

Administrators Guide

Silent Monitoring



Version: 7.2.x

SUPPORT@TELISCA.COM
TEL. +33 (0)1 46 45 05 12

HELP

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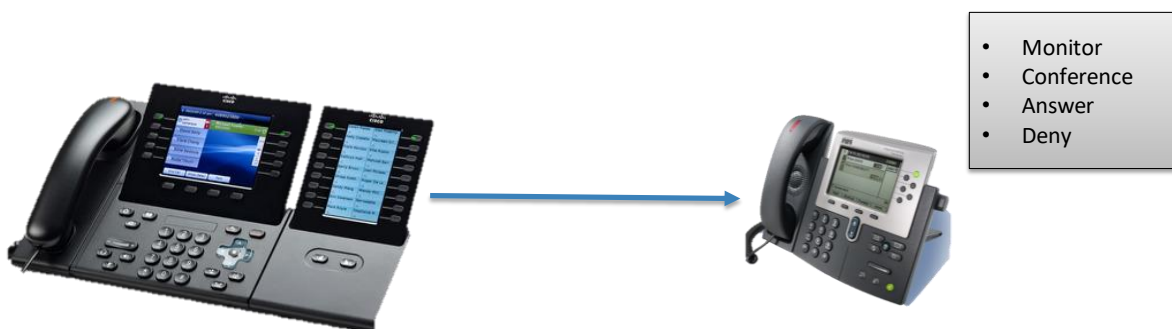
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1 Description

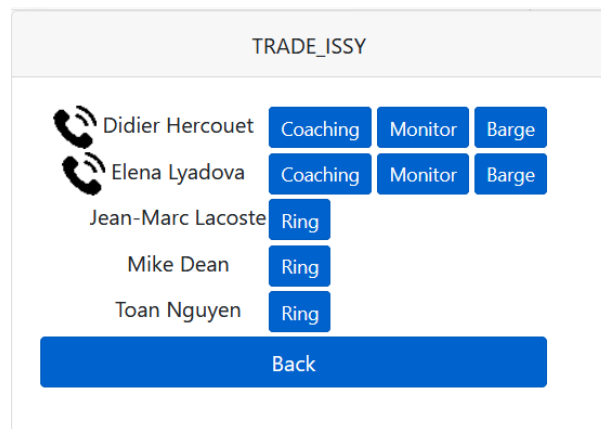
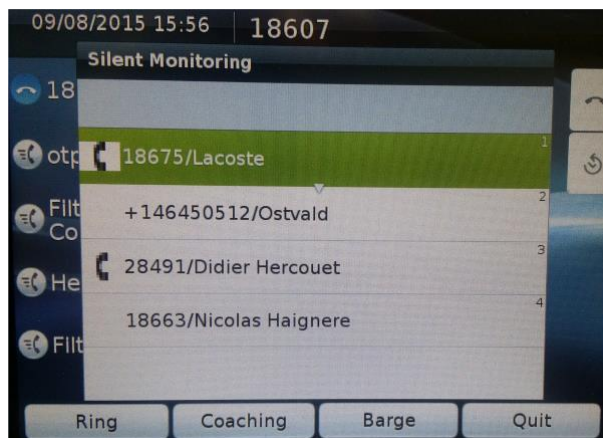
telisca Silent Monitoring allows a supervisor to listen to calls of team members simply by dialing the number of the line in use. The supervisor may listen – silently or not – with whisper coaching -or may join the call.

1.1 Features

- Silent Monitoring – discreetly listen to the call.
- Coaching – discreetly listen to the call and whisper to the internal party.
- Audio signal – the monitored positions are alerted by an audio signal that monitoring is in progress.
- Barge In – allows the supervisor to join the call
- Depending upon configuration parameters, the monitored line may confirm or reject the monitoring, answer in multi-call, or enter a conference.



- Several monitoring groups may be defined.
- The supervisor may, via an IP Phone Service or a Jabber Tab, display the agents and their line status in order to select the agent to monitor.



- Reports provide a detailed record of all monitoring sessions.

