

Virtual Office

Barge-Monitor-Whisper

User Guide

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Compliance and Privacy Notice

8x8 Barge-Monitor-Whisper helps managers and supervisors to monitor phone conversations of employees with customers or others. Supervisors can use the whisper feature to communicate with the agent or the barge feature to communicate with both the agent and the customer. Please note that applicable privacy laws may require the consent of agents working for your business and your customers or others calling in. 8x8 provides recommended call monitoring and recording notification messages to callers for this purpose, although the use of these notifications does not relieve Customer from the obligation to comply with applicable laws. More specifically, your business may have obligations under privacy laws to:

- Inform workers and callers that a call may be monitored or recorded and the purposes for which the information will be used.
- Obtain consent to the monitoring or recording. If a caller proceeds with a call after hearing it will be monitored and recorded, consent may be implied.
- Provide practical alternatives to callers objecting to monitoring or recording, such as communicating in writing.
- Limit the uses of the information collected to the purposes specified to workers and callers.
- Comply with general privacy obligations regarding collected information, such as safeguarding it and providing access to it for purposes of updating and correcting it.

Nothing in this notice constitutes legal advice, and if you have any questions about applicable privacy laws, please consult a legal professional.

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Chapter: 1 Barge—Monitor—Whisper

Overview

8x8 Barge-Monitor-Whisper is an excellent tool that helps office managers and supervisors to monitor phone conversations of employees on 8x8 PBX with customers or others. Whether it is to ensure quality of customer service, or to coach new agents during a conversation, or to interrupt a live call for an emergency, 8x8 Barge-Monitor-Whisper gives you flexibility. Before beginning to monitor a call, you can check the status of the extension user by any of the following methods:

- Configure one of your BLF keys on your phone extension to observe the busy status of the extension.
- Log in to Virtual Office Desktop or Virtual Office Online or Virtual Office Mobile to observe busy status.
- Log in to Switchboard to observe busy status.
- Log in to Virtual Office Analytics to observe active calls (busy status).

Benefits

Use 8x8 Barge-Monitor-Whisper:

- To ensure professional quality of customer service or customer support.
- To train new agents live during a phone call.
- To assist sales agents in negotiating a sales deal.
- To enable receptionists, admins, others to monitor then barge-into live calls for important or emergency interruptions.

Use Cases

The following use cases depict common uses of Barge-Monitor-Whisper service:

Front Desk Receptionist

If there is a high priority call for an employee who is currently busy on another call, the receptionist could simply barge in and inform the user of the important call.

Sales Team Supervisor/Call Center Supervisor

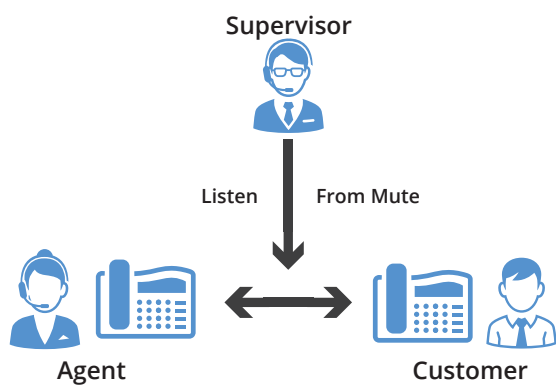
Supervisors can silently listen to agents' calls with customers or others to ensure high quality of service or sales is delivered, and barge in to calls when necessary as a 3-way conference call to rescue or assist the transaction.

Group Trainer

A group trainer can listen to calls handled by group members, coach them live about phone etiquette during a call either whispering to them during the call or advising them after the call.

