

Call Centre Supervisor Tools

Some tools for Call Centre supervisors to use to coach, support and step into problematic calls

- [65.039 Advanced Call Handling](#)

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Document Control

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Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
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Absract	Wildix has a range of Video Conferencing options available that are all seamlessly integrated. can be managed directly from Collaboration and integrate with calendars		
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Change Control

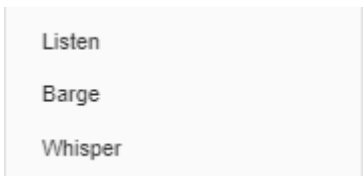
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02-DEC-2024	Neil Tancock	0.0	First version

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Call Monitoring & Coaching

If you manage a group of people in a Call Centre you have the tools, if they are enabled, to monitor your team's calls and optionally coach them. While in Collaboration and a colleague is on a call, mouse over the colleague, click on Options button (three dots) and an additional set of options will be presented:



- Listen enables you to silently monitor a call. You can hear the parties, but they cannot hear you.
- Whisper enables you to coach a member of your team. You can hear both parties but only your team member can hear you
- Barge enables you to take control of a call if you think you need to step in. All parties can hear each other,.

Call pickup / see who is calling

To see who is calling:

Go to the Colleagues tab and focus the mouse cursor on the user who has a ringing call / is talking on the phone (same option is available in Feature keys / Messaging tab). If you have the authority, you can see who they are on a call with.

To pick up a call:

- Go to the Colleagues tab

- Mouse over a colleague who has a ringing call, click on Options button (three dots) and select Pick up. Or right-click on a colleague and select Pick up:



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Need help? Get in touch!

You can call us on [01752 373000](tel:01752373000), option 2 or, if you are on Number Club, just call extension 3001

You can email us at hub@safeharboursupport.com

You can chat & Collaborate with us at <https://kite.wildix.com/nc-a12/3001>

You can Whatsapp us right here: <https://wa.me/441752373000>

