Silent Monitoring Overview

Silent call monitoring allows a supervisor to eavesdrop on a phone conversation. The most common scenario is in a call center where a call agent is speaking with a customer. Call centers need to be able to guarantee the quality of customer service that an agent in a call center provides. With silent monitoring, the supervisor can hear both call participants, but neither of the call participants can hear the supervisor.

Silent monitoring can only be invoked by a CTI application via the JTAPI or TAPI interfaces. Many Cisco applications, such as Cisco Unified Contact Center Enterprise and Cisco Unified Contact Center Express have the ability to use silent monitoring. Any CTI application that monitors calls must have the corresponding monitoring privileges enabled for the application-user or end-user account.

Silent monitoring is call based. When a supervisor invokes a silent monitoring session, the following occurs:

- The supervisor selects a specific call to be monitored.
- The start-monitoring request from the application triggers the supervisor phone to go off hook and automatically triggers a monitoring call to the agent.
- The agent phone automatically answers the monitoring call. The monitoring call does not get presented to the agent.

Secure Silent Monitoring

You can also configure secure silent monitoring. Secure silent monitoring allows encrypted media (sRTP) calls to be monitored. Monitoring calls are always established using the highest level of security determined by the capabilities of the agent phone regardless of the security status of the call being observed. The highest level of security is maintained by exchanging the secure media key in any call between the customer, agent, and supervisor. Monitoring calls using secured media carries approximately 4000 bits per second of additional bandwidth overhead, same as standard secure media (sRTP) calls.

If the agent phone has encryption enabled, the supervisor phone must also have encryption enabled in order to allow secure silent monitoring. If the agent phone has encryption enabled, but the supervisor phone does not, the monitoring request fails.
Whisper Coaching
Cisco Unified Communications Manager also supports whisper coaching, a CTI enhancement on silent monitoring whereby a supervisor can speak to the agent while the monitoring session is underway without the customer hearing. Whisper coaching can only be initiated by a CTI application. If silent monitoring is already configured then no additional configuration of Cisco Unified Communications Manager is required for whisper coaching.

Silent Monitoring Prerequisites
Silent monitoring can only be invoked by an external CTI application. Cisco applications such as Cisco Unified Contact Center Enterprise or Cisco Unified Contact Center Express can initiate silent monitoring sessions. For details, see the following:


Configure Silent Monitoring Task Flow
This task flow describes the tasks that you must perform within Cisco Unified Communications Manager to allow CTI applications to use the monitoring feature.

Before you begin
- Review Silent Monitoring Prerequisites, on page 2.

Procedure

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<tr>
<th>Step</th>
<th>Command or Action</th>
<th>Purpose</th>
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<tbody>
<tr>
<td>Step 1</td>
<td>Generate a Phone Feature List</td>
<td>Determine which phones support silent monitoring by running a phone feature list report.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Perform one of the following procedures:</td>
<td>Turn on the Built in Bridge on agent phones. You can use a service parameter to configure the clusterwide default setting or you can enable the Built in Bridge for individual phones.</td>
</tr>
<tr>
<td></td>
<td>• Enable Built in Bridge for Phones Clusterwide, on page 3</td>
<td>Note: The Built in Bridge setting on individual phones overrides the clusterwide default setting.</td>
</tr>
<tr>
<td></td>
<td>• Enable Built in Bridge for a Phone, on page 3</td>
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Silent Monitoring
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<td>Step 3 Enable Monitoring Privileges for Supervisor, on page 4</td>
<td>Add the supervisor to a group that allows silent monitoring.</td>
</tr>
<tr>
<td>Step 4 Assign a Monitoring Calling Search Space, on page 5</td>
<td>Set up the monitoring calling search space for the supervisor phone.</td>
</tr>
<tr>
<td>Step 5 Configure Silent Monitoring Notification Tones, on page 5</td>
<td>Configure whether you want to play notification tones to the call participants.</td>
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<tr>
<td>Step 6 Configure Secure Silent Monitoring, on page 6</td>
<td>Optional. If your calls are encrypted, configure secure silent monitoring.</td>
</tr>
<tr>
<td>Step 7 Cisco Unified Contact Center Express Configuration Task Flow, on page 7</td>
<td>Configure silent monitoring in Cisco Unified Contact Center Express.</td>
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### Enable Built in Bridge for Phones Clusterwide

When you set the Built-in-Bridge clusterwide service parameter to enabled, the Built-in-Bridge default setting for all phones in the cluster is changed to enabled. However, the Built-in-Bridge setting in the Phone Configuration window for individual phones overrides the clusterwide service parameter.

