

## 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).



Users Campaigns Lists Scripts Filters Inbound User Groups Remote Agents Admin Reports

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

Refresh: 0

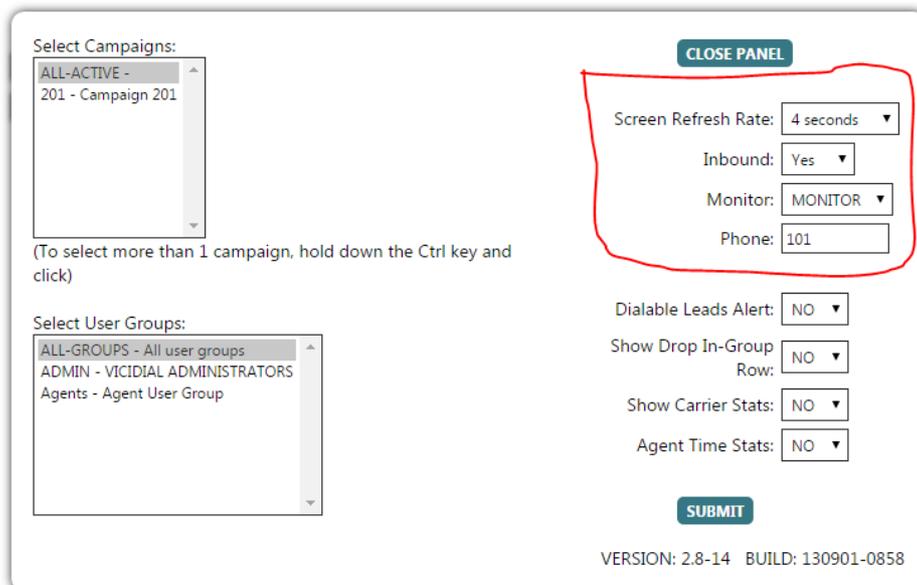
RELOAD NOW MODIFY SUMMARY + VIEW MORE

VIEW USER GROUP SHOW SERVER INFO HIDE WAITING CALLS SHOW IN-GROUP STATS SHOW PHONES SHOW CUSTPHONES

DIAL LEVEL: 1.000 TRUNK SHORT/FILL: 0 / 0 FILTER: NONE TIME: 2015-06-03 13:59:22  
 DIALABLE LEADS: 8 CALLS TODAY: 0 AVG AGENTS: 0.00 DIAL METHOD: RATIO  
 HOPPER ( min/auto ): 10 / 0 DROPPED / ANSWERED: 0 / 0 DL DIFF: 0.00 STATUSES: XDROP, NA, N, DROP, CALLBK, B, AB, A, NEW  
 LEADS IN HOPPER: 8 DROPPED PERCENT: 0.00% DIFF: 0.00% ORDER: DOWN

NO LIVE CALLS WAITING  
 NO AGENTS ON CALLS

4. You'll then be displayed with a pop-up :



Select Campaigns:

- ALL-ACTIVE -
- 201 - Campaign 201

(To select more than 1 campaign, hold down the Ctrl key and click)

Select User Groups:

- ALL-GROUPS - All user groups
- ADMIN - VICIDIAL ADMINISTRATORS
- Agents - Agent User Group

CLOSE PANEL

Screen Refresh Rate: 4 seconds

Inbound: Yes

Monitor: MONITOR

Phone: 101

Dialable Leads Alert: NO

Show Drop In-Group Row: NO

Show Carrier Stats: NO

Agent Time Stats: NO

SUBMIT

VERSION: 2.8-14 BUILD: 130901-0858

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

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[VIEW USER GROUP](#) | [SHOW SERVER INFO](#) | [HIDE WAITING CALLS](#) | [SHOW IN-GROUP STATS](#) | [SHOW PHONES](#) | [SHOW CUSTPHONES](#)

**DIAL LEVEL:** 1.000    **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/auto ): 10 / 0**    **DROPPED / ANSWERED:** 0 / 0    **DL DIFF:** 0.00    **STATUSES:** XDROP, NA, N, DROP, CALLBK, B, AB, A, NEW  
**LEADS IN HOPPER:** 8    **DROPPED PERCENT:** 0.00%    **DIFF:** 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

Station	User show id info	Sessionid	Status pause	Mm:ss	Campaign	Calls	Hold	In-group
SIP/cc250	Hostcomm Test User +	8600051 <b>LISTEN</b>	PAUSED LOGIN	0:21	201	0		

1 agents loaded in on all servers