Listening to Live Calls

To listen to live calls you’ll need to follow the instructions below.

1. Log in to the dialler as the admin 7777 to the admin interface.
2. Register a phone and a user or if you would like us to register one for you for this purpose alone, we can do that for you (We can add a user and phone for monitoring purposes alone).
3. Go to Reports → Real-Time Main Report → Choose report display options (highlighted in image below).
4. You’ll then be displayed with a pop-up:
5. The part in the red box is what you want to focus on. You may select a particular campaign but it’s not entirely necessary.
   a. The **screen refresh rate** should be set to 4 seconds (default is 40)
   b. **Inbound** should be set to Yes
   c. And the phone is the phone you just registered to listen into calls with e.g. 101

6. Once you submit those changes you’ll be able to freely listen in to any call you wish by clicking the **LISTEN** (highlighted in the red box) link under the agents session ID:

   **Real-time report: [ choose report display options ]**

   **Refresh: 4**

   **DIAL LEVEL:** 1000  **TRUNK SHORT/FILL:** 0 / 0  **FILTER:** NONE  **TIME:** 2015-06-03 14:07:50

   **DIALABLE LEADS:** 8  **CALLS TODAY:** 0  **AVG AGENTS:** 0.00  **DIAL METHOD:** RATIO

   **HOPPER (min/aut):** 10 / 0  **DROPPED / ANSWERED:** 0 / 0  **DL DIFF:** 0.00  **STATUSUSES:** xoror, na, n, drop, callbk, b, ab, a, new

   **LEADS IN HOPPER:** 8  **DROPPED PERCENT:** 0.00%  **DIF:** 0.00%  **ORDER:** DOWN

   **NO LIVE CALLS WAITING**

   1 agents logged in  0 agents in calls  0 agents waiting  1 paused agents  0 agents in dead calls  0 agents in dispo

   **Vicidial: agents time on calls campaign: [all-active] 2015-06-03 14:07:50**

<table>
<thead>
<tr>
<th>Station</th>
<th>User show id info</th>
<th>Sessionid</th>
<th>Status pause</th>
<th>Mm:ss</th>
<th>Campaign</th>
<th>Calls</th>
<th>Hold</th>
<th>In-group</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIP/c29</td>
<td>Hostcomm Test User</td>
<td></td>
<td>PAUSED LOGIN</td>
<td>0:21</td>
<td>201</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

   1 agents logged in on all servers