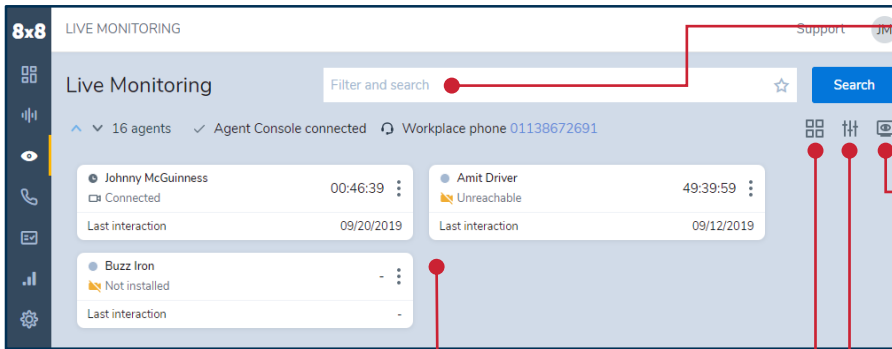


# Live Monitoring

## Screen Recorder Tool Download

In order for a supervisor to view an agents screen within Live Monitoring, each agent and supervisor must download and install the [Screen Recorder Tool](#).



### Filter and search

Filter and search for agents using various criteria.

### Screen Recorder Profiles

Modify, delete, assign, and make new recorder profiles.

### Agents

View the status and last interaction times of agents. Use the To monitor, view screen and record.

### Dashboard View

Switch between Compact and Comfortable views.

### Sort Agents

Sort agents by name and status.

## Access Manual Recordings

Access Manual Recordings in the Calls Search page once they are completed.

## Monitor Stats

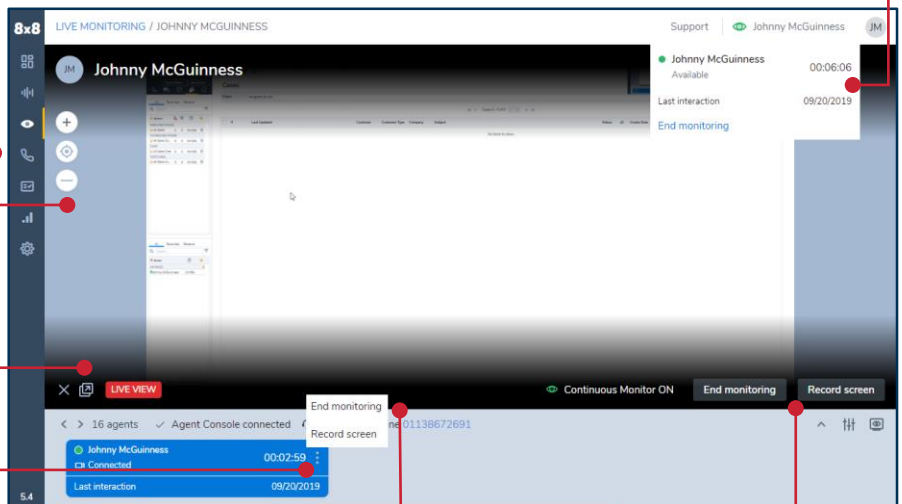
View the stats of the agent being monitored including agent status and time of last interaction.

## Zoom In/Out

Use the Zoom controls to Zoom in and out of the agents screen.

## Pop Out Screen

Open the agents screen in a new browser with Barge, Monitor and Whisper buttons.



## Monitoring Options

Display Monitoring Options for an agent including Monitor/End Monitoring and Record Screen.

## End Monitoring

End monitoring of the agent. This stops notifications coming to the supervisor when the agent receives a new interaction.

## Record Screen

Manually record the agents screen when they are not taking an interaction. LIVE VIEW will display on the left to indicate the manual recording.