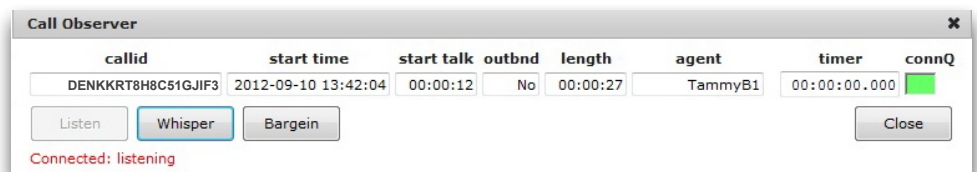# Spoken

Spoken Observer Call Monitoring

Whether your call center is brick-and-mortar or remote, keeping your finger on the pulse of agent performance can be an overwhelming task. Enter Spoken Observer, the online tool providing unprecedented access to live agent calls in real time. Spoken Observer allows supervisors to monitor live calls and whisper to either the agent or the caller to ensure call quality in real time.

Live call monitoring, whisper, barge in

Spoken Observer is the solution for monitoring live agent calls, regardless of supervisor or agent location. All that is required for access to Spoken Observer is a broadband pipe, a phone, and connectivity to the Spoken platform. Access to live calls is available on demand, 24/7. Supervisors simply select the client queue, and all live calls for that client appear instantly for connection to the supervisor's Spoken Observer station.

Maintain call quality with the following functions:

• Monitor live calls
• Whisper to the agent
• Whisper to the caller
• Barge in on the call

Call Observer							✖
callid	start time	start talk	outbnd	length	agent	timer	connQ
DENKKRT8H8C51GJIF3	2012-09-10 13:42:04	00:00:12	No	00:00:27	TammyB1	00:00:00.000	

| Listen | Whisper | Bargein | | Close |

Connected: listening

Improve the customer experience

While no supervisor can be everywhere at once, Spoken Observer allows team managers to perform on-the-spot coaching while supplying outstanding customer service for the caller and gaining insights into real-time call issues. Whisper to the caller to ask privately if an escalation is necessary, or whisper to the agent to provide directed coaching. In extreme cases, provide exceptional customer experience by proactively barging in on the call to offer assistance and solutions.

Observer Benefits

Customer experience:
improve the caller experience

Agent coaching:
whisper guidance for immediate issue resolution

Flexible:
use remotely or at brick-and-mortar call centers

The Spoken Contact Center Cloud Platform
provides a robust platform with a variety of plug-and-play services
Avaya Virtual ACD
Conversational IVR
Secure Data IVR
Citrix Remote Desktop
Call Recording
Screen Capture
Agent Evaluations

Spoken Communications

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