2 Prerequisites

Supported Cisco CUCM and IP Phones:

- CUCM version 10.5, 11.5, 12, 12.5, 14
- Cisco IP Phone 6911, 6921, 6941, 6945, 6961, 7811, 7821, 7841, 7861, 7906, 7911, 7921, 7925, 7931, 7937, 7941, 7942, 7945, 7961, 7962, 7965, 7970, 7971, 7975, 8811, 8821, 8831, 8841, 8845, 8851, 8861, 8865, 8941, 8945, 8961, 9951, 9965, 9971, IP Communicator (*),
- Cisco Jabber

- Windows servers supported:
 - Windows Server 2012 R2 Essentials or Standard
 - Windows Server 2016 Essentials or Standard
 - Windows Server 2019 Essentials or Standard
 - Windows Server 2022 Standard

- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
- Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E
- Cloud ready

*Whisper coaching feature is unavailable due to audio configuration on end users pc/laptop. Both monitor and barge facilities are available.

3 Configuration

3.1 IPS Framework and Administration

Silent Monitoring is installed using the global SETUP and selecting 'Silent Monitoring', which requires the adequate license file CTIAPP_lic.xml.

The installation and the configuration Silent Monitoring first of all requires the installation and the configuration of IPS Framework and Administration. Please read the document 'Installation and exploitation of telisca products'. Telisca Silent Monitoring is based on IPS modules Framework & Administration and CTI telisca server.

It is necessary to enter the required settings in IPS Administration screens:

- CUCM configuration
- CTI configuration

3.2 CTI configuration settings

Silent monitoring is based on JTAPI (CTI APIs) to connect to CUCM CTI Manager. The CTI Manager Service must thus be activated on at least one CUCM server. It is also possible to define a backup CTI Manager.

3.3 Global Configuration

See Framework Guide for more details

3.3.1 CUCM configuration

[Home](#) / [Global configuration](#) / [Configuration](#)

AXL SOAP interface

| | | |
|--|--|--|
| CUCM Publisher host * | <input type="text" value="10.2.105.10"/> | <input style="float: right;" type="button" value="?"/> |
| Backup CUCM host for AXL (read) | <input type="text"/> | <input style="float: right;" type="button" value="?"/> |
| CUCM Application User * | <input type="text" value="telisca"/> | <input style="float: right;" type="button" value="?"/> |
| Password | <input type="password" value="*****"/> | |
| | <input type="button" value="Test"/> | 10.5.2.10000(5) |
| Current CUCM version saved in config | 10.5.2.10000(5) | |
| CUCM Extension Mobility host | <input type="text" value="10.2.105.10"/> | <input style="float: right;" type="button" value="?"/> |
| Backup CUCM Extension Mobility host | <input type="text"/> | |
| TFTP server address | <input type="text" value="10.2.105.10"/> | <input style="float: right;" type="button" value="?"/> |
| Unity Connection host #1 | <input type="text" value="10.2.105.10"/> | <input style="float: right;" type="button" value="?"/> |
| Unity Connection host #2 | <input type="text"/> | <input style="float: right;" type="button" value="?"/> |
| Use different credentials for Unity Connection | <input type="checkbox"/> | <input style="float: right;" type="button" value="?"/> |

CUCM Publisher Host

Fill in with server IP or Hostname

CUCM Application User

Account created in CUCM for Telisca CTI

CUCM Extension Mobility Host

Fill in with server IP or Hostname

3.3.2 CTI Config

Home / Global configuration / CTI Configuration

Cancel Save

CTI server

Primary CTI Manager host * ?

Backup CTI Manager host

Use same Application User as in CUCM Config ?

Use a secured JTAPI CTI link ?

IP Phones monitored by CTI ?

Internal/external calls ?

Minimum internal numbers length

Maximum internal directory numbers length

Primary CTI Manager Host

Fill in with server IP or Hostname

CUCM's Application User for CTI

Account created in CUCM for Telisca CTI

IP Phones monitored by CTI

- Automatic and dynamic monitoring
- Defined in file only + dynamic supervision
- All IP Phones filtered by prefix
- All IP Phones filtered by prefix +defined in file

All IP Phones filtered by prefix

No prefix has been set, all IP phones will be monitored.

