

# Advanced Call Handling

## 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:

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- 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? Please get in touch!

You can call us on [01752 393600](tel:01752393600), option 2 or, if you are on Number Club, call extension 3000

You can email us at [support@hellocomtec.com](mailto:support@hellocomtec.com)

You can chat with us at <https://kite.wildix.com/nc-a12/3000>

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