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Workspace Desktop Edition Deployment Guide

Monitoring SIP Voice Interactions

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Monitoring SIP Voice Interactions

Interaction Workspace supports two approaches to monitoring, built-in Team Lead capabilities, and support for Genesys 7.6 Supervisor Desktop and 3rd-party Supervisor applications.

 **Note:** Depending on the technical environment of your voice channel, some voice specific supervisor switch-modes might not be available:

- Switching from coaching to barge-in is not possible for agents or supervisors who are logged in to an environment that uses T-Server for Cisco UCM.
- Switching from monitoring to barge-in might not be possible with T-Server for Cisco UCM.
- Only Interaction Workspace 8.1.3 and higher and Workspace Desktop Edition 8.5.0 and higher are compatible with T-Server for Cisco UCM.


Team Lead Functionality

You can **configure an agent role to have the Team Lead capability**. Team Leads have capabilities that extend beyond the coaching and barge-in abilities that are enabled by **internal communications**. Interaction Workspace supports auto-monitoring of agents in an agent group by a team lead that is configured as the Supervisor of this Agent Group. A Team Lead can perform the following functions:

- Monitor the next interaction or the currently active interaction.
- Select an agent and monitor all the voice interactions of this agent in one of two modes:
 - silent--neither the agent nor the contact is aware of the monitoring
 - coaching--only the agent can hear the Team Lead
- Silently monitor voice interactions
- Start a coaching monitoring session from a silent session
- Start a barge-in (all parties on the call can hear the Team Lead) monitoring session from silent or coaching session
- Start a silent monitoring session from coaching or barge-in session

Enable Team Lead functionality by allowing the **Team Lead Privileges**.

To support the monitoring of currently active voice interactions, you must also configure the SIP Server or T-Server for Cisco UCM application object by setting the intrusion-enabled option in the TServer section to the value true.

 **Note:** There are no options in the interaction-workspace section to control the Team Lead functionality; however, Genesys strongly recommends that you use different DN's for the voice and multimedia channels to ensure that voice and IM channels can be monitored independently.

Third-Party Supervision

You can enable agents to be monitored by a supervisor that is using a Supervisor application, such as Genesys 7.6 Supervisor Desktop, if you are running a Genesys Suite that include Genesys SIP Server or T-Server for Cisco UCM and Genesys Media Server. The monitoring feature is implemented as a hidden conference with the SIP DN or Cisco UCM DN of a supervisor.

If configured, the agent is notified through the Interaction Workspace interface during supervisor monitoring. All monitoring is conducted through the supervisor application. If the supervisor is using whisper coaching or barge-in, an "eye" icon is displayed within the voice interaction window to indicate that the call is monitored. When the supervisor leaves the call, the icon disappears.