Tech Article

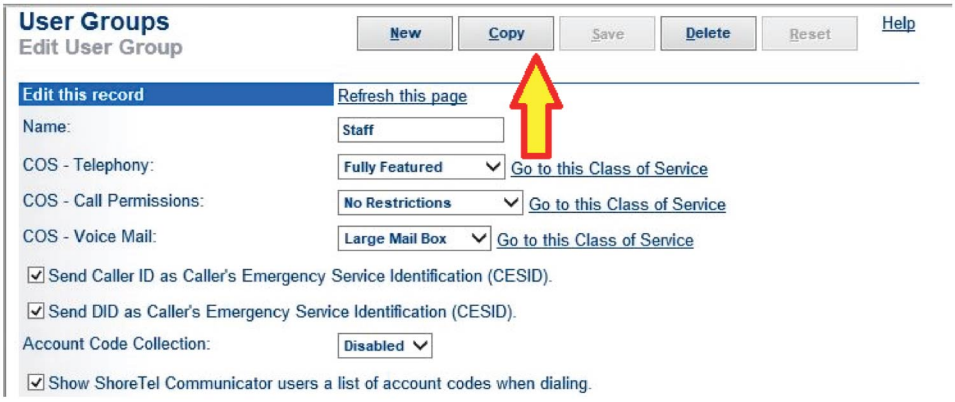
How to Configure Silent Monitoring

ShoreTel

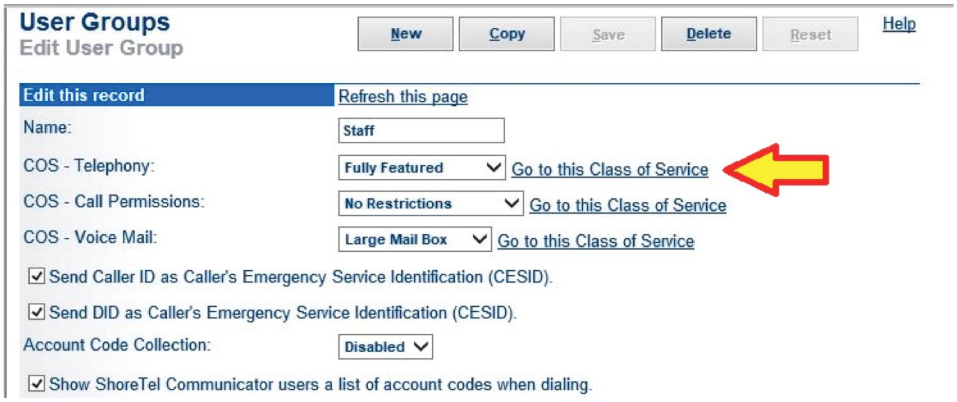
Note

To simplify discussion of this feature, we will refer to three parties: the supervisor, the agent, and the customer. The supervisor initiates monitoring by selecting an agent. The agent is on a call with another party, the customer.

1 Have (or copy/create) one User Group which will contain the Supervisors (who will be MONITORING), and one User Group which will contain the Agents (who will be MONITORED).

