



SmartAgent User Guide

Call Monitoring & Call Barge Guide

Starting your **SmartAgent** Journey

Version
2.85

Date
14/05/24

Author
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Changes
MPC timings



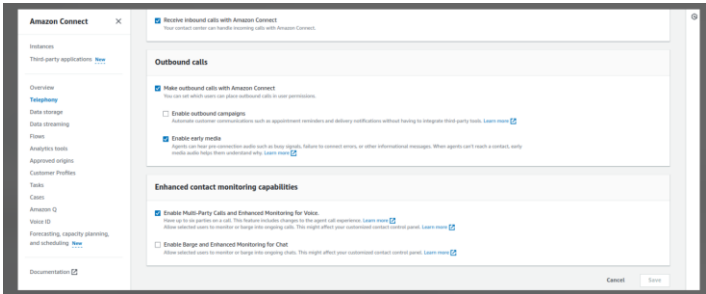


Switching on Call Barge Function

In this release we have added the functionality for users to not just live monitor a call, but also barge in and control the call if needed.

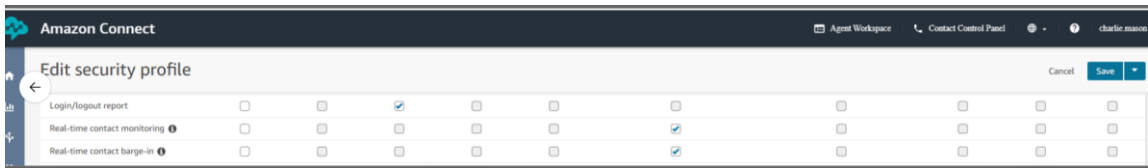
In order to switch on this feature you will need to enable Multi-party calling in Amazon Connect, which will change how your agents manage transfers. So you should make agents aware that call transfers process will change when MPC is enabled as per the MPC release note guide

AWS Console Admins will need to log into their Amazon Connect instance and in the navigation page, choose “Telephony”

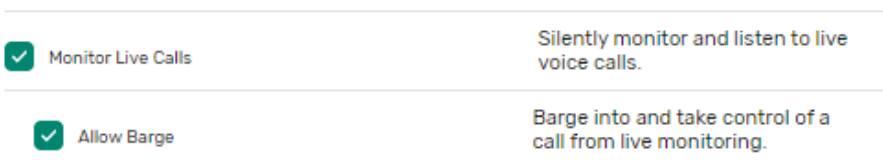


They will then need to update the Telephony Options and select “Enable Multi-Party Calls and Enhanced Monitoring” option and enable call barge.

Within Connect Security profiles in the “Analytics and Optimizations” tab you will need to enable the ability to barge into the appropriate roles and have “View” enabled for Real-time Contact Monitoring.



You will then need to amend the permissions settings in SmartAgent within the roles you wish to give access to this service (for example your “Supervisor” or “Agent” security profile). In SmartAgent go to Settings > Permissions > Select the role you want to apply call Barge to and tick the box next to “Allow Barge”