Monitor

A third party (Supervisor) silently monitors a normal 2-party call originated on or answered by an 8x8 PBX User (Agent) on a conversation with an external party (Customer). No audible sound would alert the agent or the customer that the conversation is being monitored. The supervisor is muted. The privilege to monitor calls (with or without a warning tone) can be granted to the supervisor by the PBX administrator.¹



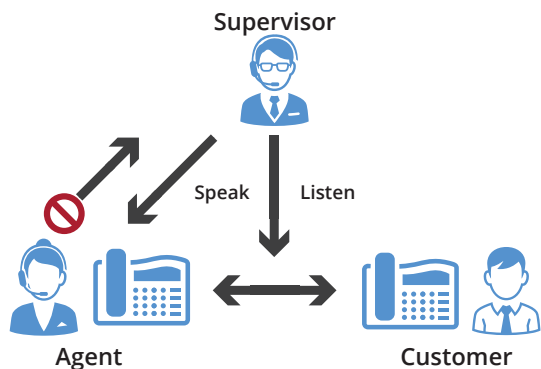
MONITOR

1. Press ***22** or ***BA** before lifting the handset.
2. Press **Dial** or **Call**.
3. At the prompt, enter the extension # you want to monitor. You may be prompted for a access code.
4. Enter the access code to begin monitoring.

Important: Press ***22** before lifting the handset.

Whisper

A supervisor silently monitoring a call between an agent and a customer can privately speak to the agent, without the customer hearing the discussion. When the whisper feature is activated, the supervisor can begin speaking to the agent. This is one-directional audio from supervisor to agent. The customer will not hear the whisper. Both supervisor and agent can hear the customer.



WHISPER

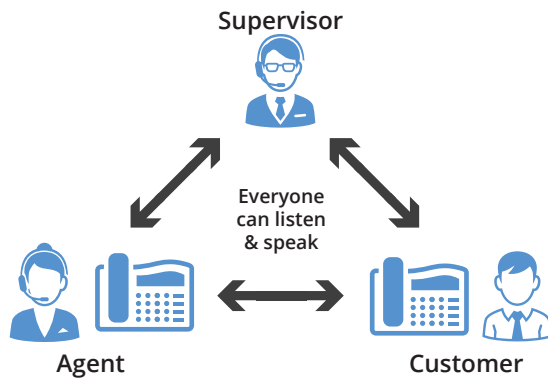
To **whisper** to the agent that you are already monitoring, dial ***9** or ***W**.

To **exit** the whisper, mute the supervisors audio and revert to silent monitor mode, press ***6** or ***M**.

¹ Please be aware that many jurisdictions require businesses to notify workers and callers about call monitoring or recording and/or obtain their consent. See ["Compliance and Privacy Notice" on page 2](#) for more information.

Barge

A supervisor who is silently monitoring a call decides to enter the conference bridge, joining what then becomes a full 3 way conference call, where all 3 parties can hear each other. When the supervisor enters the call, a barge tone is played to alert all 3 parties.



BARGE

To **Barge** into and join the call that you are already monitoring, dial ***5** or ***J**.

To **exit** the barge and revert to silent monitor mode, press ***6** or ***M**.

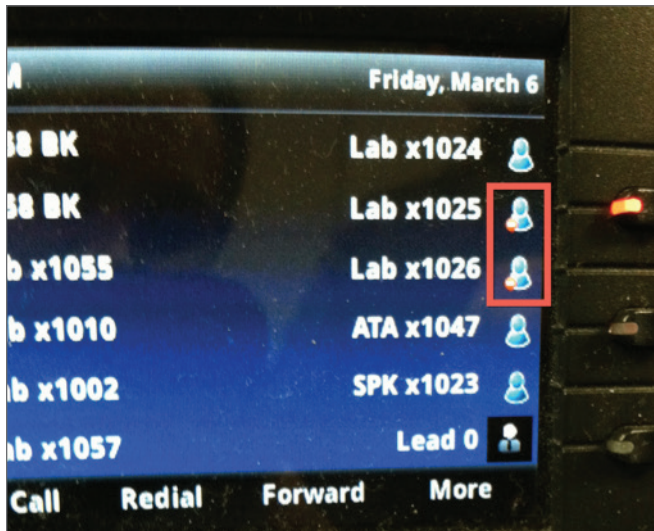
Barge Direct

A supervisor can also barge directly into a call without monitoring first. This facilitates instant collaboration. Dial ***23**, then dial extension number. You are now immediately in a three-way conference call with the active call. You can also create a speed dial with ***23ExtensionNumber**.

