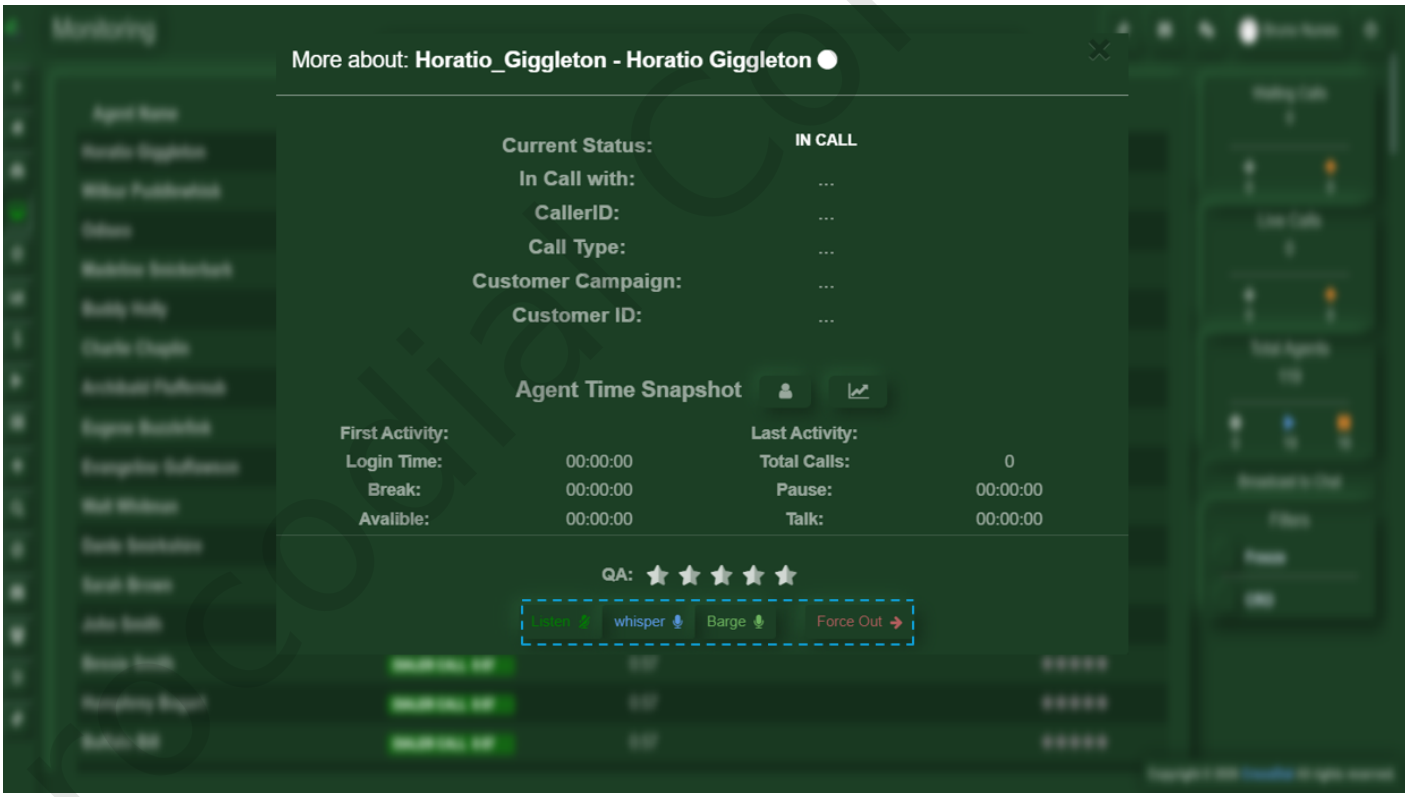
Real-Time Agent Monitoring

To access this section, you will need to click on the agent's **X (extension)** in order to view their current information.

Here you will find several options:

- **Listen:**
  Allows you to listen to the conversation during the call.
- **Whisper:**
  Allows you to intervene, but you will only be able to speak to the agent (the customer will not hear you).
- **Barge:**
  Allows you to fully join the call between the agent and the customer.
- **Force Out:**
  Forces the agent to be logged out of the system, regardless of their current status (on a call, on pause, available, etc.).



Confidential

Revision #4
Created 25 March 2026 17:25:35 by Aldo
Updated 29 April 2026 17:04:48 by Bruno