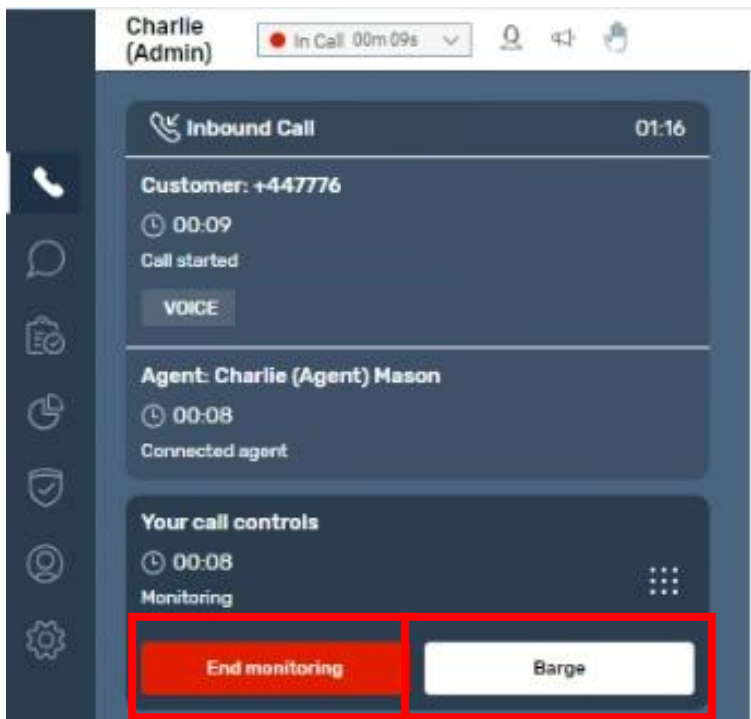
Live Monitoring once call Barge enabled

Once call barge is enabled the supervisor will see a change when live monitoring a call.

Any agents that are “on contact” will have the “Eye” symbol next to their details.

Agents									
AGENT		TEAM	STATUS	DURATION	ROUTING PROFILE	HANDLED IN	HANDLED OUT	AVG HANDLE TIME	AVG ACW TIME
 Paul Egan		-	On contact	16m 47s	Email & Social	0	0	00:00:00	00:00:00

If you select the eye icon you will enter live monitoring. As previously the Agent & Customer will not be aware you are listening in but you can hear both sides of the conversation.



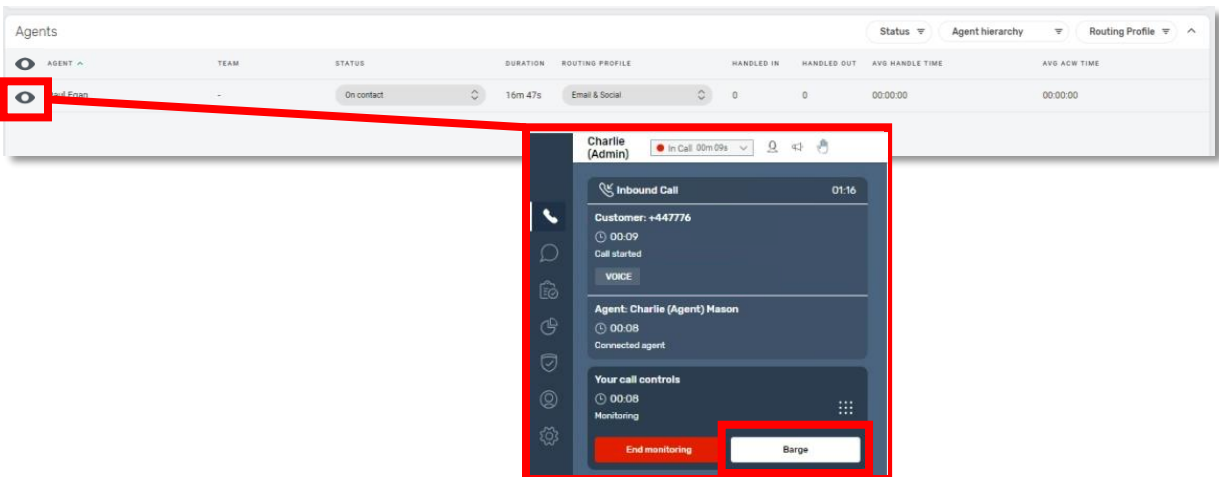
Once in the monitoring screen you can select “End Monitoring” to end your monitoring of the call or you will also now have the the “Barge” option if you need to take control of the call.



