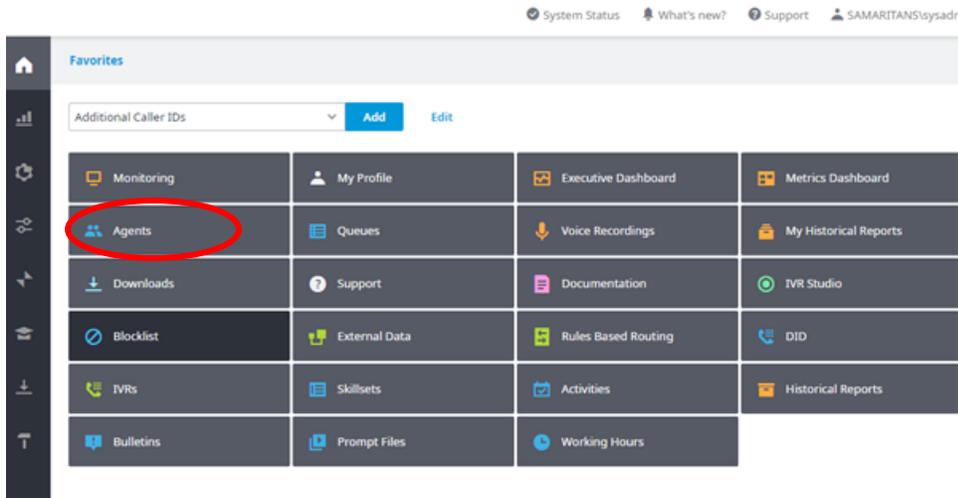
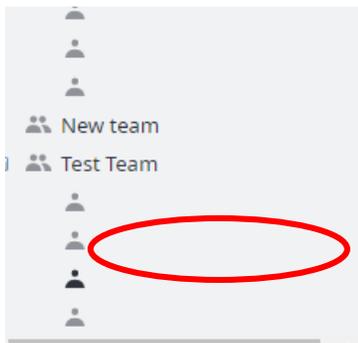


# How to use Silent Monitoring and Barge:

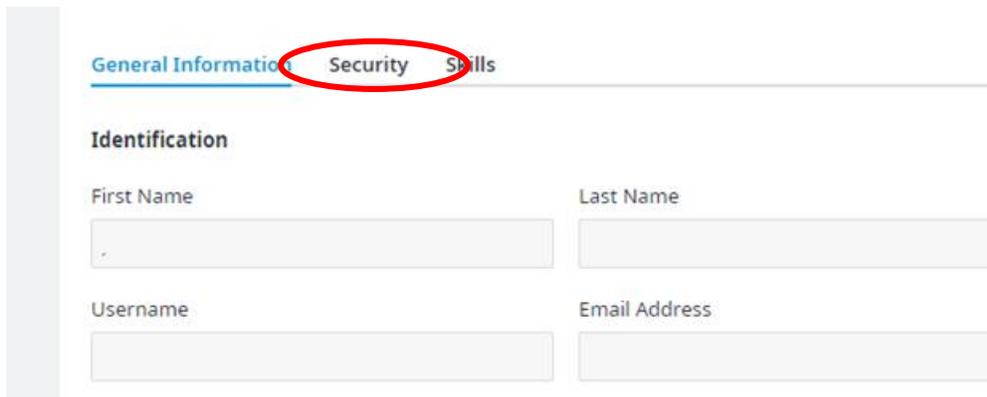
In the Contact Center Control Panel, you click on **“Agents”**:



Click on the agent you want to have perform **“silent monitoring”**.