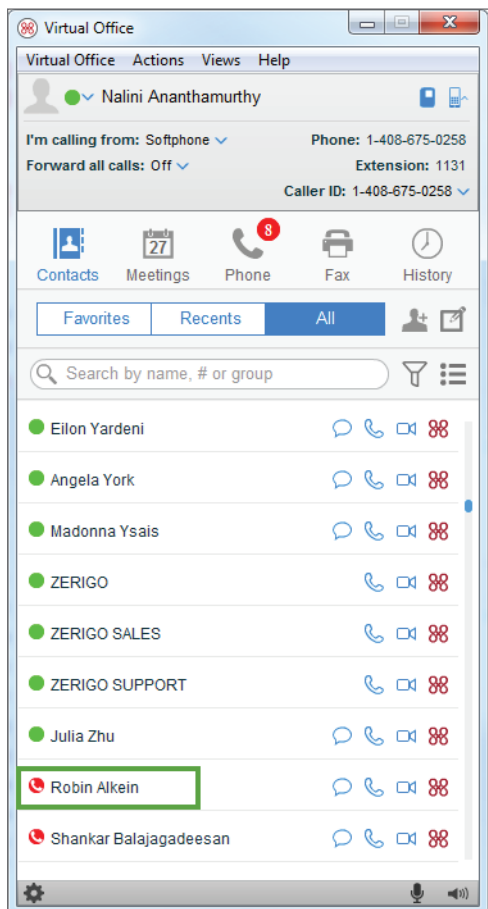
Observing Extensions Prior to Monitoring or Barging in to a Call

Prior to monitoring or barging in to a call, you can check the status of extension by any of the following methods:

- Using BLF Keys (Power Keys) to observe Busy status right on the phone



- Using Virtual Office Desktop or Virtual Office Mobile to observe Busy status on your desktop or a smartphone



- Using Switchboard Pro to observe Busy status on your desktop.

The screenshot displays the 8x8 Switchboard Pro web interface. The top navigation bar includes the 8x8 logo, the user's name 'Nalini Ananthamurthy' with an 'Available' status, a search bar, and a dropdown for 'All Branches (Showing 1103 extensions)'. On the left, a sidebar shows '0 Active Calls / 0 On Hold'. The main area features a table of extensions with columns for First Name, Last Name, Department, Status, Extension, and Branch. A red arrow points to the 'Busy' status of extension 1427, which is associated with the department 'Sales Opera...'. The bottom status bar shows the 8x8 logo, 'Powered By 8x8, Inc.', and the date/time '27/3/2015 4:19 PM'.

#	First	Last	Department	Status	Extension	Branch
A						
B						
C	Michael	Rees	Business D...	Offline	1394	
D	Zoe	Li	R&D	Available	1125	
E						
F	Rajeev	Gurram	R&D	Offline	1416	
G	Place	Holder		Offline	2957	
H						
I	Joanna	Cypys	Training & D...	Available	1632	
J	Braylan	Carroll	Finance	Available	2806	
K						
L	Sarah	Thomas		Offline	1203	
M	Ian	Parker		Available	1248	
N						
O	Stephanie	Kamp	Sales Opera...	Busy	1427	
P	Steffan	Kovach		Available	4018	
Q						
R	Tango Demo	Yosemite	Demo	Available	1061	
S	Paul	Tamayo	8x8 Sales	Offline	4145	
T						
U	Rahim	Rehmat		Available	2224	
V	Rahim	Rehmat		Available	4024	
W						
X	Polycom33...	Yosemite	1062	Offline	1062	
Y	Alison	Winter	Billing and ...	Offline	2965	
Z						
#	Salame	Mansour		Offline	4007	

- Using VO Analytics to observe Busy status on a PC

The screenshot displays the 8x8 dashboard at the URL <https://dashboard.8x8.com/dashboard/spa/reports/edisplay>. The page title is "Display Status (Real time reports)" and it shows 109 to 216 of 716 records. The dashboard is organized into a grid of employee status cards, each displaying a name and a number. A green arrow points to the card for "Chache, Murphy, 1699", which is highlighted in red. Other cards are highlighted in green (e.g., "Behkam, Aminzadeh, 1593", "Brian, Lanks, 1603") or orange (e.g., "David, Chezar, 1700"). A legend at the bottom indicates status colors: Available (green), On Call (blue), Busy (red), Away (orange), and Offline (grey).

