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Compliance and Privacy Notice

8x8 Barge-Monitor-Whisper helps managers and supervisors to monitor phone conversations of employees with customers or others. Supervisors can use the whisper feature to communicate with the agent or the barge feature to communicate with both the agent and the customer. Please note that applicable privacy laws may require the consent of agents working for your business and your customers or others calling in. 8x8 provides recommended call monitoring and recording notification messages to callers for this purpose, although the use of these notifications does not relieve Customer from the obligation to comply with applicable laws. More specifically, your business may have obligations under privacy laws to:

- Inform workers and callers that a call may be monitored or recorded and the purposes for which the information will be used.
- Obtain consent to the monitoring or recording. If a caller proceeds with a call after hearing it will be monitored and recorded, consent may be implied.
- Provide practical alternatives to callers objecting to monitoring or recording, such as communicating in writing.
- Limit the uses of the information collected to the purposes specified to workers and callers.
- Comply with general privacy obligations regarding collected information, such as safeguarding it and providing access to it for purposes of updating and correcting it.

Nothing in this notice constitutes legal advice, and if you have any questions about applicable privacy laws, please consult a legal professional.
Chapter: 1 Barge—Monitor—Whisper

Overview

8x8 Barge-Monitor-Whisper is an excellent tool that helps office managers and supervisors to monitor phone conversations of employees on 8x8 PBX with customers or others. Whether it is to ensure quality of customer service, or to coach new agents during a conversation, or to interrupt a live call for an emergency, 8x8 Barge-Monitor-Whisper gives you flexibility. Before beginning to monitor a call, you can check the status of the extension user by any of the following methods:

- Configure one of your BLF keys on your phone extension to observe the busy status of the extension.
- Log in to Virtual Office Desktop or Virtual Office Online or Virtual Office Mobile to observe busy status.
- Log in to Switchboard to observe busy status.
- Log in to Virtual Office Analytics to observe active calls (busy status).

Benefits

Use 8x8 Barge-Monitor-Whisper:

- To ensure professional quality of customer service or customer support.
- To train new agents live during a phone call.
- To assist sales agents in negotiating a sales deal.
- To enable receptionists, admins, others to monitor then barge-into live calls for important or emergency interruptions.

Use Cases

The following use cases depict common uses of Barge-Monitor-Whisper service:

Front Desk Receptionist

If there is a high priority call for an employee who is currently busy on another call, the receptionist could simply barge in and inform the user of the important call.

Sales Team Supervisor/Call Center Supervisor

Supervisors can silently listen to agents’ calls with customers or others to ensure high quality of service or sales is delivered, and barge in to calls when necessary as a 3-way conference call to rescue or assist the transaction.

Group Trainer

A group trainer can listen to calls handled by group members, coach them live about phone etiquette during a call either whispering to them during the call or advising them after the call.
Monitor

A third party (Supervisor) silently monitors a normal 2-party call originated on or answered by an 8x8 PBX User (Agent) on a conversation with an external party (Customer). No audible sound would alert the agent or the customer that the conversation is being monitored. The supervisor is muted. The privilege to monitor calls (with or without a warning tone) can be granted to the supervisor by the PBX administrator.  

1. Press *22 or *BA before lifting the handset.
2. Press Dial or Call.
3. At the prompt, enter the extension # you want to monitor. You may be prompted for a access code.
4. Enter the access code to begin monitoring.

Important: Press *22 before lifting the handset.

Whisper

A supervisor silently monitoring a call between an agent and a customer can privately speak to the agent, without the customer hearing the discussion. When the whisper feature is activated, the supervisor can begin speaking to the agent. This is one-directional audio from supervisor to agent. The customer will not hear the whisper. Both supervisor and agent can hear the customer.

To whisper to the agent that you are already monitoring, dial *9 or *W.

To exit the whisper, mute the supervisors audio and revert to silent monitor mode, press *6 or *M.

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1 Please be aware that many jurisdictions require businesses to notify workers and callers about call monitoring or recording and/or obtain their consent. See "Compliance and Privacy Notice" on page 2 for more information.
**Barge**

A supervisor who is silently monitoring a call decides to enter the conference bridge, joining what then becomes a full 3 way conference call, where all 3 parties can hear each other. When the supervisor enters the call, a barge tone is played to alert all 3 parties.

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**BARGE**

To **Barge** into and join the call that you are already monitoring, dial `*5` or `*J`.

To **exit** the barge and revert to silent monitor mode, press `*6` or `*M`.

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**Barge Direct**

A supervisor can also barge directly into a call without monitoring first. This facilitates instant collaboration. Dial `*23`, then dial extension number. You are now immediately in a three-way conference call with the active call. You can also create a speed dial with `*23ExtensionNumber`. 
Observing Extensions Prior to Monitoring or Barging in to a Call

Prior to monitoring or barging in to a call, you can check the status of extension by any of the following methods:

- Using BLF Keys (Power Keys) to observe Busy status right on the phone
• Using Virtual Office Desktop or Virtual Office Mobile to observe Busy status on your desktop or a smartphone
• Using Switchboard Pro to observe Busy status on your desktop.
• Using VO Analytics to observe Busy status on a PC
Chapter: 2 Configuring Barge Permissions

Barge permissions are provisioned to extensions at the time of ordering barge service with 8x8. While ordering the service, you must specify the primary extensions to which barge permissions should be granted. Work with your 8x8 Sales representative to grant barge service to eligible extensions.

**Note:** You can assign barge permission to primary extension users only which excludes extensions associated with call queues, ring groups, virtual extensions, or auto attendants.

Once provisioned, these extension users have the following permissions:

- Ability to monitor all extensions within the PBX.
- Ability to secretly monitor and barge on all extensions.
- Ability to monitor without entering voicemail password.

As a phone system administrator, you can restrict or change the permissions as follows:

- Restrict or disable barge permissions for an extension through white lists. A white list specifies extensions of agents you can barge in to.
- Enable barge tone that signals the agent about the barge action.
- Prevent misuse of barge by prompting for access code.

**To configure barge permissions for an extension user:**

1. Log in to Account Manager.
2. Navigate to **Phone System**.
3. Click **Extensions**.
4. Select the extension you need to change barge permissions for.
5. Click **Edit** to view the extension settings.

6. Click to expand **Barge Permissions** tab.

7. Select or change the desired barge settings.

<table>
<thead>
<tr>
<th><strong>Barge Permissions</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Configure Barge Permissions for this extension</td>
<td>Select an existing whitelist to monitor or “Create a White List” on page 13.</td>
</tr>
<tr>
<td>Monitor Tone Enabled</td>
<td>If enabled, relays a beep tone to the agent signaling a barge session.</td>
</tr>
<tr>
<td>Barge Password Enabled</td>
<td>If enabled, prompts the supervisor to enter the voicemail password before beginning to monitor.</td>
</tr>
</tbody>
</table>
| Select option for the list of extensions allowed to be barged | **All**: Allows barging in to all extensions.  
**List**: Allows barging in to a specific barge list.  
**Off**: Disables barging. |

8. Save settings.
Create a White List

A white list includes extensions to which you can barge in. You can create a white list and assign it to an extension with barge permissions. This enables the extension user to barge in to extensions in the white list.

1. Log in to Account Manager and navigate to **Phone System**.

   • Select **Edit Lists**.

   OR

   • Go to **View All Extensions**, select an extension to edit and navigate to **Barge Permissions** tab. Click **Manage Barge Lists**.
2. Click **Create New List**. Name your list and add extensions to barge in to.

3. Click **Save**.