Optional Agent Monitoring/Coaching Tool

for Supervising Agents using LeadMaster 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 Monitoring/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 USB Headset.

2) **DIALER SOFTWARE:** Each agent being supervised will need to be using LeadMaster CRM.

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.

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

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