4 Administration

4.1.1 Parameters

Home / Silent Monitoring / Silent monitoring / Barge

Cancel Save

Enable Silent Monitoring / Auto Conference

CTI monitoring mode Automatic (by configuration of monitoring&monitored numbers)

Use of "Silent Monitoring" Phone Service

Display list of monitoring groups

Display "Alerting Name" for monitored lines

Display "Alerting Name" in alphabetic order

Display only numbers online

The Silent Monitoring Parameters tab

Enable Silent Monitoring / Auto Conference

Enable this feature and hit the 'Validate' button to turn this application on.

Monitor mode definition

CTI monitoring mode Automatic (by configuration of monitoring&monitored numbers)

...Silent Monitoring" Phone Service Automatic (by configuration of monitoring&monitored numbers)

...of monitoring groups All already CTI Monitored terminals (as defined in "CTI Config")

In order to support Silent Monitoring application the IP Phone requires to be CTI monitored.

- Automatic by calling and called directory number defined
The IP Phone to CTI monitored are found from the list of authorized calling and called directory numbers defined by groups. The directory-phone number association is based on the cache loaded in Global Config menu, CUCM Config tab. In Extension Mobility mode if a device profile has never been logged on an IP Phone, it may be necessary to reload the cache.
- All already CTI Monitored terminals
All the terminals that are used by Silent Monitoring, need to be defined as CTI Monitored, in Global Config menu, CTI Config tab.

Authorised monitoring numbers separated by

List calling directory number authorised to monitor or barge. If none is defined, any internal phone is authorised.

Monitoring phone numbers separated by

Directory number which will have the ability to silent monitor/barge on other calls creating a conference call. At least one directory number must be defined.

Monitoring actions

Select which actions are authorized for the supervisor.

Monitoring activation

Softkeys to display...

...Softkey "Ring"

...Softkey "Monitor" (Silent monitoring)

...Softkey "Coach" (Coaching)

...Softkey "Barge"

Silent Monitoring/Barge

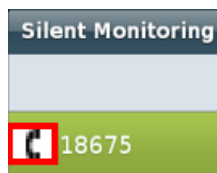
Silent Monitoring/Barge Silent Monitoring

Enable whisper

Audio notification on monitoring Disabled

Display only numbers online

- Silent Monitoring
Allows you to silent monitor other calls being made from your CUCM server.
- Whisper only (only present on Silent Monitoring)
When you silent monitor a call the monitoring phone will be placed on mute automatically.
- Audio notification on monitoring
When you silent monitor a call the monitoring phone will receive an audio notification inform them that they are being monitored.
- Display only online numbers
When calling the IP Phone service 'Silent Monitoring' from the IP Phone, the IP Phone's directory numbers are searched in the different monitoring group as an authorized monitoring number. If found, all the directory numbers to monitor defined in this group are listed, with their phone status. If a phone symbol is present beside the directory number that means the phone is on a call (displayed in image below). It is possible to list only the numbers which are online.



Silent Monitoring/Barge Barge

Mute phone

Push confirm/reject screen on called phone

Display only numbers online

- Barge
This will place you into a 3 way conference call once you have selected the directory number you want to barge into.
- Mute phone
When you barge into a call the monitoring phone will be placed on mute.
- Push confirm/reject screen on called phone
- Display only online numbers
When calling the IP Phone service 'Silent Monitoring' from the IP Phone, the IP Phone's directory numbers are searched in the different monitoring group as an authorized monitoring number. If found, all the directory numbers to monitor defined in this group are listed, with their phone status. If a phone symbol is present beside the directory number that means the phone is on a call (displayed in image below). It is possible to list only the numbers which are online.



When a call from an authorised calling number rings on a phone already in a call, the XML screen above is pushed on the called IP phone.

