



Use Cases

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Unified CM-Based Silent Monitor Use Cases

The following use cases illustrate how Unified CM silent monitor behaves in various scenarios.

Table 1: Unified CM-Based Silent Monitor Use Cases

Supervisor Silent Monitors Agent with Legacy Unified CM	The supervisor desktop receives a control failure and displays error 13140.
Supervisor Silent Monitors Agent; Agent has Legacy Phone	The supervisor desktop receives a control failure and displays error 13139.
Supervisor Silent Monitors Agent; Supervisor has Legacy Phone	Silent monitor is successful. The supervisor is not required to have a 79x1 phone for silent monitor.
Supervisor Silent Monitors Mobile Agent	The supervisor desktop receives a control failure and displays error 13140.
Supervisor Silent Monitors Agent Whose Phone Has the Built-in-Bridge Disabled	The supervisor desktop receives a control failure and displays error 13141.
Supervisor Silent Monitors Agent Whose Line Does Not Belong to a Partition Included in the Monitoring Calling Search Space	The supervisor desktop receives a control failure and displays error 13142.

Supervisor Selects an Agent with No Calls	Because Unified CM does not allow a silent monitor session to start before a call is active on the device, CTI OS disables Start Silent Monitor until the agent has a call. This behavior is different from that of the CTI OS-based silent monitor, where an agent without a call can be monitored.
Supervisor Selects an Agent with a Call	Start Silent Monitor is enabled.
Supervisor Silent Monitors Agent	The supervisor is silent monitoring an agent. Because Unified CM-based silent monitor is implemented via a call, the supervisor can hold, retrieve, and release the call. This behavior is different from the CTI OS-based silent monitor, where silent monitor is implemented using a UDP stream between the two party's desktops.
Supervisor Silent Monitors Agent and Updates Call Data	The supervisor can update call data for a silent monitor call. However, because the call cannot be transferred or conferenced, and because the agent cannot see the call, this functionality has limited use. This behavior is not possible using CTI OS-based silent monitor because no call exists for the silent monitor session.
Supervisor Stops Silent Monitoring	<p>The monitoring call is linked to the call being monitored. When either the agent or the customer terminates the monitored call, the monitoring call ends as well.</p> <p>Supervisors can also stop monitoring anytime after it is started by releasing the monitor call from either their desktop or their IP Phone. This is different from the CTI OS-based silent monitor because no call exists for the silent monitor session.</p>

Supervisor Selects Agent with a Call while Silent Monitoring another Agent	Because supervisors are not allowed to silent monitor two agents at the same time, the supervisor's Start Silent Monitor button is disabled.
Supervisor Silent Monitors Agent, Agent Holds and Resumes Call	In this case, the supervisor is silent monitoring an agent while an agent puts the call on hold and then resumes the call. When the call is on hold, the supervisor's silent monitor call is put on hold. A Music on Hold (MOH) server is not inserted into the silent monitor call so the supervisor hears nothing until the agent resumes the call. The only means that the supervisor has of knowing that the agent has put the call on hold is that the call appears on the supervisor desktop's Monitored Calls grid.
Supervisor Silent Monitors Agent, Customer/Other Agent Local to Unified CM Holds Call	In this case, the supervisor is silent monitoring an agent on a call with another agent or customer; supervisor and agent are on the same Unified CM. When the customer or other agent puts the call on hold, the supervisor's silent monitor call is put on hold. An MOH server is inserted into the silent monitor call so the supervisor hears MOH.
Supervisor Silent Monitors Customer External to Unified CM Holds Call	In this case, the supervisor is silent monitoring an agent on a call with a customer using a device not controlled by Unified CM. When the customer puts the call on hold, the supervisor's silent monitor call is put on hold. The supervisor hears whatever the agent hears.
Supervisor Silent Monitors Agent, Supervisor Holds and Retrieves Silent Monitor Call	When the supervisor holds a silent monitor call, the supervisor hears nothing when the call is put on hold. An MOH server is not inserted into the call. This behavior is not allowed in the CTI OS-based silent monitor because the CTI OS silent monitor solution is not implemented through a call.