Name	Number	Status
Arnold, Aldor	1546	Available
Arun, Kumar	1788	Available
Ashly, Cook	1618	Available
Ashwini, Ghonge	1659	Available
Ataur, Rahman	1364	Available
Audrey, Benjamin	3181	Available
Badlands, Conference Rm...		Available
Bala, Karvpanchettiyar, 1...		Available
Barbara, Ly	1584	Available
Behkam, Aminzadeh	1593	Available
Benjamin, Barreto	1480	Available
Bera, Alkhafagi	1344	Available
Beth, Carney	2818	Available
Beth, Carney	3302	Available
Betty, Carroll	1128	Available
Beverly, Pride	1395	Available
bill, korbe	1005	Available
Bill, Korbe	2839	Busy
Bill, Fischer	3103	Available
Binjia, Chen	1420	Available
Biren, Patel	1608	Available
BIZPACK, , 208		Available
BMW SUPPORT, , 2222		Available
Bob, Kundra	1316	Available
Bob, Lulich	2968	Available
Bobby, Samanlian	1707	Available
Book, Pal	3712	Available
Brandon, Cornelly	1048	Busy
Braylan, Carroll	2806	Available
Brian, Rovegno	3075	Available
Brian, O'Sullivan	1490	Available
Brian, O'Sullivan	1690	Available
Brian, Lanks	1603	Available
Brian, Quick	1745	Available
Brian, Houston	1377	Available
Brian, Brown	1762	Available
Brian, Takamoto	1702	Available
Brian, Cuerdo	1330	Available
Bruce, Faithwick	2944	Available
Bruno, Skracic	1535	Available
Bryan, MartinVX	1103	Available
Bryan, Bettencourt	1404	Available
BryanMartin, Soundstatio...		Available
BryanMartin, Soundstatio...		Available
BryanMartin, Soundstatio...		Available
Bud, Lee	2856	Available
Calvin, Nguyen	1576	Available
Candace, Porter	1471	Available
Cang, Do	1835	Available
Carl, Dunning	2803	Available
Carlos, Noriega	3080	Available
Carlos, Noriega	3146	Available
Catarino, Veloz	1656	Available
Cecilia, Bilat	1787	Available
Chache, Murphy	1699	Busy
Charles, Young	1310	Available
Charu, Agrawal	1595	Available
Cheryl, Young	1831	Available
Chris, Bartolo	1302	Available
Chris, Bartolo	1140	Available
Chris, Dederig	1639	Available
Chris, Dauz	2828	Available
Chris, Haggart	1622	Available
Chris, Haggart	1666	Available
Chris, Lathouwers	2946	Available
Chris, Nielsen	1808	Available
Christian, Powell	1208	Available
Christina, Miller	1811	Available
Christine, Richardson	1582	Available
Christopher, Peters	1435	Available
Christopher, Peters	1438	Available
Cindy, Hamer	3078	Available
Cindy, Hamer	1353	Available
Claire, Noack	1852	Available
Clark, Menefee	3090	Available
Colby, Chu	3184	Available
COLLECTIONS, , 2015		Available
Courtney, Louisy	1698	Available
Craig, Parker	3077	Available
Craig, Nomura	1833	Available
Crater Lake, Conference R...		Available
Damian, Rolfsmeier	1139	Available
Dan, Neumeister	1230	Available
Dan, Miller	1391	Available
Dana, Ulrich	2841	Available
Daniel, Heathers	3198	Available
Daniel, Bara	1725	Available
Daniel, Coronado	1289	Available
Daniel, Sullivan	1080	Available
Danny, Nguyen	1856	Available
Dario, Duenas	1692	Available
Darnell, Ladd	1456	Available
Darren, Hakeman	1388	Available
Darryl, Addington	1619	Available
Daryl, Dobrenz	1851	Available
Dave, Provenza	2933	Available
David, Leach	2475	Available
David, Bielaski	2836	Available
David, Strange	1051	Available
David, Chezar	1700	Available
David, Cole	1047	Available
DEAL DESK, , 2091		Available
Debbie Jo, Severin	4930	Available
Debbie Jo, Severin	2930	Available
Deepa, Putchala	1722	Available
Deepika, Patiolla	2701	Available