It shows the calling name/number and includes three softkeys:

- o Barge – conferences the call
- o Answer – answers this call and places current call on hold
- o Reject – Drops the call and sends a notification to the calling phone

4.1.2 Groups' list

Home / Silent Monitoring / Monitoring groups # supervisors + agents / # licenses : 6 / 16 Close

Add group

| | | Group name | Monitoring numbers | Monitored numbers |
|--|--|------------|--------------------|--|
| | | HELPDESK | 105007 | 105016,105005 |
| | | TRADE_ISSY | 105007 | 105096,105016,105005,+33146450512,105008 |

1

It is possible to define several group of monitoring with authorized monitoring numbers (calling) and monitored numbers (called). Each group is identified by a unique name.

Home / Silent Monitoring / Silent monitoring / Barge Cancel Save

Monitoring group name * TRADE_ISSY

Numbers of supervisors (separated by ",")
105007

Monitored numbers (separated by ",")
105096,105016,105005,+33146450512,105008

Monitored IP Phones (separated by ",")

4.1.3 IP Phone Service

You may choose to use Silent Monitoring by displaying the list of directory numbers to monitor from the supervisor phone. In this case you should create the Silent Monitoring IP Phone Service in CUCM from Global Config > Install Service menu.

Then you will subscribe the phone or device profile of the supervisors to this IP Phone Service.

Then, make sure that the directory number of the supervisor is defined in a Silent Monitoring group. When calling the Silent Monitoring IP Phone Service it will display the list of Directory numbers defined as numbers to monitor with online status. If the option is checked in Parameters, only numbers which are already online will be displayed.

If the option 'Enable Whisper' is checked in Parameters, then the Soft Keys displayed will be Dial, Coaching, Barge, Quit otherwise they will be Dial, Monitor, Barge, and Quit.



4.1.4 Jabber's tab

The supervisor can monitor the agents from a Jabber's tab.

The Jabber configuration file Jabber-config.xml, on CUCM TFTP Server, must be amended to add a tab with the URL of Silent Monitoring application.

```
<?xml version="1.0" encoding="utf-8"?>
<config version="1.0">
<Client>
<jabber-plugin-config>
<browser-plugin>
<page refresh="true" preload="true">
<tooltip>IP SMA</tooltip>
<icon>http://IP_SERVEUR_TELISCA:8081/www/img/silentmon.png</icon>
<url>http://IP_SERVEUR_TELISCA:8081/CTI/?do=SILENT_MON_LIST&user=${UserID}</url>
</page>
</browser-plugin>
</jabber-plugin-config>
</Client>
</config>
```

This can be done from CUCM administration starting from version 12.5. You have to select User Management > User Settings > UC Services. Then create an UC Service.

In the UC Service, please create a client config, jabber-plugin-config. Use the same URL than for Jabber-config.xml.

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

UC Service Configuration Related Links: [Back To Find/List](#)

Save Delete Copy Add New

Status

Update successful

UC Service Information

UC Service Type: **Jabber Client Configuration (jabber-config.xml)**
 Product Type: **Jabber**
 Name*
 Description

Jabber Configuration Parameters

| Section | Parameter | Parameter Description | Value | Operations |
|--------------------|----------------------------|--|-------------|----------------|
| Directory | UdsServer | Specifies the address of the CUCM User Data Service server | srv8 | Delete |
| Directory | PresenceDomain | Specifies the domain of the presence node | telisca.loc | Delete |
| Directory | DirectoryServerType | Specifies the directory server type | UDS | Delete |
| Directory | UseSipUriToResolveContacts | Use SIP URI to resolve contacts | true | Delete |
| -- Not Selected -- | -- Not Selected -- | | | Add Add Custom |

| Section | Multipart Parameter | Parameter Description | Value | Operations |
|--------------------|---|-----------------------|---|------------|
| Client | jabber-plugin-config browser-plugin-v2 page | icon | Icon <input type="text" value="http://10.1.1.242:8081/WV"/> | Delete |
| | | preload | Preload <input type="text" value="true"/> | |
| | | internal | Internal <input type="text" value="true"/> | |
| | | refresh | Refresh <input type="text" value="true"/> | |
| | | uri | URL <input type="text" value="http://10.1.1.242:8081/CTI"/> | |
| | | tooltip | Tooltip <input type="text" value="Silent Monitoring"/> | |
| -- Not Selected -- | -- Not Selected -- | | | Delete Add |

Save Delete Copy Add New

4.1.5 Reporting

[Home](#) / [Silent Monitoring](#) / [Reporting](#)

Report

- 2020-07-23

Time;Calling;Called;action
 05:16:44.790;Init.....

