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# SIP Server Deployment Guide

## Switching Between Supervision Modes

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# Switching Between Supervision Modes

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Call Supervision functionality has been enhanced to enable a supervisor to change between any supervision modes—silent monitoring, whisper coaching, or open supervisor presence—in MSML-based call monitoring, as follows:

- To switch from any mode to connect (or open supervision), the supervisor uses a TSetMuteOff request.
- To switch from any mode to mute, the supervisor uses a TSetMuteOn request.
- To switch from mute to coach, the supervisor uses a TSetMuteOff request with the MonitorMode=coach extension key.
- To switch from connect to coach, the supervisor uses a TSetMuteOn request with the MonitorMode=coach extension key.

When a supervisor changes the supervision mode using the TSetMuteOff or TSetMuteOn request, SIP Server generates an EventPrivateInfo(4024) message with the MonitorMode key in AttributeExtensions to the supervisor and agent DNs, and all of subscribed T-Library clients.

Switching between supervision modes can be performed only during an established supervision call (with a supervisor present on the call), and from the same supervisor DN from which the TMonitorNextCall request was sent.

This feature is supported for Assistance Supervision and Multi-site Supervision, and for both monitoring scopes agent and call.

**Note:** This feature depends on support from specific versions of Workspace Desktop or a T-Library client. Consult corresponding documentation for the availability of this new feature in those components.

## Feature Configuration

In the TServer section of the SIP Server Application, configure the following options:

- `msml-support`—Set this option to `true`.
- `sip-enable-call-info`—Set this option to `true`.

Other call supervision options can be configured as required:

- `cancel-monitor-on-disconnect`
- `default-monitor-mode`
- `default-monitor-scope`
- `intrusion-enabled`
- `monitor-internal-calls`
- `monitor-consult-calls`

### Configuration Options

The `sip-enable-call-info` configuration option has been modified to support this feature.

#### `sip-enable-call-info`

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

If set to `true`, SIP Server does the following:

- Distributes the information about call participants to logged-in agents by using the SIP NOTIFY method and `EventUserEvent` messages.
- Distributes an `EventPrivateInfo(4024)` message, with the `MonitorMode` key in `AttributeExtensions`, to a supervisor and agent DNs indicating that monitoring mode was changed.

If set to `false`, SIP Server does not distribute an `EventPrivateInfo(4024)` message when the monitoring mode changes.

### AttributeExtensions

The `MonitorMode` key has been modified to support this feature.

Key: `MonitorMode`

Type: String

Valid Values: `mute`, `normal`, `connect`, `coach`

Requests: `TMonitorNextCall`, `TRouteCall`, `TSetMuteOn`, `TSetMuteOff`

Events: `EventPrivateInfo`

Specifies the monitoring mode as follows:

- `mute`, `normal`—A mute connection.
- `connect`—A three-party conference call (open supervision).
- `coach`—Only the agent can hear the supervisor (whisper coaching).

If `MonitorMode` is set to `coach` in the `TSetMuteOff` or `TSetMuteOn` request, the monitoring mode is changed to whisper coaching for the current supervision session.

**Note:** `TSetMuteOn` and `TSetMuteOff` support only the `coach` value.

### Feature Limitation

Supervision modes cannot be changed during the remote supervision session.