

Brief Overview

inContact Monitor Coach Barge Takeover provides the tool to effectively and efficiently manage agents by silently monitoring agents, coaching them through whispers, and barging into or taking over live calls.

Key Features

- Monitor agents
- Whisper coach agents
- Barge in on calls
- Coach the coach
- Initiate recording

» inContact Monitor Coach Barge Takeover

Better monitor live calls and coach agents

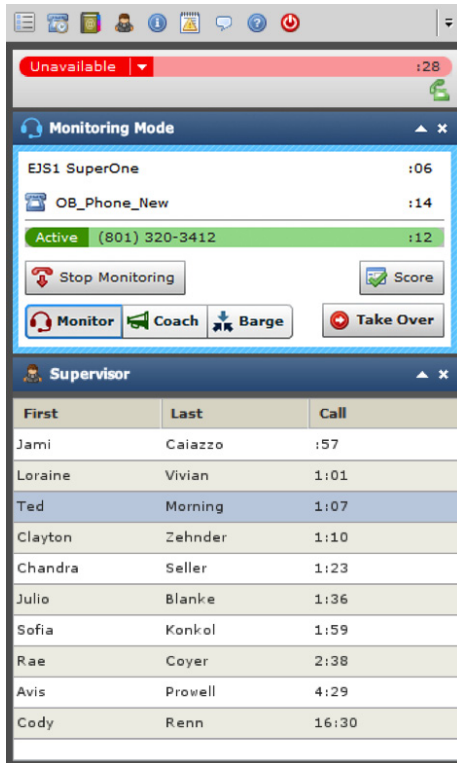
Outside of normal quality management and scoring of how agents interact with customers, contact centers need to proactively coach agents or assist them if they are having problems with a call.

The inContact Monitor Coach Barge feature included in the inContact ACD allows a contact center supervisor to:

- **Monitor** - an agent silently from your desk without the agent being aware that they are being monitored.
- **Whisper Coach** - when an agent needs assistance, you can immediately switch from simple monitoring to “Whisper Coach” and converse with the agent without the called party being aware that a supervisor is present on the call.
- **Barge** - if it is clear that you need to talk directly to the agent and the called party, you can immediately switch to “Supervisor Barge” and converse with both the agent and the called party.
- **Takeover** - you have the ability to take over the call entirely, releasing the agent from the call.
- **Coach the Coach** - Coach a new supervisor by listening in and whispering instructions.
- **Assign Rights** - Grant rights to monitor only, monitor and whisper, coach, or monitor, whisper coach, barge and take over.

Benefits

- Provides a convenient panel allowing you to silently monitor agents to improve quality and customer experience, including the ability to barge in or take over the call if necessary.
- Puts you more in control and make your job easier by allowing you to monitor agents without them knowing, producing better results, improving quality and customer experience, and barging in on calls to offer better service should there be problems.
- Particular value to large or geographically dispersed contact centers or those with at home agents as remote agents can be monitored or coached as if they were next door.
- Gives a more “hands-on” look at how your agents perform instead of relying on just numbers and spreadsheets.
- Address training needs on an individual basis instead of blanket training; decreasing down time and lowering training expenses.



How Does it Work

- Supervisor Button opens the Supervisor Panel
- Supervisor Panel displays the list of active agents, ordered by call length.
- Selecting an agent in the Supervisor Panel opens the Monitoring Mode window
- Supervisor can Monitor Coach Barge on contact(s), Record contact(s), or Stop Monitoring.
- Supervisor can Monitor Coach Barge or Take Over the contact(s), Record contact(s), or Stop Monitoring.

About inContact

inContact helps contact centers around the globe create profitable customer experiences through its powerful portfolio of cloud-based contact center software solutions. The company's services and solutions enable contact centers to operate more efficiently, optimize the cost and quality of every customer interaction, create new pathways to profit and ensure ongoing customer-centric business improvement and growth. To learn more, visit www.inContact.com.