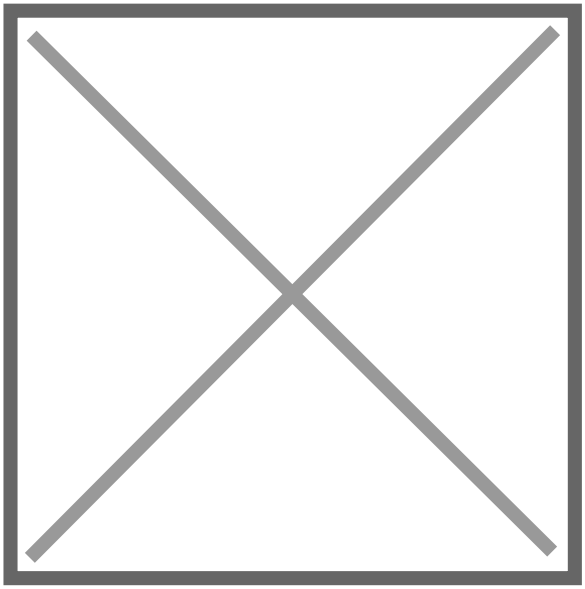
65.039 Advanced Call Handling



Docs

Document Control

Document Name	65.039 Advanced Call Handling		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	**Review date**	31-DEC-2027
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		
Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		
Outputs	None		

Change Control

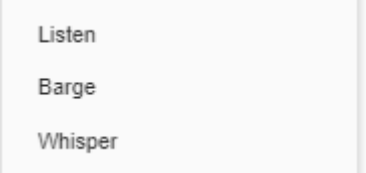
Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version

01-JAN-2025	Neil Tancock	1.0	Approved

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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

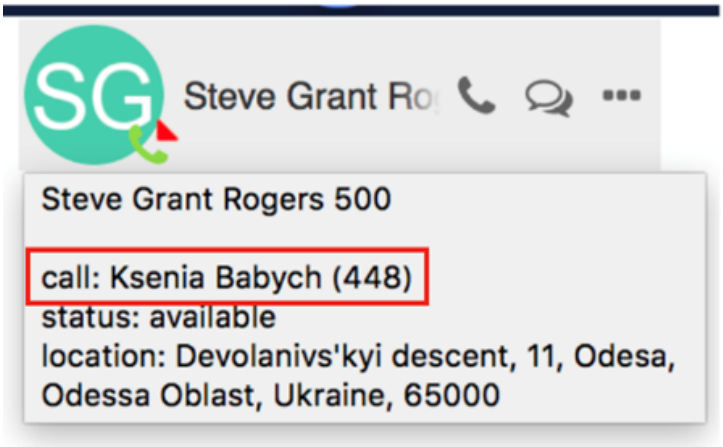
To see who is calling:

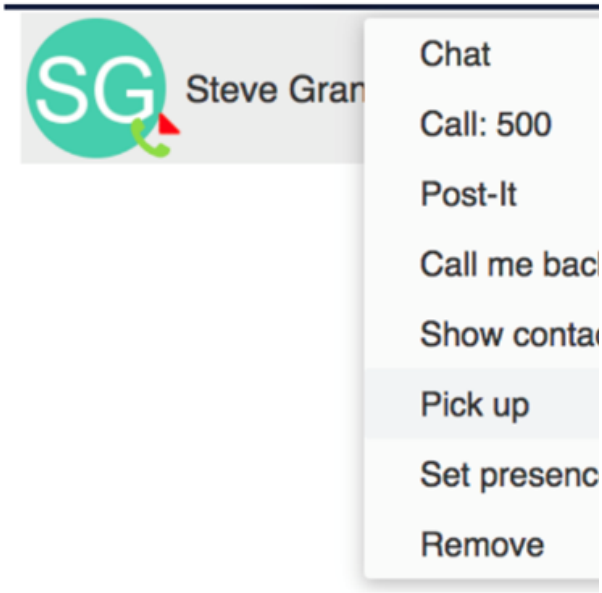
Go to the Colleagues tab and focus the mouse cursor on the user who has a ringing call / is talking on the phone (same option is available in Feature keys / Messaging tab). If you have the authority, you can see who they are on a call with.

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, 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

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