

# Listening, Barging, and Teaching

Real Telecom created Listening, Barging, and Teaching functions to aid customers in applying the quality process into call handling activities. Permitted personnel, usually managers, are granted the ability to use these functions anytime they want. Also, permission to exercise any of these function may be limited to some or all other extension.

## Functions

- **Barge** into calls of the following extensions: Call Barge-in allows a third party to barge into an in-process call. Typically, this third person is either a secretary contacting the boss or possibly a co-worker in the next cube who needs help on a call. The permissions to jump into calls and listen to conversations may be legally restricted; please use extra caution here. Once permission has been set, Call Barge-in can be activated using the \*81 star code.
  - Example: Dial \*81 and the extension you would like to interrupt (e.g., \*81508, where 508 is the extension).
- **Teaching (whisper mode)** for the following extensions: Call Teach mode allows a third party on a line with only one of the parties knowing. This is typically useful in a call center when a trainer wants to offer tips to a new agent without the customer knowing. Once permission has been set, Call Teach can be activated using the \*82 star code.
  - Example: Dial \*82, then enter the extension number that should hear your voice (e.g., \*82508, where 508 is the extension).
- **Listen in** on calls of the following extensions: In Listen-In mode, a third party can listen in without being detected. The two parties speaking to each other are not aware of the listen-in. Users with permission to use Listen-in can activate it using the \*83 star code.
  - Example: Dial \*83, then enter the extension number that you would like to monitor (e.g., \*83508, where 508 is the extension).