SIP Monitoring Overview

Note: Monitoring is a generally available feature for most Genesys environments. This overview document provides a few highlights of the monitoring capabilities for environments that use a SIP Server. Please see the full supervisor help system for your particular Genesys product, Interaction Workspace or Genesys Desktop.

You can perform the following monitoring functions on agents from any Agent Group view:

Monitor SIP Voice interactions

- Monitor an agent who is handling a VoIP SIP session, to hear what the agent and contact are saying.
- Whisper coach an agent during a VoIP SIP session, to help the agent without the contact hearing you.
- Barge in on a VoIP SIP session, so that both the agent and the contact can hear you.

Monitor Instant Messaging interactions

- Monitor an Agent who is handling an instant messaging session, to read what the agent and contact are typing.
- Whisper coach an agent during an instant messaging session, to help the agent without the contact reading what you type.
- Barge in on an instant messaging session, so that both the agent and the contact can read what you type.

Set the Monitoring Scope, so that you can either monitor the quality of an agent, or monitor the handling of a call as it is transferred to various agents and queues.

Voice Monitoring

If your company uses a Session Initiation Protocol (SIP) Server that handles voice interactions, you can monitor your agents.

For information on configuring SIP, refer to the Framework 7.6 SIP Server Deployment Guide.

To set up a monitoring session you must select an agent from one of your Agent Group views, then submit a monitoring request. Three monitoring requests are supported:

Silent Monitoring

Whisper Coaching

Barge-in

When the agent that you are monitoring accepts an interaction, a monitoring icon appears in your batch navigation pane. Click on the icon to begin monitoring the interaction. Refer to the monitoring request sections below for details about initiating and completing a monitoring sessions:

Silent Monitoring Request

Whisper Coaching Request

Barge-in Request

Resetting a SIP Monitoring Session

Canceling a SIP Monitoring Request

Barging into a Silent Monitoring Session

Switching to Silent Monitoring from barge-in

You control the monitoring scope and monitoring type of your monitoring session by using the SIP Monitoring Settings dialog box. You can choose to monitor Agents or Calls, and you can choose to monitor the next interaction or all interactions until you cancel monitoring.

You can monitor both SIP and Chat simultaneously, or SIP VoIP or Instant Messaging and Chat; however, you must initiate SIP Monitoring and Chat Monitoring independently.

SIP Monitoring Settings and Monitoring Scope

Use the SIP Monitoring Settings dialog box to specify which SIP media to monitor, set the monitoring scope, and monitoring type.

Two options enable you to determine the scope of your interaction monitoring. You can choose to monitor:

The quality of an individual agent.

The quality of a given interaction.

Silent Monitoring

Silent monitoring means that you can listen to a voice interaction between an agent and a contact without the agent or contact being aware that you are listening.

You can switch to barge-in during a Silent Monitoring session.

Silent monitoring can be configured to stay with either the agent or the interaction. In the first case, monitoring does not follow the call or conference if the contact is transferred to a different agent or to a queue. The monitoring session returns to pending mode until the agent accepts a new interaction. You can then continue to monitor the agent. In the second case, the monitoring session follows the contact to the agent who accepts the transfer; in this way, you can track the whole experience of the customer. For further information see *Monitoring Settings* in the supervisor help.

Whisper Coaching

Whisper coaching means that you speak to an agent who is talking with a contact without the contact being able to hear what you say, and without the contact being aware that you are listening or speaking to the agent.

Barge In

Barge In, which is sometimes called barging, or barge-in, or Joining the call, means that you can join the interaction between an agent and a contact, and both parties will hear you.

You can switch back to Silent Monitoring after you have switched to barge-in during a Silent Monitoring session.

If you join a voice interaction, the way your company's system is configured will determine whether the interaction will become a three-way split-screen conference, or whether you will take over the interaction from the agent.

Submitting a SIP Silent Monitoring Request

To silently monitor a SIP voice session:

1. Display the appropriate Agent Group on the list pane. For further information about navigating within the Supervisor Work Area, see *Displaying Object Lists and Objects Overview* in the supervisor help.

2. Select the appropriate Agent on the list pane.

   Note: You must select an Agent that is already logged in.

3. Click the list pane Actions button and select Selected > Monitor > SIP Silent Monitoring. You can also click the details pane Actions button and select Agent > Monitor > SIP Silent Monitoring.

