



# Unified CM-based Silent Monitoring

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## Capabilities of Silent Monitoring

### Silent Monitoring

Silent monitoring allows supervisors to monitor the conversations of agents within their team. Supervisors cannot participate actively in the conversations and agents and callers are not aware that they are being monitored. Cisco Finesse provides solution support for silent monitoring.

Cisco Finesse supports Unified Communications Silent Monitoring only. You configure silent monitoring on Unified Communications Manager. No additional configuration is required on the Cisco Finesse server.



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**Note** Even for regions that are configured to use G.711, Unified CCE uses G.722 as the default codec for devices that support G.722. However G.722 is not supported with Silent Monitoring and Call Recording based on Unified Communications Manager. To disable this default, in Unified Communications Manager Administration, go to Enterprise Parameters and set Advertise G.722 Codec to disabled.

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**Note** If voice streams are encrypted, silent monitoring does not work correctly. Although the voice streams can still be captured, the silent monitoring service cannot decode them correctly.

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### Unified CM-Based Silent Monitoring

Unified Communications Manager accomplishes silent monitoring with a call between the supervisor (monitoring) device and the agent (monitored) device. The agent phone mixes and sends the agent's conversation to the supervisor phone, where it is played out to the supervisor.

Unified CCE supports the Silent Monitoring functionality available in Unified CM. Unified CM Silent Monitoring supports only one silent monitoring session and one recording session for the same agent phone.



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**Note** Unified CM Silent Monitoring does not support mobile agents.

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Unified CM Silent Monitoring can monitor any Unified CCE agent desktop, including Siebel, if the following conditions exist:

- The monitored agents use a compatible Cisco Unified IP phone or Cisco IP Communicator. For details, see the *Compatibility Matrix* for your solution at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>
- The contact center uses a compatible version of Cisco Unified CM. For more information, see the *Compatibility Matrix* for your solution.
- The contact center uses a compatible version of Cisco Unified CM.

Unified CM Silent Monitoring works the same as other call control functionality provided by Unified CM (such as conference and transfer). When the silent monitoring session begins, the desktop sends a message through Unified CCE, through Unified CM, and out to the phones where silent monitoring is executed.

Messaging through Unified CCE and Unified CM impacts Unified CCE performance.

## Configure Silent Monitoring

### Add Monitoring Calling Search Space

#### Before you begin

Ensure that agent phones are added.



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**Note** During CTIOS Server installation, for **IPCC Silent Monitor Type**, select **CCM Based**.

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#### Procedure

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- Step 1** Log in to Unified Communication Domain Manager as provider, reseller or customer.
  - Step 2** Add Calling Search Space for monitoring purpose.
  - Step 3** Edit **Lines**, choose newly added **Calling Search Space** from the drop-down list.
  - Step 4** Click **Save**.
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#### Example

For information on how to perform on any of the tasks listed in this section, see *Cisco Hosted Collaboration Solution for Contact Center Configuration Guide* at <https://www.cisco.com/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-installation-and-configuration-guides-list.html>