

## Barge-in Feature Pack



### Powerful Tools for Improved Customer Service

The Barge-in Feature Pack is comprised of three independent features designed to help supervisors or managers of a call center or in an office environment monitor and coach their employees. These features are tools supervisors can use to participate in conversations between employees/agents and customers. In addition, supervisors can monitor their employees' performance or customers' behavior. The supervisor can coach an employee while he/she is engaged with a customer on a phone call without the customer knowing, or the supervisor can participate in a three-way call and assist both at the same time or just monitor the call of an employee and customer.

#### Complementary to ACD

The Barge-in Feature Pack is purchased as a license for the Quadro and is available on the 32X, 8L and 26X models and their ISDN BRI flavors. It is useful in many scenarios including a call center, a support or sales group within a company or just a single supervisor/employee relationship. It can be used along with the Automatic Call Distribution (ACD) option on one of the above products to complete a call center set of functions. This combination is very powerful for call centers and even smaller sales teams.

### What are Your BENEFITS?

- Inexpensive feature
- Enhances ACD functions
- Improves & maintains the quality of customer relations
- Helps train new staff members

## Silent Monitoring Feature

This feature allows the supervisor to listen to a call between an internal extension (employee) and an external call (the customer). The supervisor dials \*91+extension number and is connected to the ongoing call between the employee and the customer and can listen to the conversation but cannot speak or be heard by either party. There is no indication to either party that the supervisor has entered the call. This feature helps maintain the quality of customer service that employees are providing due to the fact that they know that their calls are being monitored.

## Agent Whisper Feature

With the Agent Whisper feature, the supervisor can dial \*92+extension number and listen to the conversation but only speak and be heard by the internal extension (employee) not the external call (the customer). When the supervisor enters the call there is an audible beep to the employee to indicate the supervisor has entered the call. Supervisors can listen to the employee-customer conversation and coach the employee on what to say to the customer during real time, which becomes a very powerful coaching tool for all employees using the feature.

## Barge In

A supervisor will be able to join an established call between the employee and customer and have a three-way call by dialing \*93+extension number. All participants will hear an audible tone to notify that another party has joined the call.

## Flexible to Configure

The Barge-In Feature Pack is easily configured on the Quadro by extension, where the features are individually enabled on internal extensions (employees) with an individual list of which internal extensions (supervisors) are allowed to activate these features. With this flexibility, the Quadro allows several supervisors to monitor their own group of employees.

## Administrative Assistant

To further enhance the abilities of an Administrative Assistant, the Barge-In Feature Pack adds some very interesting communication options. For example, if the executive would like the assistant to take notes during a call, but ensure they cannot be heard, silent monitoring would be used. Whisper could also be used if the assistant needed to interrupt the executive if there was a more urgent situation.



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