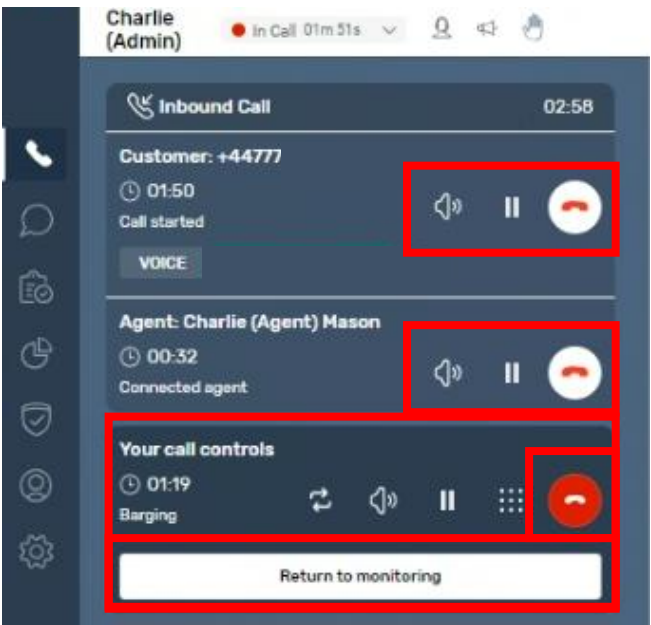


Using the “Barge” option

In order to Barge into a call as a Supervisor you must go to real time metrics screen and go into Live monitoring mode on the Agent on a call. You will then have the option to “Barge” into the call.



Barging will add you as an active participant on the call. The Agent will see you join the call onscreen with a tag of “Barging” but the customer will not be aware unless you introduce yourself. You will be able to control the call, mute the agent or customer, put them on hold or remove a party from the call.



You can choose the “End monitoring” button if you no longer need to listen into the call – or select the “Return to monitoring “ button which will return you back to silent monitoring without access to call controls.





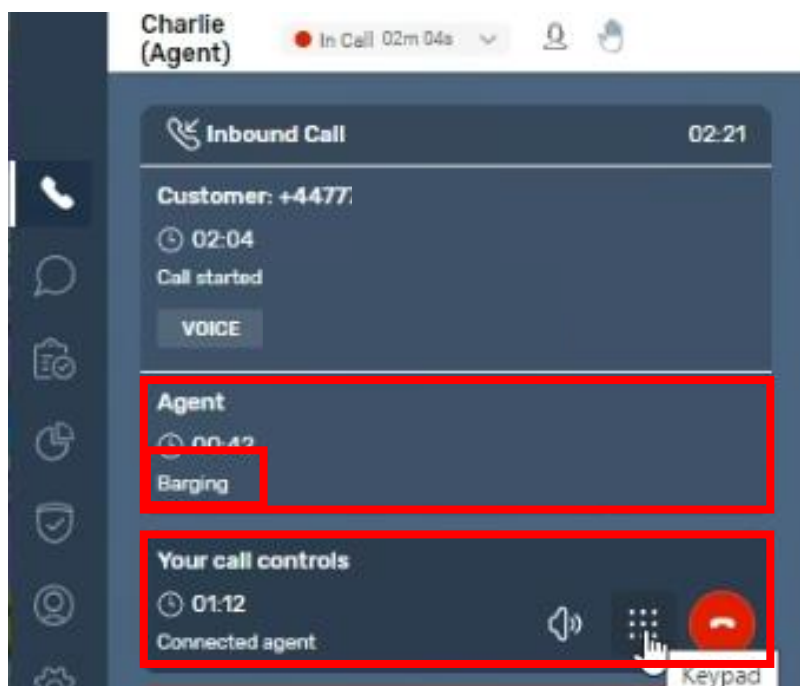
What will an Agent see when a Supervisor use the “Barge” option?

Supervisors can monitor Agents calls remotely using the SmartAgent application. Agents will not be aware if a supervisor is listening into your call.

Supervisors also have the option to “Barge” into the call. They have the option to join the call and can choose to mute the agent, mute the customer or end participation in the call and take over talking to the customer.

If a supervisor chooses the “Barge” option you will see another person join the call with the tag of “Barging”.

At this point the supervisor can speak to the customer, may choose to put you on hold, mute you or the customer and remove you from the call if required.



You will no longer have the ability to control the customer side of the call and will only have the ability to put yourself on mute or leave the call.