The Monitoring Session icon ( ) indicates that a request is pending. The Monitoring Session icon is located on the right side of the Quick Dashboard. For further information about the Monitoring Session icon, see *Quick Dashboard Icons* in the supervisor help.

You can apply actions to the monitoring session by using the Available Actions icons that are displayed in the Monitoring Tooltip Table that is displayed when you hover your mouse pointer over the Monitoring Session icon.

Agent	Media	DnMedia State	Request Status	Elapsed Time	Available Actions
SIP_5320 (5320): 5320	SIP (Barge in, Call)	Ready	Active	00:01:03	icons

After the Agent logs off, the monitoring session is not canceled. The Agent Media Status for that Agent is displayed in the Monitoring Tooltip Table on the Monitoring Session icon. After you log off, the monitoring session is automatically canceled.

4. After the Agent accepts a new call, the Monitoring Session icon will indicate that a request is active.

Note: You cannot request a SIP monitoring session if you are logged out from Voice but logged in to Genesys Desktop.

Submitting a SIP Whisper Coach Request

To whisper coach an agent during a SIP voice session:

1. Display the appropriate Agent Group on the list pane. For further information about navigating within the Supervisor Work Area, see *Displaying Object Lists and Objects Overview* in the supervisor help.

2. Select the appropriate Agent on the list pane.

   You must select an Agent who is already logged in.

3. Click the list pane Actions button and select Selected > Monitor > SIP Whisper Coaching. You can also click the details pane Actions button and select Agent > Monitor > SIP Whisper Coaching.

The Monitoring Session icon () indicates that a request is pending. The Monitoring Session icon is located on the right side of the Quick Dashboard. For further information about the Monitoring Session icon, see *Quick Dashboard Icons* in the supervisor help.

You can apply actions to the monitoring session by using the Available Actions icons that are displayed in the Monitoring Tooltip Table that is displayed when you hover your mouse pointer over the Monitoring Session icon.

Agent	Media	DnMedia State	Request Status	Elapsed Time	Available Actions
SIP_5321 (5321): 5321	SIP (Whisper Coaching, Call)	Ready	Active	00:00:06	

After the Agent logs off, the monitoring session is not canceled. The Agent Media Status for that Agent is displayed in the Monitoring Tooltip Table on the Monitoring Session icon. After you log off, the monitoring session is automatically canceled.

4. After the Agent accepts a new call, the Monitoring Session icon indicates that a request is active.

Submitting a SIP Monitoring barge-in Request

To barge-in on a SIP voice session:

1. Display the appropriate Agent Group on the list pane. For further information about navigating within the Supervisor Work Area, see *Displaying Object Lists and Objects Overview* in the supervisor help.

2. Select the appropriate Agent on the list pane.

You must select an Agent who is already logged in.

3. Click the list pane Actions button and select Selected > Monitor > SIP Monitoring barge-in. You can also click the details pane Actions button and select Agent > Monitor > SIP Monitoring barge-in.

The Monitoring Session icon () indicates that a request is pending. The Monitoring Session icon is located on the right side of the Quick Dashboard.

You can apply actions to the monitoring session by using the Available Actions icons that are displayed in the Monitoring Tooltip Table that is displayed when you hover your mouse pointer over the Monitoring Session icon.

Agent	Media	DnMedia State	Request Status	Elapsed Time	Available Actions
SIP_5320 (5320): 5320	SIP (Barge in, Call)	Ready	Active	00:01:03	

After the Agent logs off, the monitoring session is not canceled. The Agent Media Status for that Agent is displayed in the Monitoring Tooltip Table on the Monitoring Session icon. After you log off, the monitoring session is automatically canceled.

4. After the Agent accepts a new call, the Monitoring Session icon indicates that a request is active.

Resetting a SIP Monitoring Session

If a user re-opens Agent Desktop while a SIP monitoring session is running, but the session remains as pending in the SIP Server, the monitoring icon in the Quick Dashboard will not be displayed. Instead, when you try to start a new SIP monitoring session, the following message will be displayed, and the session will fail to start: Failed to initiate SIP monitoring.

To reset the current monitoring session in the SIP Server without restarting it:

Click the list pane Actions button and select Selected > Monitor > Reset SIP Monitoring. You can also click the details pane Actions button and select Agent > Monitor > Reset SIP Monitoring.

