

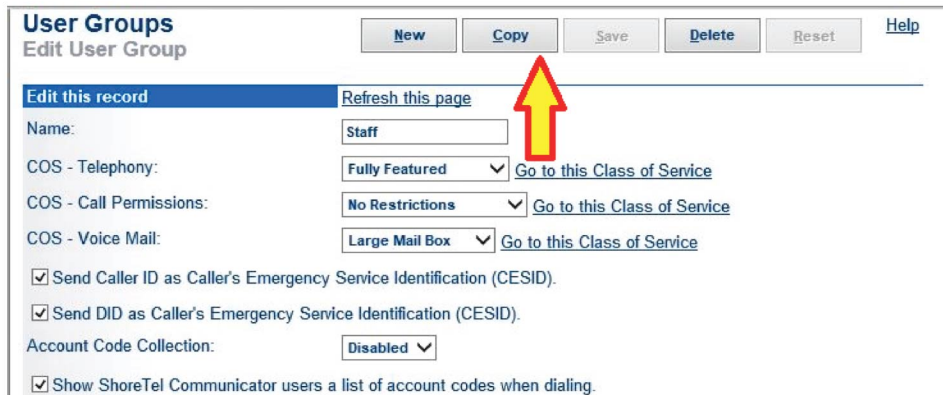
How to Configure Silent Monitoring

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).



User Groups
Edit User Group

[New](#) [Copy](#) [Save](#) [Delete](#) [Reset](#) [Help](#)

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Name:

COS - Telephony: [Go to this Class of Service](#)

COS - Call Permissions: [Go to this Class of Service](#)

COS - Voice Mail: [Go to this Class of Service](#)

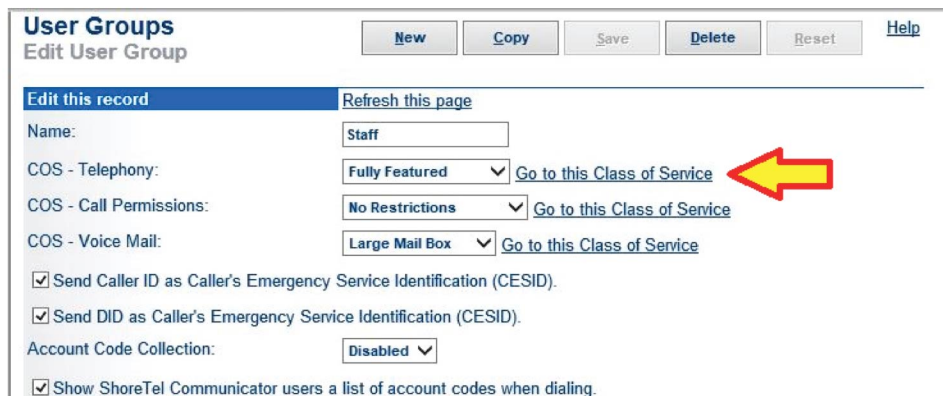
Send Caller ID as Caller's Emergency Service Identification (CESID).

Send DID as Caller's Emergency Service Identification (CESID).

Account Code Collection:

Show ShoreTel Communicator users a list of account codes when dialing.

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



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Send Caller ID as Caller's Emergency Service Identification (CESID).

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Account Code Collection:

Show ShoreTel Communicator users a list of account codes when dialing.

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.)

Class of Service
Edit Telephony Features Permissions

Edit this record [Refresh this page](#)

Name:

Max. Call Stack Depth:

Max. Buddies Per User:

Max. Personal Contacts:

Max. Parties in Make Me Conference:

IM Presence Invitation Handling:

Allow Call Pickup

Allow Trunk-to-Trunk Transfer

Allow Overhead and Group Paging

Allow Make Hunt Group Busy

Allow Extension Reassignment

Allow PSTN Failover

Show Caller ID Name and Number for Other Extensions

Enumerate Individual Held Calls for Unpark

Allow Customization of IP Phone Buttons and Communicator Monitor Windows

Show Extensions with Different Prefixes in Directory

Allow Collaboration Features

Allow Recording of Own Calls

Allow Intersite Video Calls

Allow Call Notes

Show Call History / Call Details

Allow Upload of Personal Contacts to Server

Directed Intercom / Group Paging: Allow Initiation
Accept: None All Only From:

Whisper Paging: Allow Initiation
Accept: None All Only From:

Barge In: Allow Initiation
Accept: None All Only From:

Record Other's Calls: Allow Initiation
Accept: None All Only From:

Silent Monitor/Silent Coach Other's Calls: Allow Initiation
Accept: None All Only From:

Allow Call Handling Changes: Current Mode Detailed Settings



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.

Class of Service
Edit Telephony Features Permissions

Edit this record [Refresh this page](#)

Name:

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Max. Buddies Per User:

Max. Personal Contacts:

Max. Parties in Make Me Conference:

IM Presence Invitation Handling:

Allow Call Pickup

Allow Trunk-to-Trunk Transfer

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Allow Call Handling Changes: Current Mode Detailed Settings

Need Help?

Contact our expert support team by calling **855.9.INFLOW** today!