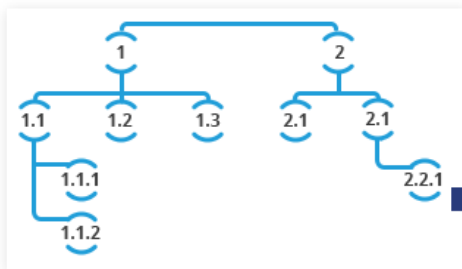


## PhoneUP Priority – Silent monitoring and whisper coaching for CUCM

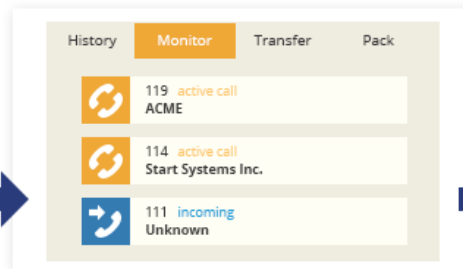
### Live monitoring and coaching

#### Configure user access levels



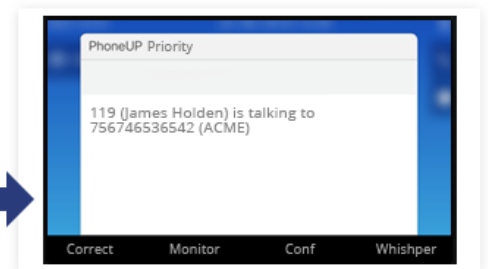
Configure teams and supervisors to define the access level.

#### View the calls of your team



Use PhoneUP Console to view the calls of your team in real time with client names fetched from CRM.

#### Monitor and whisper



Listen to the selected call and push Whisper to speak to the agent without customer hearing.



When monitoring the call the supervisor can record it for further evaluation and coaching.

### Premises audio monitoring

An easy way to enhance your security with zero investment in hardware - turn your Cisco IP telephony into the network of microphones and monitor premises remotely.

With PhoneUP Priority you can activate the speakerphone of any Cisco IP phone remotely and listen to what happens in a room. A simple on-demand function allows you to record the audio receiving.

### Extra

In addition to silent monitoring and whispering Priority offers:

- Barge option – when monitoring, supervisor can connect to the call (ad-hoc conference),
- Forced connection – allows to connect with a busy line forcibly putting the current call on hold.