**Procedure**

1. In Cisco Unified CM Administration, choose System > Service Parameters.
2. From the Server drop-down list, choose the server on which the CallManager service is running.
3. From the Service drop-down list, choose Cisco CallManager.
4. Set the Builtin Bridge Enable service parameter to On.
5. Click Save.

### What to do next

If you want to set the Built in Bridge for an individual phone, refer to Enable Built in Bridge for a Phone, on page 3
Otherwise, see Enable Monitoring Privileges for Supervisor, on page 4

### Enable Built in Bridge for a Phone

Use this procedure to enable the Built in Bridge on an individual phone. The Built in Bridge setting on an individual phone overrides the clusterwide service parameter.

**Before you begin**

Use a service parameter to set the Built in Bridge defaults for all phones in the cluster. For details, see Enable Built in Bridge for Phones Clusterwide, on page 3.
Enable Monitoring Privileges for Supervisor

In order for a supervisor to be able to monitor agent conversations, the supervisor must be part of a group that allows monitoring.

Before you begin
Perform one of the following procedures to enable the Built in Bridge on agent phones:
  • Enable Built in Bridge for Phones Clusterwide, on page 3
  • Enable Built in Bridge for a Phone, on page 3

Procedure

Step 1 In Cisco Unified CM Administration, choose User Management > End User.
Step 2 Select the supervisor from the list of users.
Step 3 In the Permissions Information section, click Add to Access Control Group.
Step 4 Add the Standard CTI Allow Call Monitoring and Standard CTI Enabled user groups.
Step 5 Click Save.

What to do next
Assign a Monitoring Calling Search Space, on page 5
Assign a Monitoring Calling Search Space

For monitoring to work, you must assign a Monitoring Calling Search Space to the supervisor phone line. The Monitoring Calling Search Space must include both the supervisor phone line and the agent phone line.

Before you begin

Enable Monitoring Privileges for Supervisor, on page 4

Procedure

Step 1
In Cisco Unified CM Administration, choose Device > Phone.

Step 2
Click Find and select the supervisor phone. The left navigation pane displays the available phone lines for the supervisor's phone.

Step 3
For each of the supervisor's phone lines that will be used for monitoring, perform the following steps:

a) Click the phone line. The Directory Number Configuration window displays configuration information for that phone line.

b) From the Monitoring Calling Search Space drop-down list box, choose a calling search space that includes both the supervisor phone line and the agent phone line.

c) Click Save.

What to do next

Configure Silent Monitoring Notification Tones, on page 5

Configure Silent Monitoring Notification Tones

In certain jurisdictions, a notification tone must be played to either the agent, the customer, or both, that indicates that the call is being monitored. By default, Cisco Unified Communications Manager does not play notification tones. You must configure a service parameter to allow notification tones.

Before you begin

Assign a Monitoring Calling Search Space, on page 5

Procedure

Step 1
In Cisco Unified CM Administration, choose System > Service Parameters.

Step 2
From the Server drop-down list box, choose the server one which the CallManager service is running.

Step 3
From the Service drop-down list box, choose Cisco CallManager.

Step 4
Configure values for the following service parameters:

- If you want to play a notification tone to the agent, change the value of the Play Monitoring Notification Tone To Observed Target service parameter to True.
- If you want to play a notification tone to the customer, change the value of the Play Monitoring Notification Tone To Observed Connected Parties service parameter to True.
Step 5  Click Save.
Step 6  If you changed the service parameter configuration, reset the agent phone.

What to do next
If you want to monitor secure calls that use sRTP, refer to the following procedure:
Configure Secure Silent Monitoring, on page 6

Configure Secure Silent Monitoring

To configure secure silent monitoring using sRTP you must configure phone security profiles that include encryption and apply them to the supervisor phone and to any agent phones that are being monitored.

Procedure

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<th>Purpose</th>
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<tr>
<td><strong>Step 1</strong></td>
<td>Configure an Encrypted Phone Security Profile, on page 6</td>
</tr>
<tr>
<td><strong>Step 2</strong></td>
<td>Assign Security Profile to Phone, on page 7</td>
</tr>
</tbody>
</table>

Configure an Encrypted Phone Security Profile

To configure secure silent monitoring, you must configure the phone security profile for your supervisor phone and any agent phones to specify Encrypted as the Device Security Mode.

