



fuze

Call Monitoring

Fuze Enablement Team

Overview

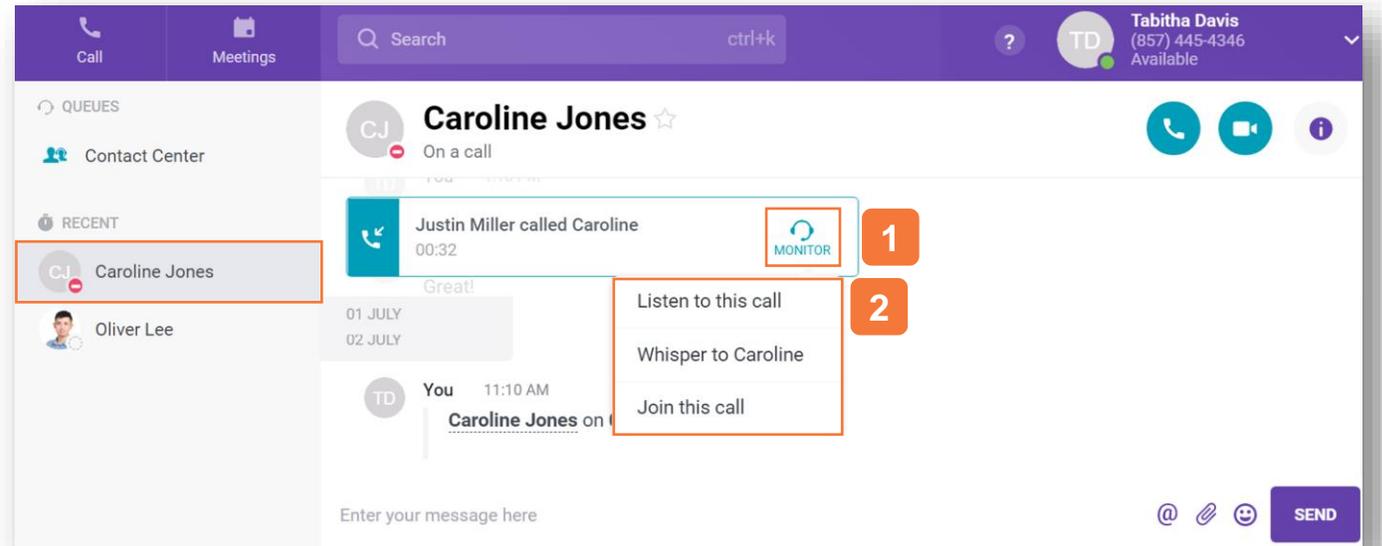
Calls may be monitored in various ways to assist in training, provide timely checkups, or just to assist during the call.

Call monitoring must be enabled by Fuze. Please contact your local admin to utilize call monitoring.

Call Monitoring

To monitor a call, locate the contact who is on a call.

1. Click **Monitor**
2. Select from the following:
 - **Listen to this call:** Join the call in listen only mode
 - **Whisper to user:** Join the call to speak to the user
 - **Join this call:** Join the call to speak with all parties



Call Monitoring

Once in the call, the monitor mode may be switched by selecting an option from the top of the screen.

Click  to end call monitoring and leave the other parties connected.