Chapter: 2 Configuring Barge Permissions

Barge permissions are provisioned to extensions at the time of ordering barge service with 8x8. While ordering the service, you must specify the primary extensions to which barge permissions should be granted. Work with your 8x8 Sales representative to grant barge service to eligible extensions.

Note: You can assign barge permission to primary extension users only which excludes extensions associated with call queues, ring groups, virtual extensions, or auto attendants.

Once provisioned, these extension users have the following permissions:

- Ability to monitor all extensions within the PBX.
- Ability to secretly monitor and barge on all extensions.
- Ability to monitor without entering voicemail password.

As a phone system administrator, you can restrict or change the permissions as follows:

- Restrict or disable barge permissions for an extension through white lists. A white list specifies extensions of agents you can barge in to.
- Enable barge tone that signals the agent about the barge action.
- Prevent misuse of barge by prompting for access code.

To configure barge permissions for an extension user:

1. Log in to Account Manager.
2. Navigate to **Phone System**.
3. Click **Extensions**.
4. Select the extension you need to change barge permissions for.

Account Manager Company Name: Specialty Cookies | Main Number: (556) 054-7455

Welcome, Sarah Thomas | Sign Out
Email: pliu@8x8.com
Edit My Profile

Account: Business

HOME | **PHONE SYSTEM** | BILLING | REPORTING | ORDERS | ACCOUNTS | SUPPORT | VIRTUAL OFFICE ONLINE

Home > Phone System > Manage Extensions

Manage Extensions

Below is an overview of all extensions. You may edit the extension details individually by clicking **Edit** next to each extension or as a group by clicking on **Edit Multiple Extensions**.

[Edit Multiple Extensions](#) | [Change Extension Number](#) | [Download Call Recordings](#) | [Download Extensions \(csv\)](#) | [Download Activation Codes](#)

Actions	Status	Service Type	Ext	Phone Number	Caller ID First Name	Caller ID Last Name	Devices	Voicemail-to-Email Address
Edit Replace Device	Active	Unlimited Extension Pro	1001	(650) 646-3018	Phillip	Liu	Aastra IP 6755i Deskphone	pliu@8x8.com
Edit Replace Device	Active	Metered Extension	1002	(650) 646-2988	Sukhanya	Rajan	Polycom SoundPoint IP 335	sukhanya.rajan@8x8.com
Edit Replace Device	Active	Unlimited Extension Pro	1003	(650) 646-2992	John	Smith	Polycom SoundPoint IP 550	nsalin@8x8.com
Edit Replace Device	Active	Global Extension Pro	1004	(650) 646-3006	Sarah	Thomas	Polycom SoundPoint IP 550	philip.liu@8x8.com
Edit	Active	Shared Extension	1005	(650) 646-3020	Suzy	White		marzieh.fadaee@8x8.com
Edit Replace Device	Active	Basic Extension	1006	(555) 648-0703	Specialty	Cookies	Aastra IP 6755i Deskphone	drowell@8x8.com
Edit	Active	Unlimited Extension Pro	1007	(408) 627-8740	Jean	Andje	Virtual Office Softphone	jean.andje@8x8.com
Edit	Active	Unlimited Extension Pro	1009	(408) 329-7176	Ramana	Gottipati	Virtual Office Softphone	ramana.gottipati@8x8.com
Edit	Active	Shared Extension	1010	(555) 798-3628	Sharing	FromAccountin		sbeckmann@Specialty
Edit Replace Device	Active	Unlimited Extension Pro	1011	(408) 329-7136	Beth	Carney	Polycom VVX 1500	beth.carney@8x8.com
Edit	Active	Unlimited Extension Pro	1012	(408) 329-7137	Angela	York	Virtual Office Softphone	angela.york@8x8.com

- 5. Click **Edit** to view the extension settings.
- 6. Click to expand **Barge Permissions** tab.