If you use this command when no monitoring session is running on the SIP Server, the following message will be displayed: Failed to reset SIP monitoring session.

Canceling a SIP Monitoring (Whisper Coach, Silent Monitoring, or barge-in) Request

To cancel a SIP monitoring request:

1. Hover your mouse pointer over the Monitoring Session icon (), which is located on the right side of the Quick Dashboard. For further information about the Monitoring Session icon, see *Quick Dashboard Icons* in the supervisor help.

2. In the table that is displayed, select Cancel SIP Monitoring Session from the Available Actions column.
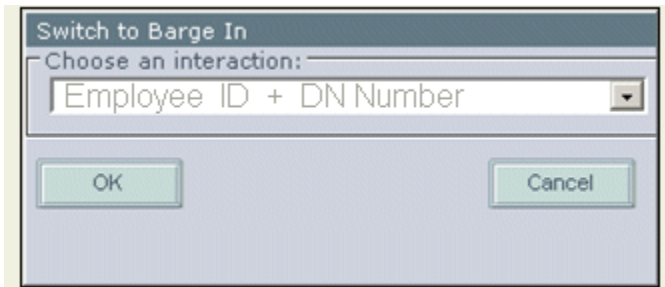
Each supervisor can have no more than one pending SIP monitoring request at any given time; it is not possible to submit a monitoring request while another monitoring request is pending.

Barging into a Silent Monitoring Session

To barge-in to a call that you are silently monitoring:

1. Hover your mouse pointer over the Monitoring Session icon (()), which is located on the right side of the Quick Dashboard. For further information about the Monitoring Session icon, see *Quick Dashboard Icons* in the supervisor help.

2. In the table that is displayed, select barge-in Monitoring Session from the Available Actions column.

The Switch to barge-in dialog box is displayed.

The current interaction will be selected automatically if you have a single DN on one place rather than multiple DNs on one place.

3. Select an interaction that you want to barge-into from the drop-down list.

4. Click OK.

You are switched to barge-in mode.

You can switch to barge-in mode for only one call at a time. Before you can switch the mode of another call, you must return to Silent Monitoring on the previous call.

To return to silent monitoring session:

1. Hover your mouse pointer over the Monitoring Session icon (()), which is located on the right-side of the Quick Dashboard. For further information about the Monitoring Session icon, see *Quick Dashboard Icons* in the supervisor help.

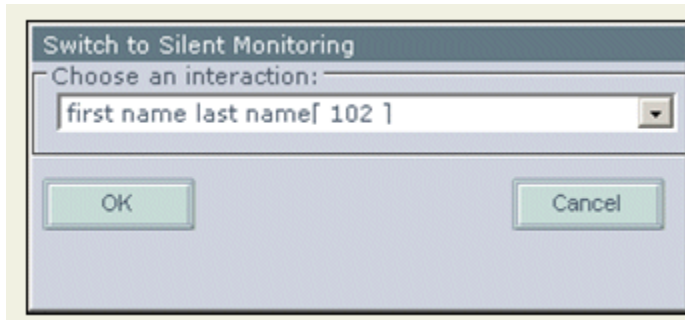2. In the table that is displayed, select Switch to Silent Monitoring from the Available Actions column.

You are switched to a Silent Monitoring session.

Switching to Silent Monitoring from Barge In

To switch to a Silent Monitoring session while in barge-in mode:

1. Hover your mouse pointer over the Monitoring Session icon (()), which is located on the right-side of the Quick Dashboard. For further information about the Monitoring Session icon, see *Quick Dashboard Icons* in the supervisor help.

2. In the table that is displayed, select Barge In Monitoring Session from the Available Actions column.

The Switch to Silent Monitoring dialog box is displayed.

3. Select from the drop-down list an interaction that you want to switch to Silent Monitoring mode.

4. Click OK.

You are switched to a Silent Monitoring session.

You can switch to Silent Monitoring mode for only one call at a time. Before you can switch mode of another call, you must return to barge-in on the previous one.

To return to barge-in mode:

1. Hover your mouse pointer over the SIP Monitoring Session icon (()), which is located on the right-side of the Quick Dashboard. For further information about the SIP Monitoring Session icon, see *Quick Dashboard Icons* in the supervisor help.

2. In the table that is displayed, select Switch to barge-in Monitoring from the Available Actions column.