Supervisor Silent Monitors Agent Who Has Put Call on Hold	Unified CM does not allow a supervisor to monitor a call that is on hold. Start Silent Monitor is disabled when the supervisor selects an agent who is on hold. This behavior is different from the CTI OS-based silent monitor. Supervisors can start silent monitor on held calls using the CTI OS silent monitor solution.
Supervisor Silent Monitors Agent, Agent Hangs Up	The supervisor's silent monitor call ends when the agent hangs up the call. After the silent monitor call ends, the supervisor's Start Silent Monitor button is enabled. If the supervisor wants to monitor the agent's next call, the supervisor must start monitoring the agent again when the agent receives a new call. This behavior is different from the CTI OS-based silent monitor. The CTI OS-based silent monitor continues to monitor the agent until the supervisor clicks Stop Silent Monitor or until the agent logs out.
Supervisor Silent Monitors Agent, Caller Hangs Up	The supervisor's silent monitor call ends when the caller hangs up the call. This behavior is different from the CTI OS-based silent monitor. The CTI OS-based silent monitor continues to monitor the agent until the supervisor clicks Stop Silent Monitor or until the agent logs out.
Supervisor Silent Monitors Agent, Supervisor Configured for Wrap Up	Supervisors do not wrap up after a silent monitor call ends regardless of the supervisor's desk settings.

Supervisor Silent Monitors Agent, Agent Wraps Up	<p>The supervisor's silent monitor call ends when the voice portion of the call has terminated. This means that the supervisor's silent monitor session ends when the agent transitions to the wrap-up state. This behavior is different from the CTI OS-based silent monitor. The CTI OS-based silent monitor continues to monitor the agent until the supervisor clicks Stop Silent Monitor or until the agent logs out.</p>
Agent puts the monitored call on hold and accepts a new call, then supervisor monitors the new call	<p>The supervisor must stop monitoring the held call. Choose the new call to the agent and then start monitoring that call. The supervisor can monitor only one call at a time. This behavior is different from the CTI OS-based silent monitor. The CTI OS-based silent monitor automatically monitors the active call.</p>
The Supervisor Receives a Call While Monitoring an Agent	<p>The supervisor can accept an incoming call while silently monitoring an agent. The silent monitor call is put on hold when the supervisor answers the new call. The supervisor can click Alternate to cycle between the calls. The supervisor can click Reconnect to release the new call and return to the silent monitor call.</p> <p>This behavior is different from the CTI OS-based silent monitor. Because CTI OS-based silent monitor sessions are played to the supervisor desktop's speaker, there is no silent monitor call to be put on hold. The supervisor hears the new call on the phone and the silent monitor session on the speaker.</p>

Supervisor Silent Monitors Agent, Agent Consults	The supervisor's silent monitor call is put on hold while the agent is talking to the consulted party. If the supervisor wants to monitor the consult call, the supervisor must stop monitoring the held call first. This behavior is different from the CTI OS-based silent monitor. The CTI OS-based silent monitor automatically monitors the active call.
Supervisor Silent Monitors Agent, Agent Consults and Reconnects	The supervisor's silent monitor call is put on hold while the agent is talking to the consulted party. When the agent reconnects, the supervisor's silent monitor call is taken off hold and the supervisor resumes hearing the agent's call. This behavior is different from the CTI OS-based silent monitor. The CTI OS-based silent monitor automatically monitors the active call.
Supervisor Silent Monitoring Agent, Agent Consults, Supervisor Monitors Consult Call	Because a supervisor is only allowed one silent monitor session at a time, the supervisor must stop silent monitoring the current call and then start silent monitoring the consult call. The silent monitor session ends when the supervisor stops silent monitor or when the original agent transfers or conferences the consult call. This behavior is different from the CTI OS-based silent monitor. The CTI OS-based silent monitor automatically monitors the active call. If the call is transferred or conferenced, the supervisor continues to monitor the agent until the supervisor clicks Stop Silent Monitor or the agent logs out.