Extension Settings

Time Zone

US/Eastern

Preferred Codec

G.729A (30 kbps)

Emergency Service Address

2125 ONEL DR, SAN JOSE, CA 95131-2032

Edit

Outbound Calling Options

Allow International Calling

Language

PBX Default

Travelling Outside the Country

☐

?

View Billing Statements

☐

?

Hide in Auto Attendant Directory

☐

?

Allow Social Networking

☐

?

Allow Music on Hold Selection

☐

?

Enable Inbound Caller ID

☒

?

Permanent Caller ID Blocking

☐

?

VoiceMail Settings

Virtual Office Pro Information

Call Forwarding

Extension Membership Display

Communication Preferences

Barge Permissions

Configure Barge permissions for this extension

View, Edit, Delete, Barge List(s):

Manage Barge List(s)

Monitor Tone Enabled

☐

?

Barge Password Enabled

Edit

☐

?

Select which extensions can be monitored.

☒ All

☐ List

☐ None

?

Save Changes

Cancel

- 7. Select or change the desired barge settings.

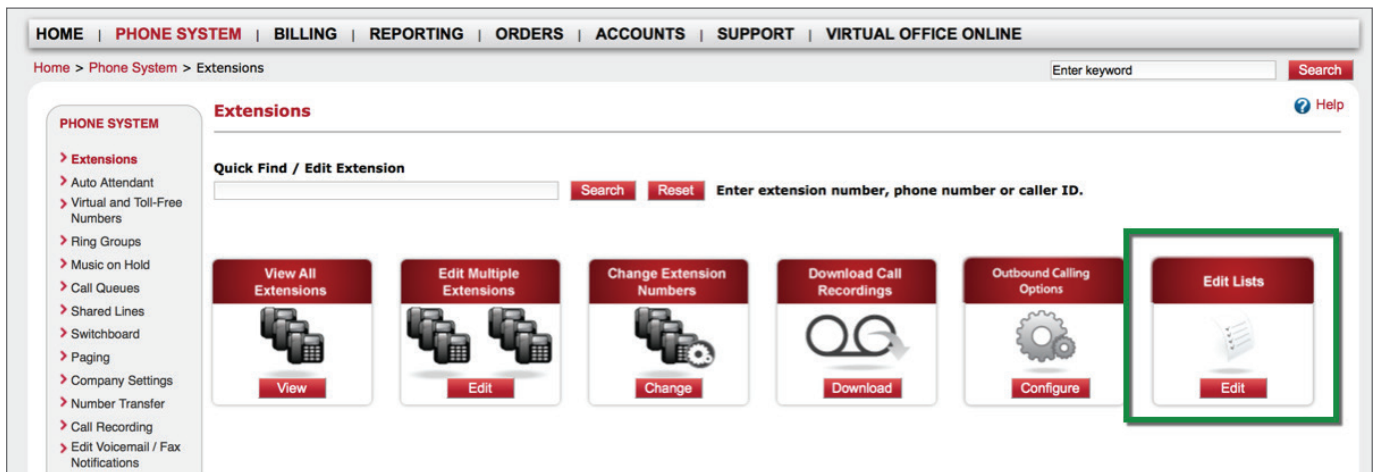
Barge Permissions	Description
Configure Barge Permissions for this extension	Select an existing whitelist to monitor or "Create a White List" on page 13.
Monitor Tone Enabled	If enabled, relays a beep tone to the agent signaling a barge session.
Barge Password Enabled	If enabled, prompts the supervisor to enter the voicemail password before beginning to monitor.
Select option for the list of extensions allowed to be barged	All: Allows barging in to all extensions. List: Allows barging in to a specific barge list. Off: Disables barging.

- 8. Save settings.