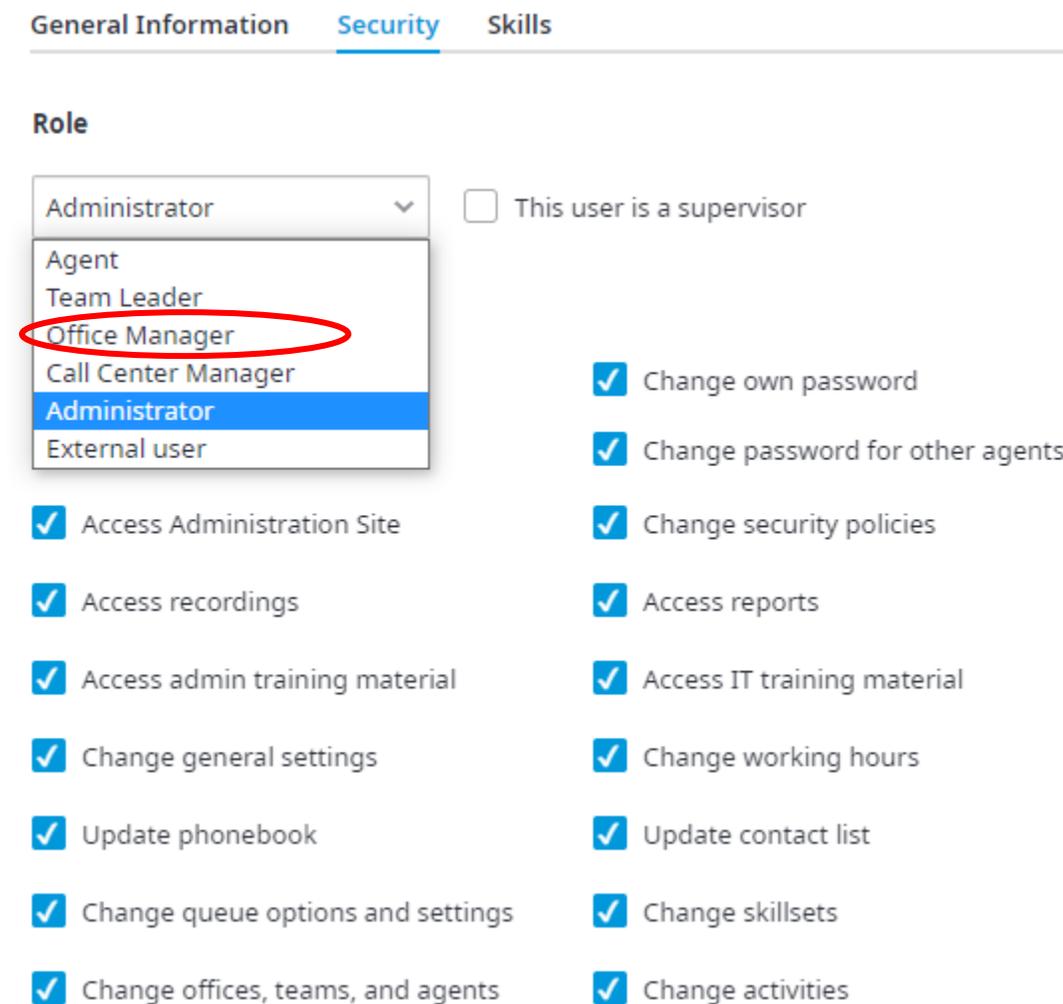


Scroll up to General Information and click on **“Security”**.



The screenshot shows a user profile page with three tabs: "General Information", "Security", and "Skills". The "Security" tab is selected and circled in red. Below the tabs is the "Identification" section with four input fields: "First Name", "Last Name", "Username", and "Email Address".

First make them a **“Call Center Manager.”**



The screenshot shows the user profile page with the "Security" tab selected. The "Role" dropdown menu is open, showing options: "Administrator", "Agent", "Team Leader", "Office Manager", "Call Center Manager", "Administrator", and "External user". The "Office Manager" option is circled in red. To the right of the dropdown is a checkbox labeled "This user is a supervisor". Below these are two columns of permissions, each with a checked checkbox:

- Change own password
- Change password for other agents
- Change security policies
- Access recordings
- Access reports
- Access Administration Site
- Access IT training material
- Change general settings
- Change working hours
- Update phonebook
- Update contact list
- Change queue options and settings
- Change skillsets
- Change offices, teams, and agents
- Change activities

You will see everything check marked. You can remove which ever permissions you do not want them to have. See that everything is checked after making a Call Center Manager. We want to change that. See further below.