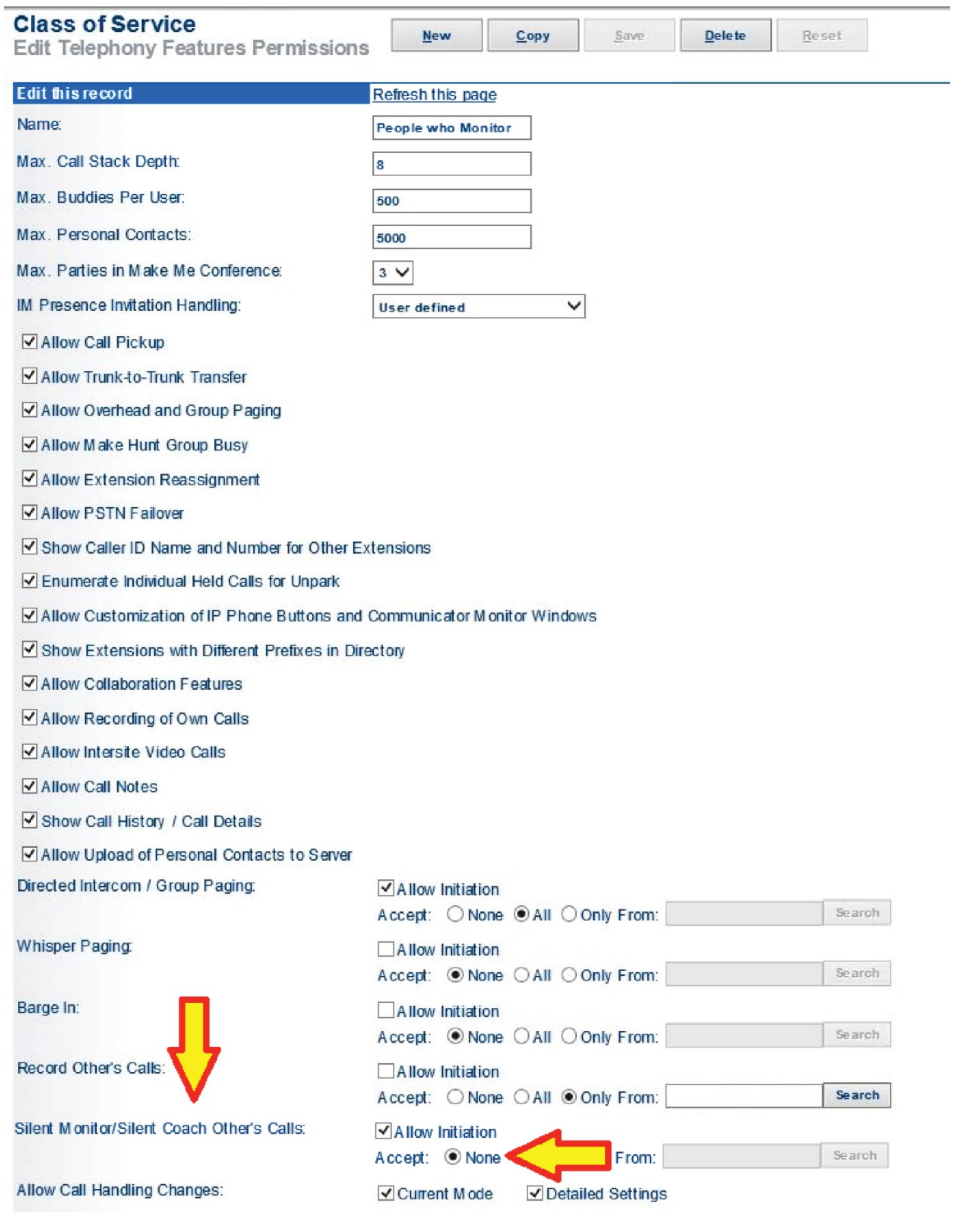


2 Edit the Class Of Service - Telephony for each of the TWO groups.

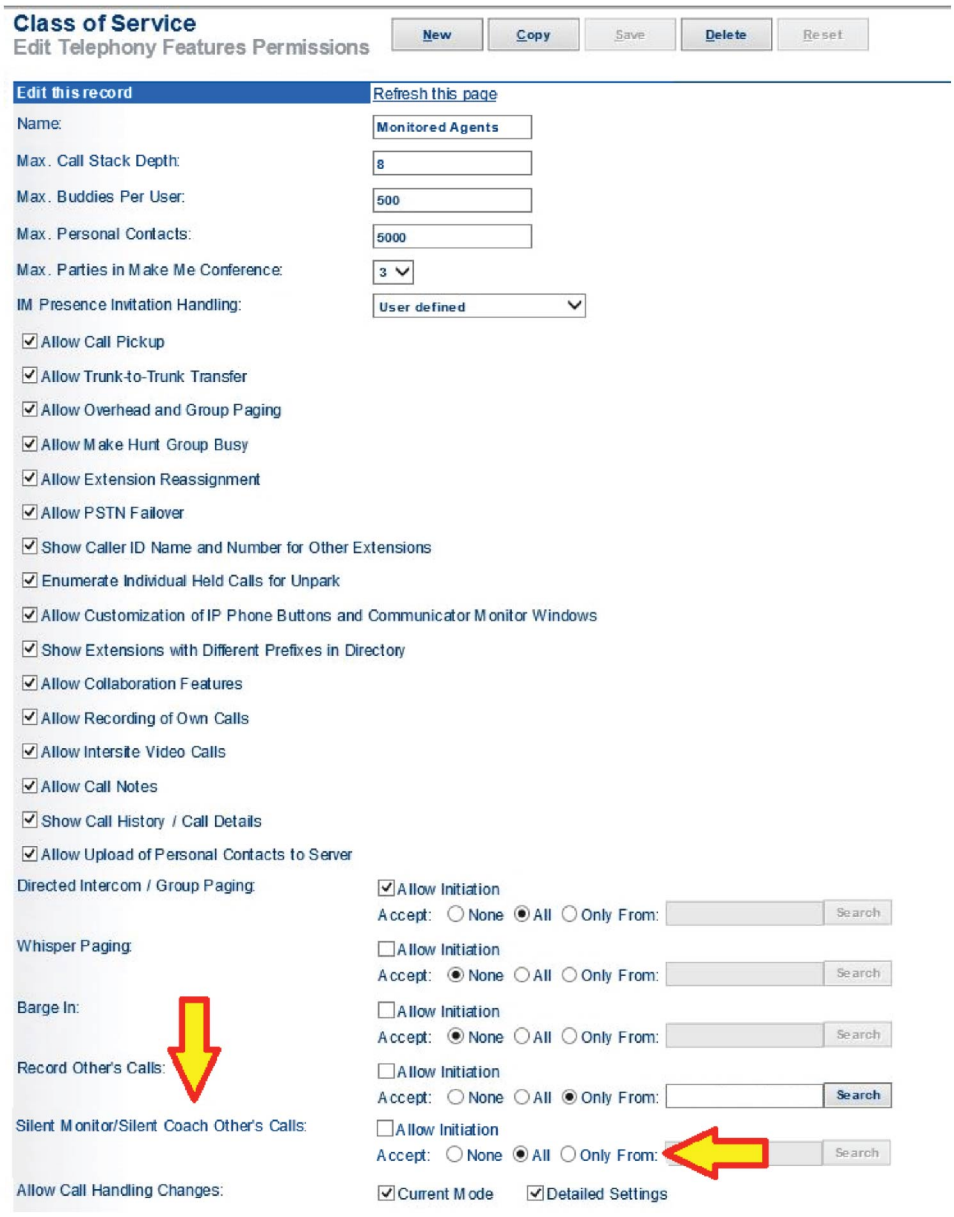


3a *For the Supervisors (who will be MONITORING):* click the box to ***ALLOW INITIATION***.

(If you don't want the Supervisors monitoring each other, choose the Accept: NONE option.)



3b ***For the Agents (who will be MONITORED):*** Choose the ***Accept: ALL*** option to allow them to be monitored by the COS you allowed to ***INITIATE*** monitoring in Step 3a.



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