Create a White List

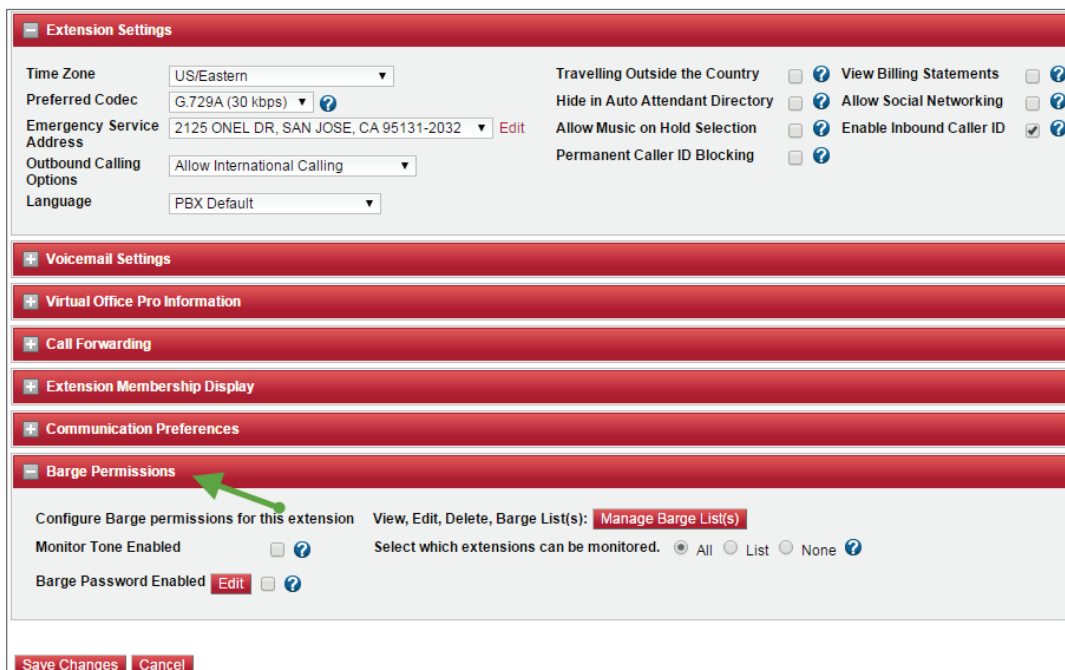
A white list includes extensions to which you can barge in. You can create a white list and assign it to an extension with barge permissions. This enables the extension user to barge in to extensions in the white list.

1. Log in to Account Manager and navigate to **Phone System**.
 - Select **Edit Lists**.



OR

- Go to **View All Extensions**, select an extension to edit and navigate to **Barge Permissions** tab. Click **Manage Barge Lists**.



- Click **Create New List**. Name your list and add extensions to barge in to.

8x8, Inc. Account Manager Company Name: Specialty Cookies

Welcome,
 Email: pliu@
 [Edit My Profile](#)

HOME | PHONE SYSTEM | BILLING | R

Home > Phone System > Lists

PHONE SYSTEM

- > Extensions
- > Auto Attendant
- > Virtual and Toll-Free Numbers
- > Ring Groups
- > Music on Hold
- > Call Queues
- > Shared Lines
- > Switchboard
- > Paging
- > Company Settings
- > Number Transfer
- > Call Recording
- > Edit Voicemail / Fax Notifications

List

Create lists of extensions a

Create New List

First 1-1 of 1 Last

List Name
SupervisorBargelist

1. Name your List
Tier1SupervisorList

2. Select the extensions to be included in the white list

Search Reset

First 1-10 of 50 Last

Select	Extension	Service Type	Name	Phone number
<input type="checkbox"/>	1001			16506463018
<input type="checkbox"/>	1002			16506462988
<input type="checkbox"/>	1003			16506462992
<input type="checkbox"/>	1004			16506463006
<input type="checkbox"/>	1005			16506463020
<input type="checkbox"/>	1006			15556480703
<input checked="" type="checkbox"/>	1007			14086278740
<input checked="" type="checkbox"/>	1009			14083297176
<input checked="" type="checkbox"/>	1010			15557983628
<input checked="" type="checkbox"/>	1011			14083297136

Save Cancel

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- Click **Save**.