

Product Datasheet

Silent Monitoring

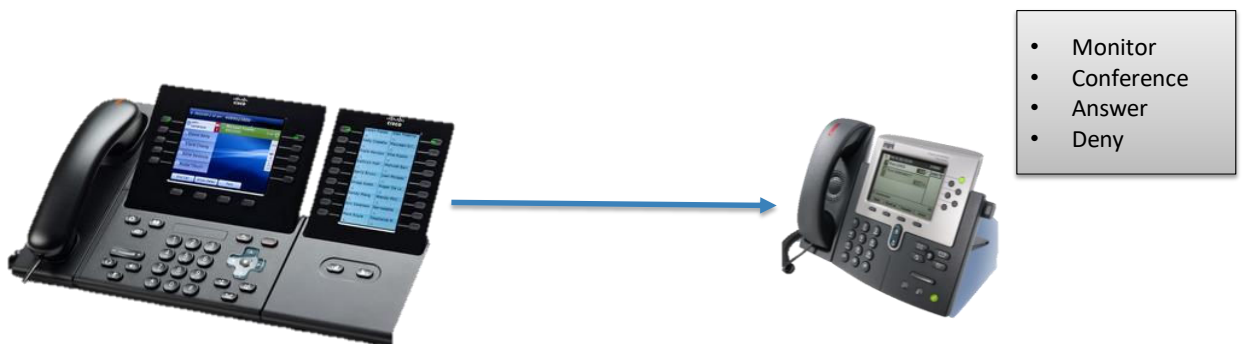


1 Description

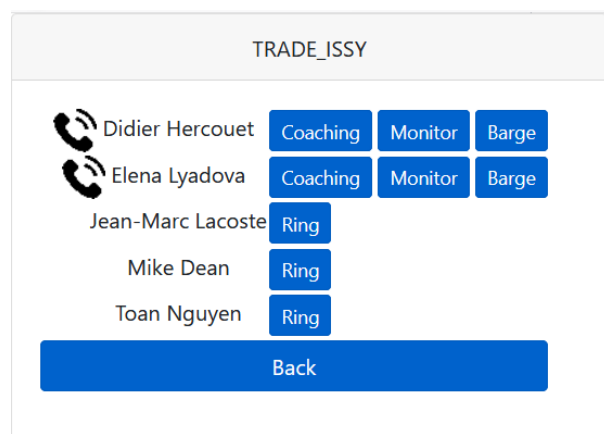
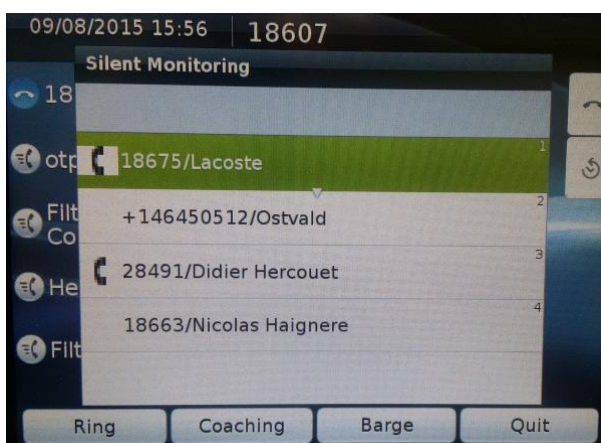
telisca Silent Monitoring allows a supervisor to listen to calls of team members simply by dialing the number of the line in use. The supervisor may listen – silently or not – with whisper coaching -or may join the call.

1.1 Features

- Silent Monitoring – discreetly listen to the call.
- Coaching – discreetly listen to the call and whisper to the internal party.
- Audio signal – the monitored positions are alerted by an audio signal that monitoring is in progress.
- Barge In – allows the supervisor to join the call
- Depending upon configuration parameters, the monitored line may confirm or reject the monitoring, answer in multi-call, or enter a conference.



- Several monitoring groups may be defined.
- The supervisor may, via an IP Phone Service or a Jabber Tab, display the agents and their line status in order to select the agent to monitor.



- Reports provide a detailed record of all monitoring sessions.

1.2 Prerequisites

Supported Cisco CUCM:

- CUCM version 10.5, 11.5, 12, 12.5, 14
- Cisco IP Phone 6911, 6921, 6941, 6945, 6961, 7811, 7821, 7841, 7861, 7906, 7911, 7921, 7925, 7931, 7937, 7941, 7942, 7945, 7961, 7962, 7965, 7970, 7971, 7975, 8811, 8821, 8831, 8841, 8845, 8851, 8861, 8865, 8941, 8945, 8961, 9951, 9965, 9971, IP Communicator.
- Cisco Jabber

Available on private cloud company.telisca.cloud

On premise installation:

Windows servers supported:

- Windows Server 2012 R2 Essentials or Standard
 - Windows Server 2016 Essentials or Standard
 - Windows Server 2019 Essentials or Standard
 - Windows Server 2022 Standard
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- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
 - Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E