Procedure

Step 1  In Cisco Unified CM Administration, choose System > Security > Phone Security Profile.
Step 2  Perform either of the following steps:
  •  Click Add New to create a new phone security profile.
  •  Click Find and select an existing phone security profile.
Step 3  If you have created a new phone security profile, select your phone model from the Phone Security Profile Type drop-down list box.
Step 4  Enter a Name for the Phone Security Profile.
Step 5  From the Device Security Mode drop-down list box, choose Encrypted.
Step 6  Click Save.
Step 7  Repeat the above steps to configure phone security profiles for your supervisor phone and any agent phones.
Assign Security Profile to Phone

Perform the following steps to assign a phone security profile to a phone. For secure silent monitoring to work, you must assign the phone security profile to both the agent phone and the supervisor phone.

Before you begin

Configure an Encrypted Phone Security Profile, on page 6

Procedure

<table>
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<tr>
<th>Step</th>
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<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>In Cisco Unified CM Administration, choose Device &gt; Phone.</td>
<td></td>
</tr>
<tr>
<td>Step 2</td>
<td>Click Find and select the agent phone on which you want to configure a phone security profile.</td>
<td></td>
</tr>
<tr>
<td>Step 3</td>
<td>From the Device Security Profile drop-down list box, choose the phone security profile that you have set up.</td>
<td></td>
</tr>
<tr>
<td>Step 4</td>
<td>Click Save.</td>
<td></td>
</tr>
<tr>
<td>Step 5</td>
<td>Repeat the previous steps for the supervisor phone.</td>
<td></td>
</tr>
</tbody>
</table>

What to do next

Go to the Configure Silent Monitoring Task Flow, on page 2 to determine the next task.

Cisco Unified Contact Center Express Configuration Task Flow


<table>
<thead>
<tr>
<th>Command or Action</th>
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</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Create the monitoring supervisor. Use the User Management web page to assign supervisor privileges to a user.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Assign resources and contact service queues to a supervisor. Use the Remote Monitor Configuration web page to assign a supervisor a list of resources and CSQs they are allowed to monitor.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Configure the remote monitoring application. The Remote Monitoring application comes with Unified CCX Premium systems. You must configure Remote Monitoring applications when you want to use the Remote Monitoring feature to allow a supervisor to monitor an agent’s conversation.</td>
</tr>
</tbody>
</table>
### Silent Monitoring Interactions and Restrictions

#### Silent Monitoring Interactions

<table>
<thead>
<tr>
<th>Feature</th>
<th>Interaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call preservation</td>
<td>If the agent call that is being monitored goes to call preservation, Cisco Unified Communications Manager also puts the monitoring call into call preservation mode.</td>
</tr>
<tr>
<td>Transfer of secure monitoring call</td>
<td>Cisco Unified Communications Manager supports transferring a secure monitoring session so long as the destination supervisor device exceeds the security capabilities of the agent that is being monitored.</td>
</tr>
<tr>
<td>Recording Tones</td>
<td>Recording Tones take precedence over Monitoring Tones for calls that are both recorded and monitored. If a call is recorded and monitored, only the recording tone plays.</td>
</tr>
</tbody>
</table>
| Secure Tones                 | If Secure Tones are configured and the call is secured, the secure tone plays to both call participants at the outset of the call irrespective of whether Monitoring Tones are configured.  
If Secure Tones and Monitoring Tones are both configured, the secure tone plays once, followed by the monitoring tones.  
If Secure Tones, Monitoring Tones, and Recording Tones are all configured, and the call is recorded and monitored, the secure tone plays once followed by the recording tone. The monitoring tone does not play. |

#### Silent Monitoring Restrictions

<table>
<thead>
<tr>
<th>Feature</th>
<th>Restriction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barge</td>
<td>Cisco Unified Communications Manager does not support barge with silent monitoring. If an agent call is being monitored, the barge-in call from a shared line fails. If the agent call has already been barged, the monitoring call fails.</td>
</tr>
<tr>
<td>Transfer of Secure Silent Monitoring over an intercluster trunk</td>
<td>Cisco Unified Communications Manager does not support transferring Secure Silent Monitoring calls over an intercluster trunk.</td>
</tr>
</tbody>
</table>