



PRIORITY



Addon features - Whisper, Monitor and Barge for Cisco IP Phones

Addon modules offers privileged employees special communication functions.

"Monitor", "Whisper", and "Barge" features are useful, for example, in the commercial department:

- The Head of the sales department can connect to a manager's phone to monitor his current phone call;
- Using "Whisper", he is able to help his subordinate by providing necessary information without interrupting the subordinate's discussion with a client;
- In complicated situations, he can join the call in order to resolve issues that arise.

In these ways the functions help train managers in customer assistance and quality assurance.

"Forced Connection" enables top managers to get in touch with an employee even when the employee's line is busy. When that happens, the current call of the subordinate is put on hold. This function enables a supervisor to always be able to get in touch with any employee in his company.

!The "monitoring" module is only supported for built-in bridge enabled IP phones and must support Silent Monitoring feature.