

Call Monitoring

Call Monitoring enables users to listen to an in-progress call without the other parties being alerted. Used by supervisors and managers to take notes and provide feedback after the call.

It is a permission based solution which can be enabled for specific users. If permissions are applied then that user can make use of a feature dial code to listen in on a call either from within a call group they are a member of, or for all calls across the account.

How to Use

Once the correct permissions are applied to a user from the 'Call Monitoring' page, the authorised party can **dial *68** followed by the extension number to tap into. Confirmation of this and other dial codes can be found within the Feature Dial Codes page.

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