

IPcelerate

IPMONITOR CALL MONITORING

Listen - Coach - Control

- Monitor calls in real-time
- Whisper helpful tips
- Barge-in to control the call



IPmonitor: Listening, coaching and barging to assist your team

IPmonitor provides call monitoring and barge-in capabilities for your entire organization using Cisco Unified Communications.

Phone reps are a fact of doing business, and in many cases represent the first contact a customer has with your company. Indeed, in a cluttered world where one company's product can be nearly identical to another's, quality service is often the deciding factor for

finicky customers. But do you really know how your operators are behaving?

IPmonitor allows your organization to monitor and barge into calls to be sure things are done right the first time around.

Access

IPmonitor provides users the ability to monitor and barge into calls from a web interface or their Cisco IP Phone. Supervisors

are allowed to monitor and barge into calls for the monitor groups they are assigned to.

Related Products and Modules

IPsession (required)

Provides phone/user registration, whisper and barge functionality.

IPstudio (optional)

Provides call recording.

IPfusion (optional)

Customize your own VoIP applications tailored for business workflow.

IPcelerate is a technology company that provides an advanced applications framework and products for companies adopting Voice over IP (VoIP). IPcelerate's Network IP Applications (NIPA) Framework has become the foundation of embedded VoIP products and solutions found in the smallest emerging businesses to the largest enterprise organizations. IPcelerate technologies include situational awareness applications with embedded alerting, interactive broadcast applications, recording/archival/sharing solutions for voice and video sessions, video surveillance for emergency response, and application-controlled presence/video solutions. For more information, please visit our website at www.ipcelerate.com.

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Developer
Technology



Highlights:

Just a few quick notes about IPmonitor

- 1. Distributed Architecture**
Whether your phones are at a single site, multiple buildings or at multiple sites, IPmonitor supports a distributed architecture to monitor calls throughout your entire network.
- 2. Two Robust Platforms**
IPmonitor 10 and 50. Product numbers represent the number of simultaneous calls that can be monitored.
- 3. Monitoring Groups**
Supervisors can build monitoring groups to easily find active calls within their groups to monitor.
- 4. Monitoring Logs**
Per monitoring group basis, search for and view monitoring logs to verify monitoring activity.
- 5. Flexible Access**
Monitor calls via a web interface or from a Cisco IP Phone. No matter where you monitor from, you can also Barge into the call being monitored.

Integration & Architecture

In order for IPmonitor to provide functionality in a Cisco Unified Communications network, the IPsession application server will need to be installed. IPsession maintains the status of the Cisco IP Phones and signals IPmonitor to know when a phone call is active. Once IPmonitor knows there is an active call, users can monitor the call from the Internet Explorer browser or Cisco IP Phone.

There are two IPmonitor platforms: IPmonitor 10 and IPmonitor 50. IPmonitor platforms can work together to support any type of network topology your organization uses for Cisco Unified Communications.

IPmonitor supports multiple network architectures and Cisco Unified Communications deployment models. From single site to multiple sites to multiple clusters, IPmonitor with IPsession can provide a call monitoring and barge solution for you.

Group Access & Management

IPmonitor provides the ability to build monitoring groups. Monitoring groups consist of IP phones to make it easier to access and manage monitoring sessions. Group Supervisors can be assigned to one or multiple groups and can easily monitor active calls no matter which group the call is active in. Later supervisors

using the web interface can generate report logs to view monitoring sessions and track activity. Some supervisors can even manage groups, so they are able to add or delete phones from a monitoring group.

Coach & Barge

Provide instant coaching while you are monitoring the call. Because IPmonitor is used with IPsession, you will have the ability to whisper-intercom to the user that is on the call that you are monitoring to provide helpful coaching tips. Don't want to whisper-intercom, then use IPsession to send a text message to the user's IP Phone LCD.

Does the call warrant your intervention? Then from the web interface or the Cisco IP Phone, select 'barge' and instantly be connected to the call that you were monitoring.

Call Recording

Call recording is NOT part of IPmonitor, but it is a solution that can be provided by IPcelerate.

IPstudio is the call recording product that works in conjunction with IPmonitor, so that not only can you monitor calls, you will also have those calls recorded for later review.

Find out more about IPstudio at: <http://www.ipcelerate.com/ipstudio.html>.

Contact Information:

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<http://www.ipcelerate.com/contact.html>

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