Authorized users can see a daily report of who has listen who and in which mode. If errors, they are also reported in the report.

4.2 CUCM requirements for 'Silent Monitoring'

To setup this function you will require the following to be in place on the CUCM server:

4.2.1 Application Users group

You have to add the following group to your CUCM application user:

- **Standard CTI Allow Call Monitoring**

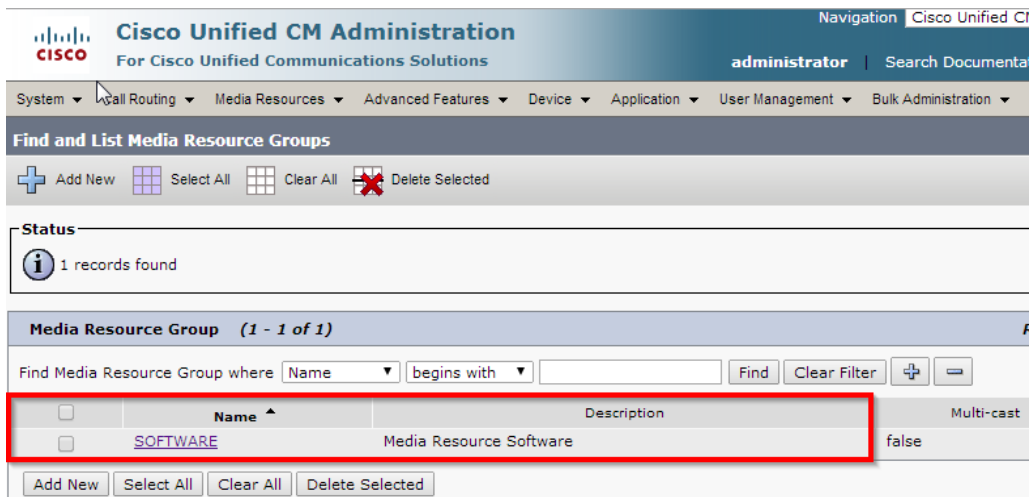
4.2.2 Built in Bridge

You must enable the built-in bridge option on all phones with which you want to silent monitor, set this option on within **>Device>Phone>Device Name (Line)>**

