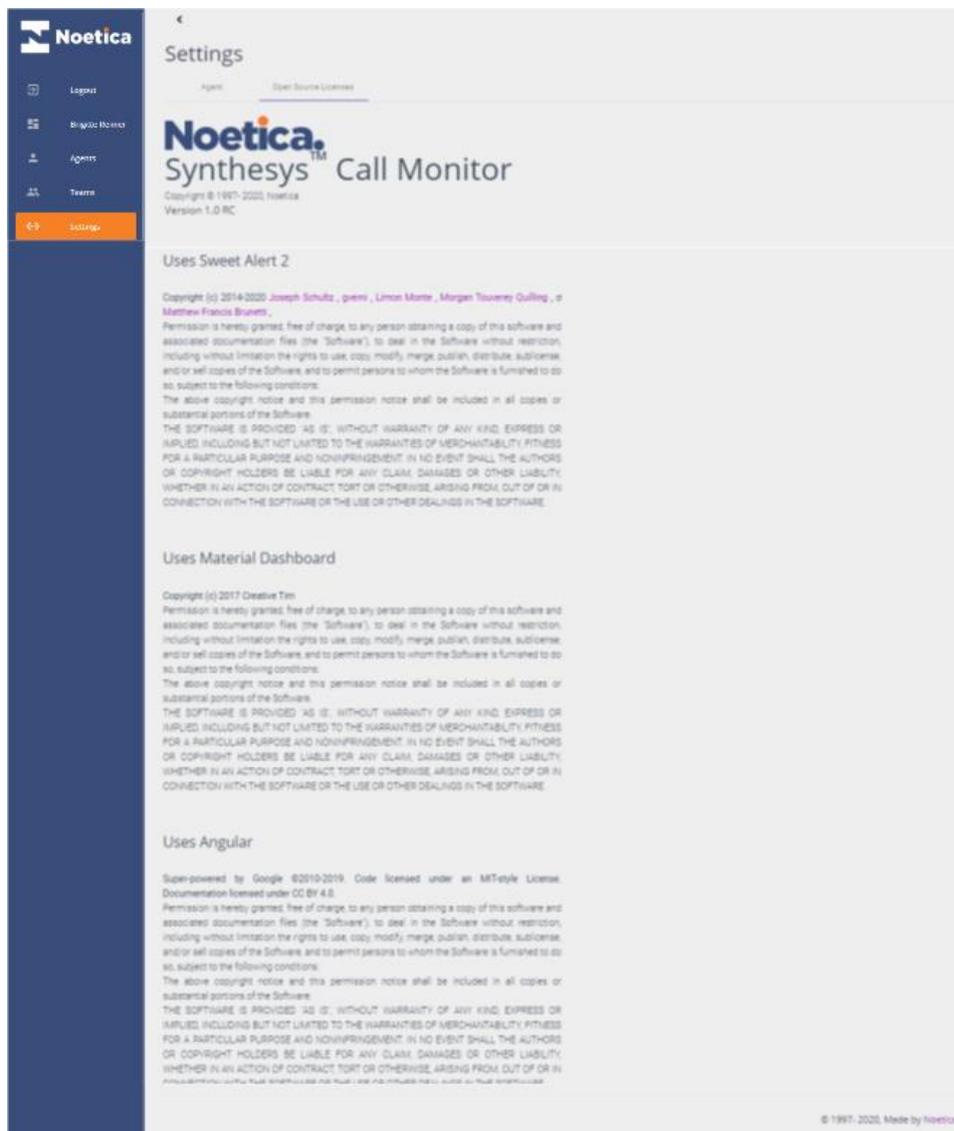
- Left click on the List field, hold down your mouse button and drag the field over the State field tab.
- Release your mouse button, to drop the List field into the desired position, between the Switch Name and State fields.



The screenshot shows the Noetica Settings page for the Agent tab. The page is titled "Settings" and has two tabs: "Agent" (selected) and "Open Source Licenses". Below the tabs, there is a heading "Define what fields you want to see in the Agents View." and a "Reset fields" button. The "Available fields" section contains a row of fields: Name, Extension, Switch Name, List, State, and Status. The "Disabled Fields" section contains a row of fields: Machine Name, DDI, Username, Call ID, Agent ID, and Active. The "List" field is highlighted with a mouse cursor.

Open Source Licenses tab

Selecting the Open Source Licenses tab of the Settings page, you can view internal components about the website and some of the Open Source Licenses used.



Settings

Agents | **Open Source Licenses**

Noetica.
Synthesys™ Call Monitor
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Version 1.0 RC

Uses Sweet Alert 2

Copyright (c) 2014-2020 Joseph Schultz, gremi, Limon Monte, Morgan Touverey Quilling, or Matthew Francis Brunetti.

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Uses Material Dashboard

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Uses Angular

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