

Call Monitoring FAQs

1. What is Call Monitoring?

Call Monitoring is a paid service that allows Vonage Business Solutions users to listen in on calls, “whisper” to the user being monitored, and also “barge” into the call so both the monitored user and the third-party can hear the user monitoring.

2. Are there any terms I should know to use this product?

Yes, the useful terms are as follows:

Monitor: Listen in on any call and monitor performance. Your line is muted, so neither party can hear you.

Whisper: Whisper to the internal user to help coach them on the best way to handle the call. They can hear what you are saying but the other party cannot hear you.

Barge: Join in on the call to assist the both parties. This creates an ad hoc conference call.

Audit Log: An additional security measure, administrators can track monitoring behavior and listen to all recorded monitoring for teaching and record-tracking purposes.

Remote Access: Access the Call Monitoring service from your mobile phone by calling into your phone system remotely. You'll be able to monitor calls whether you're in the office or not.

Persistent Monitoring: While monitoring an employee user's call, stay on the phone to listen in on the next call. The audio portion of monitoring is activated when the next call is connected. While waiting for the next call, an audible beep assures that you are still in the monitoring state.

3. What are the key benefits to the customer?

Training tool: improved quality and performance

For sales teams: increased revenue with more productive and effective sales people.

Service management tools ensure privacy and security for employees and customers. Remote access capabilities add the flexibility and freedom to monitor your team from any phone.

4. What are the key benefits to the Vonage Partner?

Call Monitoring is a revenue-generating service. The solution also brings us parity with many competing providers.

5. How much is Call Monitoring?

This feature is \$49.99/per month per account.

6. How do I configure Call Monitoring?

1. Log into your account at <http://my.vonagebusiness.com>.
2. Click “Call Monitoring” on the left-hand navigation bar.
3. Under “1. Select an Extension” click the drop-down menu under “Extension” and choose the extension that you would like to configure.
4. Next you will enter a unique PIN between 4-10 digits long (this PIN will be used activate Call Monitoring on your phone).
5. To upload or record a legal disclaimer click “Change” next to “Legal Disclaimer.” In the new window click the radio button next to “Play disclaimer message before call.” Click the red button to record, the green button to play back your recording, or the blue button to upload a file from your computer. All uploaded files must in MP3 or WAV format and cannot exceed 8MB. Click “Save” when finished.
6. Then under “2. Choose which Extension they can Monitor/Whisper/Barge” select the extensions that the extension selected in Section 1 is permitted to Monitor/Whisper/Barge (click “view” to see what specific number an extension already monitors).
7. Click “Save” in the upper or lower right-hand corner when you are finished.

7. How do I use Call Monitoring?

When you are ready to monitor a call:

1. Call *105.
2. Enter your PIN.
3. Enter the extension that you would like to monitor.
4. You will hear a beep confirming that you are dialed into that extension. If the person is not on a call or has placed the caller on hold, you will hear silence with a soft beep every 20 seconds.
5. You are now monitoring.

8. What are the prompts to Monitor, Whisper, or Barge while on the phone?

Press 2: to Whisper.

Press 3: to Connect (Barge).

Press 1: to Monitor (if you are whispering or barging).

Press 0: to exit from monitoring that extension. This lets you enter a new extension without having to hang up.

9. Can I use Call Monitoring from my mobile or home phone?

Yes, you can access Call Monitoring from any phone. To do this:

1. Call into your company's main number with your main virtual receptionist:
2. Enter *105 while the greeting is playing
3. Enter your extension
4. Enter your Call Monitoring PIN
5. Enter the extension that you wish to monitor

10. Why am I required to enter a PIN? Can I turn it off?

The PIN requirement ensures security for employees who will be monitored. Requiring a PIN means that an unapproved person cannot go to your desk phone and dial in to monitor an unsuspecting employee.

11. How do I reset my Call Monitoring PIN?

To reset your Call Monitoring PIN, go to the Call Monitoring section of the administrator UI and select your extension. Enter your new PIN. Click Save.

To reset your Call Monitoring PIN from the end user UI, click "Extension Details."

12. Do employees know they are being monitored?

Employees have no way of knowing they are being monitored.

13. Can multiple employees monitor one employee at the same time?

A common question from beta users, our solution enables only one person to monitor another at a time. Customers have identified a workaround, but we have not fully tested this experience. These accounts have set it up so that Bob monitors Jane. And then Mike monitors Bob. That way both Bob and Mike are monitoring Jane at the same time.

14. Are disclaimer messages required? If so, how can they be included on the account?

There are both federal and state laws governing call recording and call monitoring. Customers should consult their own legal counsel for advice as to whether they are permitted to record their company's telephone calls, and if so, what notification they are required to include on the call and what consent you must obtain.

Where states or customers require that callers be notified in advance that their call may be recorded or monitored, we offer a feature that allows the customer to record a legal disclaimer – and the option to select “Play disclaimer message before call.” More information about this feature is available on our support website: <http://support.vonagebusiness.com/kb/call-monitoring-overview-and-configuration-2/>

Whether customers choose to use this disclaimer feature on their account is their sole choice. Vonage employees and resellers should not offer advice or counsel on whether to use this feature.

15. What is the Audit Log and how does it benefit me?

The Audit Log is where all Call Monitoring activity is saved and displayed. A user can search saved sessions by Event Type, Event Date, User name and Monitored User. When specific data is found, the ability to export to an Excel spreadsheet is readily available. The Audit Log contains the following data for each session:

- Date/Time
- Extension Monitoring (extension and username)
- Monitoring Extension being monitored (extension and username)
- Even Type: Monitor, Whisper or Barge
- Duration of event

16. Who can setup Call Monitoring on an account?

Only Super Users and Account Administrators can give permission to employees to use Call Monitoring. They identify which employees have access to use Call Monitoring and they identify which other employees can be monitored by the monitor.

17. Who is allowed to use Call Monitoring?

Anyone on the active account can use Call Monitoring as long as they are given permission in the user interface.

18. Where can customers get training on how to use Call Monitoring?

Customers can visit Vonage's support pages for more information on the Call Monitoring service, including a video: <http://support.vonagebusiness.com/kb/call-monitoring-how-to-use-2/>

19. When multiple devices are active, which device is monitored?

They all are. Any device that takes a call on that extension is monitored.

A few additional things to know:

Echo: When monitoring someone who is active on a conference call, the monitor will hear a slight echo. There will be no echo on the call itself. If you are monitoring someone who is on the phone with someone on a conference call, there will be no echo and the monitoring session should be clearly heard.

1. A calls B. M is monitoring A. A makes a conference call. There is echo from the monitor's perspective on the call.
2. A calls B. M is monitoring A. B makes a conference call. There is no echo from the monitor's perspective on the call.
3. We have a plan to fix this bug this year.

Two Minute Window: If you are monitoring a call and the monitoring session drops, the monitor must wait a minimum of two minutes before trying to monitor the employee again (as well as anyone else who would like to monitor him/her). If you are monitoring someone and the call between him/her and the outside number drops, the monitor can instantly start monitoring the employee again on his/her next call.

Multiple Devices: If you are monitoring someone who has more than one device active under the same extension: if each device is being used, the monitor will hear audio from every device.