**Role**

Call Center Manager

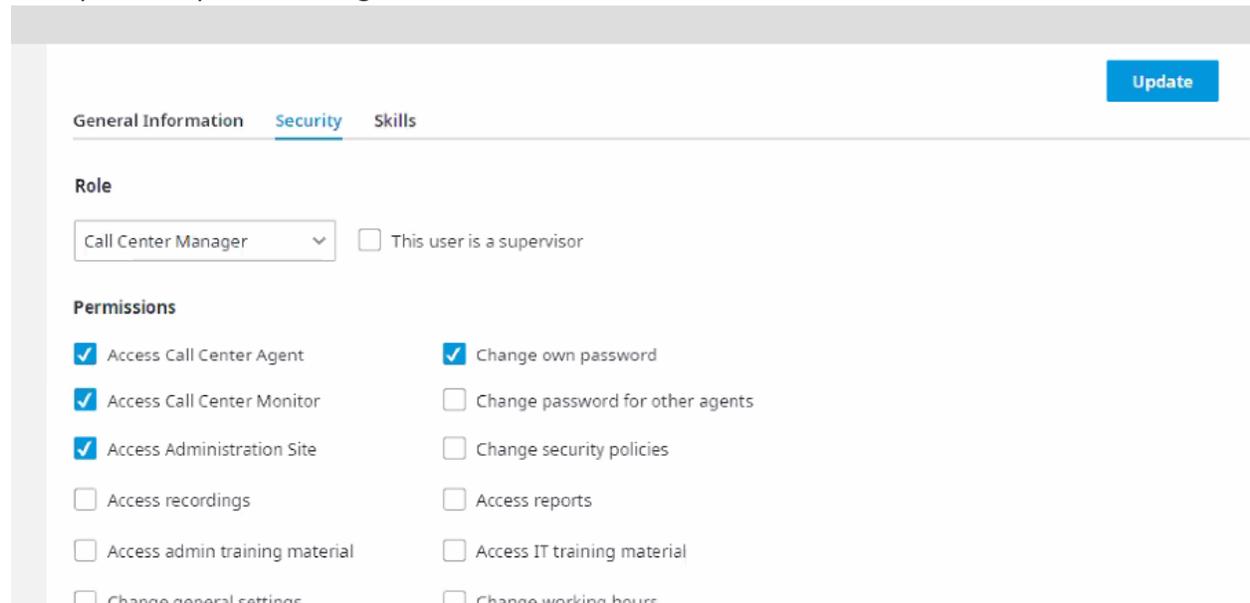


This user is a supervisor

**Permissions**

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Access Call Center Agent       | <input checked="" type="checkbox"/> Change own password              |
| <input checked="" type="checkbox"/> Access Call Center Monitor     | <input checked="" type="checkbox"/> Change password for other agents |
| <input checked="" type="checkbox"/> Access Administration Site     | <input type="checkbox"/> Change security policies                    |
| <input checked="" type="checkbox"/> Access recordings              | <input checked="" type="checkbox"/> Access reports                   |
| <input checked="" type="checkbox"/> Access admin training material | <input checked="" type="checkbox"/> Access IT training material      |
| <input checked="" type="checkbox"/> Change agent settings          | <input checked="" type="checkbox"/> Change working hours             |

We recommend **unchecking** everything for now to test the barge in except the 4 boxes below. Here is what you want your **Senior Agent** to look like:



Update

General Information **Security** Skills

**Role**

Call Center Manager  This user is a supervisor

**Permissions**

<input checked="" type="checkbox"/> Access Call Center Agent	<input checked="" type="checkbox"/> Change own password
<input checked="" type="checkbox"/> Access Call Center Monitor	<input type="checkbox"/> Change password for other agents
<input checked="" type="checkbox"/> Access Administration Site	<input type="checkbox"/> Change security policies
<input type="checkbox"/> Access recordings	<input type="checkbox"/> Access reports
<input type="checkbox"/> Access admin training material	<input type="checkbox"/> Access IT training material
<input type="checkbox"/> Change general settings	<input type="checkbox"/> Change working hours

Here is the link to **“Barge”** a call:

<https://mycontactcenter.atlassian.net/wiki/spaces/TK/pages/7963548/Live+Monitoring?src=search>