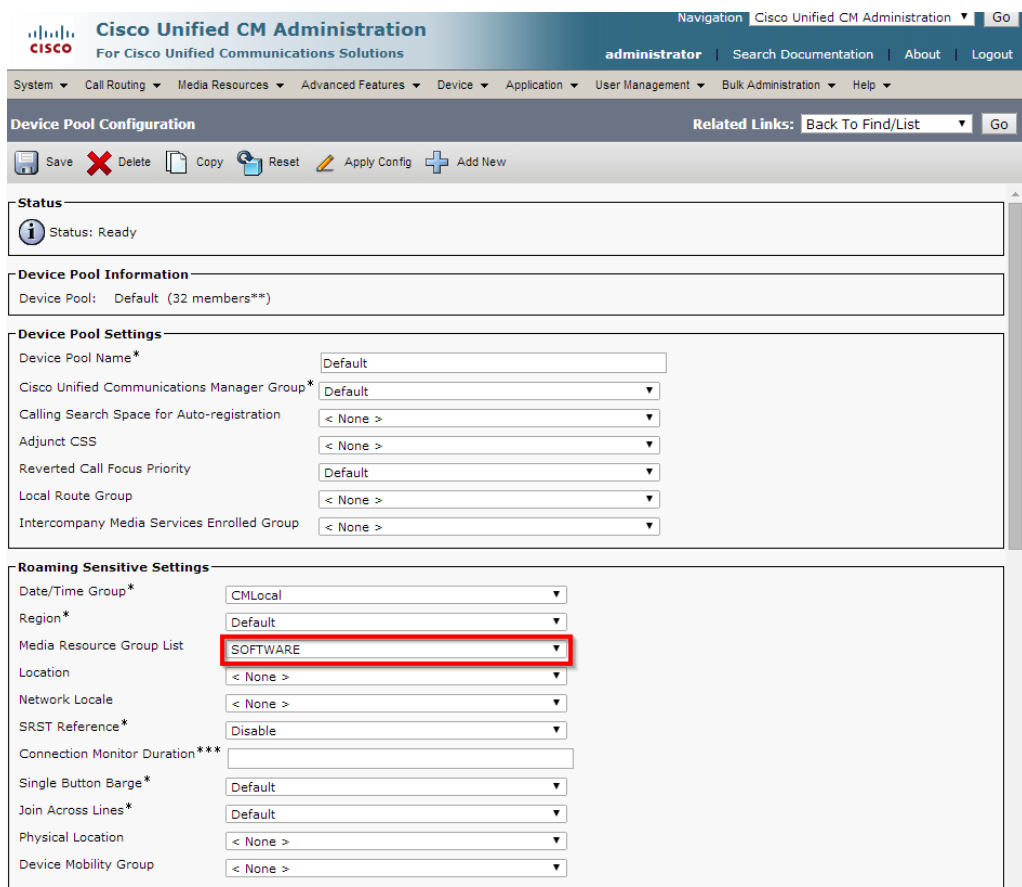
Built In Bridge*

4.2.3 Media resource group

If you are managing several sites and only want this application to be active on a particular site, then you would need to configure a media resource group (screen shot 1) and assign this to the device pool (screen shot 2). Click here for [Cisco documentation](#).



Screen shot 1



Screen shot 2

4.2.4 Monitoring Calling Search Space

The monitoring calling search space of the supervisor line appearance must include the agent line or device partition to allow monitoring the agent.

Set the monitoring calling search space on the supervisor line appearance window. Choose an existing calling search space from the drop-down list box.

The default value specifies none.

So, if CSS is defined for the monitored party then the line used by the monitoring party must be defined to "Monitoring CSS" which includes the monitored party.

Line 1 on Device SEPA80C0DA89E88

| | |
|--|---|
| Display (Internal Caller ID) | Nicolas Haignere identity of the caller. |
| ASCII Display (Internal Caller ID) | Nicolas Haignere |
| Line Text Label | |
| ASCII Line Text Label | |
| External Phone Number Mask | |
| Visual Message Waiting Indicator Policy* | utiliser règles syst. ▼ |
| Audible Message Waiting Indicator Policy* | Par défaut ▼ |
| Ring Setting (Phone Idle)* | Ring ▼ |
| Ring Setting (Phone Active) | Utiliser les valeurs par défaut du système ▼ Applies to |
| Call Pickup Group Audio Alert Setting(Phone Idle) | Utiliser les valeurs par défaut du système ▼ |
| Call Pickup Group Audio Alert Setting(Phone Active) | Utiliser les valeurs par défaut du système ▼ |
| Recording Option* | Enregistrement d'appels désactivé ▼ |
| Recording Profile | < None > ▼ |
| Monitoring Calling Search Space | Telisca ▼ |
| <input checked="" type="checkbox"/> Log Missed Calls | |

5 Troubleshooting

When barging into a call your monitoring phone is set to mute, make sure you have this option unticked.

If your monitoring phone is unable to barge into a call and it just creates an additional call instead of a conference, this could be related to the model of the phone not supporting multiple calls. (IP Phones models - **CP-6941** - do not support this feature)

After installing the setup, the first time, you must enable 'Silent Monitoring' then restart telisca CTI server from the administration, **>Menu>Global Config>CTI Control**