Supervisor Silent Monitors Agent, Agent Consults and Conferences	The supervisor's silent monitor call is put on hold while the agent is talking to the consulted party. When the agent completes the conference, the supervisor hears all parties on the conference. This behavior is slightly different from the CTI OS-based silent monitor. The CTI OS-based silent monitor automatically monitors the active call (the consult call is monitored until the conference is completed).
Supervisor Silent Monitors Agent Already Monitored by another Supervisor	The supervisor's Start Silent Monitor button is disabled when an agent who currently has a call monitored by another supervisor is selected in the agent grid.
Supervisor Silent Monitors Agent, Barges In, and Intercepts	Currently, a supervisor is not allowed to barge in on an agent when the supervisor has an active call with the agent. Because silent monitor is implemented through a special call with the agent, the supervisor must stop silent monitoring by clicking either Release or Stop Silent Monitor before barging in. This behavior is different from the CTI OS-based silent monitor. The supervisor does not need to stop silent monitor session to barge in.
Supervisor Silent Monitors and Consultative Conference Supervisor Silent Monitors and Consultative Transfer Supervisor Silent Monitors and Single Step Transfer	Not supported. Transfer and Conference are disabled when the supervisor is silent monitoring.
Supervisor Silent Monitors in Not Ready State	The supervisor is allowed to silent monitor in this state provided the supervisor has selected an agent who is in the Talking state.

<p>Supervisor Silent Monitors in Ready State</p> <p>Supervisor Silent Monitors in Talking State</p> <p>Supervisor Silent Monitors in Wrap Up State</p>	<p>The supervisor is not allowed to silent monitor in these states. Start Silent Monitor is disabled. This behavior is different from the CTI OS-based silent monitor. Because the CTI OS-based silent monitor is not implemented through a call, the supervisor does not have to be Not Ready.</p>
Supervisor Silent Monitors Outbound Agent	A supervisor can monitor an outbound agent the same as any other agent.
Supervisor Silent Monitors Outbound Agent with Reservation Call	When a supervisor selects an outbound reservation call, Start Silent Monitor is disabled. This behavior is different from the CTI OS-based silent monitor. The CTI OS-based silent monitor does not prevent supervisors from monitoring the reservation call.
Supervisor Silent Monitors another Supervisor	When a supervisor monitors another supervisor, the monitoring supervisor sees the silent monitor call on the desktop. The button enablement for the monitoring supervisor is the same as when an agent is monitored. The monitored supervisor does not see the monitored call on the desktop.
Supervisor Barges In on Agent Monitored by another Supervisor	If Supervisor A is monitoring Agent A and Supervisor B barges in, Supervisor A hears the conference among Agent A, Supervisor B, and the customer.
Supervisor Silent Monitors 7.1 or Earlier Agent Desktop	Supervisors can monitor legacy CTI OS desktops and Siebel desktops with Unified CM-based silent monitor. The only restriction is the silent monitor warning that can optionally be displayed on the agent desktop. Because the events that legacy desktops use to display the warning are now different, the legacy desktop cannot display the warning.

7.1 or Earlier Supervisor Silent Monitors 7.2 Agent desktop	If CTI OS Server is configured for Unified CM-based silent monitor and a supervisor using a 7.1 or earlier desktop attempts to monitor an agent using a 7.2 desktop, CTI OS rejects the request to silent monitor the agent. The supervisor desktop displays a dialog containing error code 0x15.
Supervisor Silent Monitors Agent Whose Device has Security Enabled	Unified CM rejects requests to silent monitor agents whose devices have security enabled.

