

# 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.

The screenshot displays the Whisper Software interface for monitoring and coaching agents. The main window is titled "Whisper Software" and "Customer Number -" with version "Ver. 4.0.42". The interface includes a menu bar with "File", "Edit Agent List", "Refresh Agent List", and "Customer Number". Below the menu is the "ZoomCallsVoIP Phone Service" logo and navigation tabs for "System", "Accounts", "Dialplan", "Apps", and "Status".

The "Active Extensions" section shows a status dropdown and a transfer field. Below this is a table of active extensions:

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	

On the right side, there is a sidebar with an "Offline" status indicator, "Whisper", "Stop", and "Barge In" buttons, and a "Start Recording Call" checkbox. Below these is a list of agent names: 69138\_Dorie, 69264\_Luke, 69371\_Hunter, 69452\_Dillon, 69547\_Ryan, 69685\_Lexi (highlighted in blue), 69716\_Reece, and 69823\_Logan.

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

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