

El Supervisor vía Finesse no podía usar Silent Monitor de sus agentes. La idea es que el supervisor intervenga la llamada que esta activa de un Agente y pueda escuchar la misma, ingresando en modo silencioso.

Componente usado: UCCX versión 11.6

Cuando el Supervisor, desde su acceso Web, hacia clic en Start Monitoring sobre un Agente en particular, en el teléfono del Supervisor no se escuchaba el audio y salía en la interface web de ese Supervisor un mensaje de error.

The screenshot displays the Cisco Supervisor Web Interface for Supervisor Julio Origoni (jorigoni) – Extension 2375. The interface includes a top navigation bar with options like 'Manage Team', 'My History', 'Team Data', 'Queue Data', and 'Manage Customer'. A yellow arrow points to the 'Start Monitoring' button, which is highlighted with an orange box. Below the button, an error message is displayed: 'Unable to Silent Monitor at this time. Contact your system administrator.' The error message is also highlighted with an orange box. The interface shows the team 'GoodYear' and a table of agents. The agent 'Juan Carlos' is listed with the state 'Not Ready - Phone Working' and a time in state of 00:01:34. The extension number is 1111.

Agent Name	State	Time in State	Extension
Juan Carlos	Not Ready - Phone Working	00:01:34	1111

1-

Que los Agentes tengan BIB (Built in Bridge) activo.

User Hold MOH Audio Source	1-SampleAudioSource
Network Hold MOH Audio Source	1-SampleAudioSource
Location*	Hub_None
AAR Group	< None >
User Locale	Español, República de Colombia
Network Locale	Colombia
Built In Bridge*	Activado
Privacy*	Predeterminado
Device Mobility Mode*	Predeterminado

2-

Cuando se hace el setup de UCCX se crea el Application User RMCM.

En ese momento se agrega roles de roles para Call Monitoring y Call Recording, solo verifique que esto esta configurado.

The screenshot displays the 'Application User Configuration' interface. At the top, there is a header bar with the title 'Application User Configuration' and a toolbar containing icons for 'Save', 'Delete', 'Copy', and 'Add New'. Below the header, the interface is divided into several sections:

- CTI Controlled Device Profiles:** A section with a large empty text area.
- CAPF Information:** A section containing a list box labeled 'Associated CAPF Profiles' which is currently empty.
- Permissions Information:** A section containing two list boxes. The top list box is labeled 'Groups' and contains two entries: 'Standard CTI Allow Call Monitoring' and 'Standard CTI Allow Call Recording'. The bottom list box is labeled 'Roles' and also contains two entries: 'Standard CTI Allow Call Monitoring' and 'Standard CTI Allow Call Recording'. A green rounded rectangle highlights the 'Roles' list box. To the right of each list box is a 'View Details' link. On the far right, there are buttons for 'Add' and 'Remove'.

3-

Crear un Calling Search Space (CSS) el cual acceda a las líneas (DN) de cada Agente del UCCX y asignar este CSS como Monitoring Calling Search Space sobre el teléfono del Supervisor.

The image shows a configuration interface with the following elements:

- Recording Profile
- Recording Media Source*
- Monitoring Calling Search Space
- Log Missed Calls

On the right side, there are three dropdown menus:

- < none >
- Gateway Preferred
- CSS-UCCX

A red dashed box highlights the 'Monitoring Calling Search Space' checkbox and the 'CSS-UCCX' dropdown menu. Two yellow arrows point from the text above to these elements.