**Listen, Barge, Whisper, or Spy on Calls**

1. In Chrome, open https://<ServerName>:5001/webclient
2. Login on the above page/link using:

Extension number: <Ext>

Password: <Password>

1. Once logged, click on the “People” option from the left pane, then click on the “Customer Services” option
2. Wait for an incoming call to happen. An incoming call will show inside a blue box below the agent (an agent is a person in the Customer Success group) who answered it.

Note- in the picture above, I called myself for testing purposes. You will see somebody else inside the blue box when an incoming call happens.

1. To Spy, Barge, Whisper, or Listen on an incoming call, just right click on the blue box, and select the action you want (Spy, Barge, Whisper, or Listen)
2. Your phone will ring, and you should be able to Spy, Barge, Whisper, or Listen.

**Notes**:

For security purposes, your extension will only be allowed to Spy, Barge, Whisper, or Listen on

calls made to members of the groups that your member of)

**Definitions**:

Barge-In - allows the user listening into the call to have a 2-way conversation with both the agent and the caller they are speaking with.

Listen - allows the user to listen in only. No audio will be passed to the agent or the caller they are speaking with.

Whisper - allows the user listening into the call to speak to the agent, however, the caller they are speaking with will not hear the person listening in.