

Product Datasheet

Silent Monitoring



Directory

Phone Directory
Jabber UDS Server
Web Directory
IPS Popup / Reverse Lookup
Personal Directory
H350 Video Conf directory
Corporate Speed Dials
ClickNDial

Alerting

Voice Alert
IPS Pager

Admin tools

Morning Check
Phone Remote
Phone Robot
Provisioning
Phone Deployment
CMS Admin & Selfcare
Extension Mobility Report

Manager Assistant

IP Phone / Jabber Interface

Productivity tools

IPS Phone Config
IPS Alarm Callback
IPS Lock
Wakeup Call
Missed Call Alerter
Conference Center
Busy Alerter Callback
Desktop Popup
Finesse Gadgets
Spark Bot

Attendant Console / IVR / Group

Tannounce
Line Group Manager
Silent Monitoring

Extension Mobility tools

TSSO
Delog / Relog
Pin & Password Manager

Recording

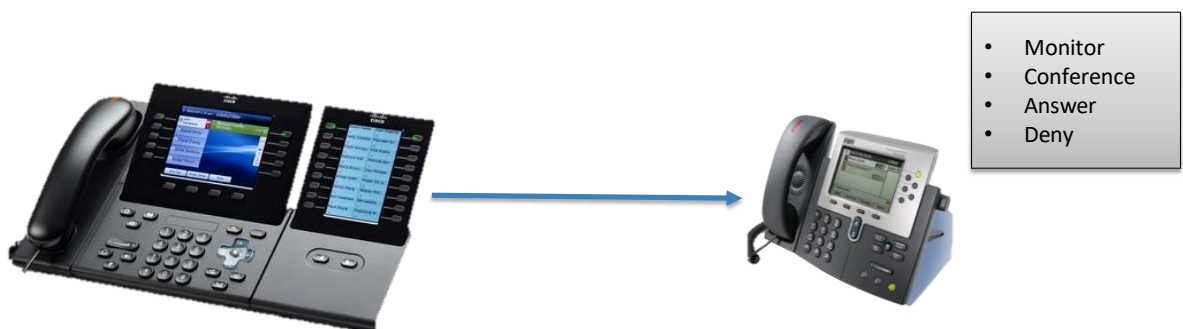
Call Recording
Recording Notification

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 with whisper coaching –or may join the call.

1.1 Features

- Silent Monitoring – discreetly listen to the call, with or without whisper coaching.
- 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, 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 and IP Phones:

- CUCM version 8.5, 8.6, 9.1, 10.5, 11, 11.5, 12, BE 6000, BE 7000
- Cisco IP Phone 6921, 6941, 6961, 7905, 7911, 7912, 7920, 7921, 7931, 7940, 7941, 7942, 7945, 7960, 7961, 7962, 7965, 7970, 7971, 7975, 8945, 8961, 9951, 9971, *IP Communicator,
- Windows servers supported:
 - Windows Server 2008 R2 SP1 or 2008 SP2 Foundation, EN/FR (update only),
 - Windows Server 2008 R2 SP1 or 2008 SP2 Standard, EN/FR (update only),
 - Windows Server 2012 or 2012 R2 Essentials, EN/FR,
 - Windows Server 2012 or 2012 R2 Standard, EN/FR,
 - Windows Server 2016 Essentials, EN/FR
 - Windows Server 2016 Standard, EN/FR
- DotNet 4.5.1 (minimum) up to 4.6.2 (advised)
- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
- Virtual Machine VMware vSphere, HyperV or Cisco UCS, Cisco UCS-E

*Whisper coaching feature is unavailable due to audio configuration on end users pc/laptop. Both monitor and barge facilities are available.