

Fridays' Swyx Tip

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 A group blog by Mirjam Baumberger in General



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Fridays' Swyx Tip #11: Call intrusion on your fingertip



Entry posted by Tom Wellige November 15, 2019
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From 2009 to 2011 [mirjam baumberger](#) wrote a great blog, the "**Fridays' Swyx Tip**". Every Friday she posted a tip regarding the usage of SwyxWare and connected tools and devices. As the old forum is [offline](#), this article series will be restored here again over the time. Please note that some information in this article series might not be valid anymore with current SwyxWare versions.

This blog article was originally posted on 13.02.2009 01:38

Dear Swyx Users

Did you know that Swyx allows supervisors and call centre manager to monitor conversation of their agents?

Call intrusion is part of Swyx Option Pack Monitor and enables managers to silently listen into current conversations on the Swyx Server. The intruder can also barge in to the conversation and assist the agent or he can join as a full participant and talk to both parties simultaneously.

In the screen shot, John is intruding on David's conversation. A simple right click on Davids Speed Dial, select call intrusion and John is connected to Davids call.



Once connected ,John can changed his "listening mode" to "speak mode" by entering the DTMF digits ***24*2#** .

***24*1#**

Listening only

You hear both call partners.

***24*2#**

Listen to both sides, speak with agent

You hear both call partners, and the agent hears you. The other call partner (e.g. the external customer) hears only the agent.

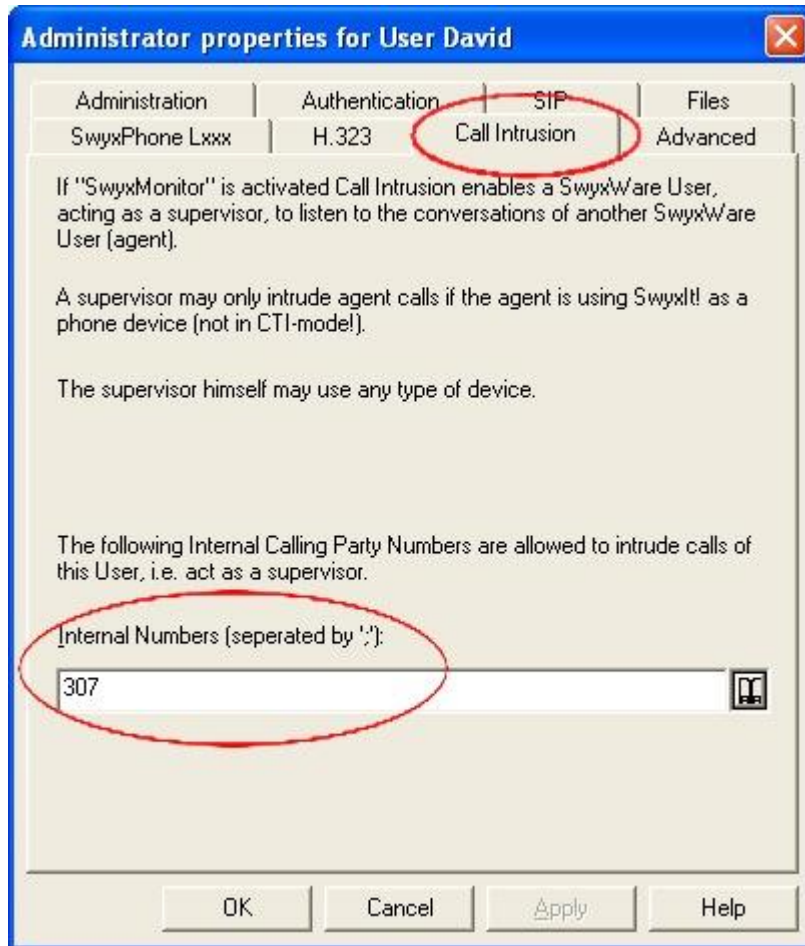
***24*3#**

Listen to both sides, speak with both sides.

You can participate directly in the conversation.

In the Swyx Administration, you have to configure the Users or Groups which are allowed to intrude on the agent.

Go to: > Users\Properties\Administration\Call Intrusion.



Then add the "Call intrusion" field in the context menu of the SpeedDial add the following registry key to the Intruders PC:

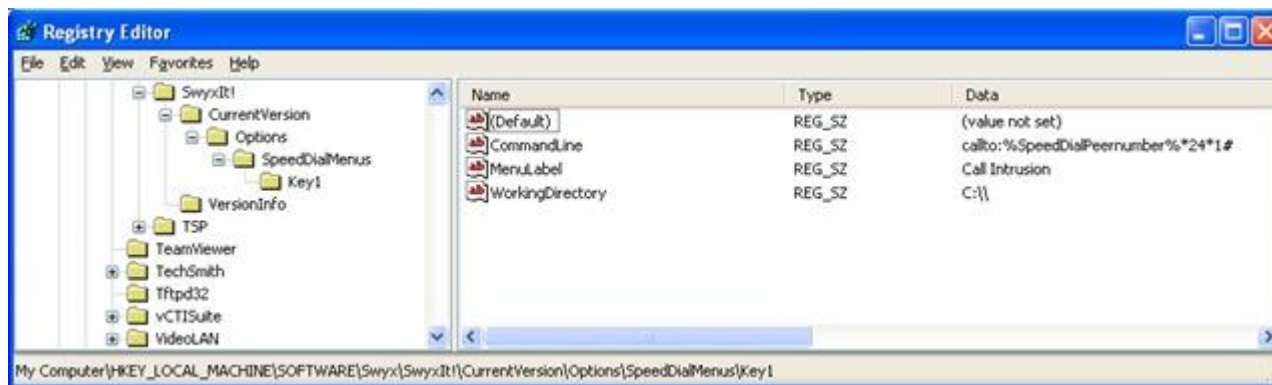
HKEY_LOCAL_MACHINE\SOFTWARE\Swyx\SwyxIt!\CurrentVersion\Options\SpeedDialMenus\Key1

Here you add three new String Values:

CommandLine = callto:%SpeedDialPeernumber%*24*1#

MenuLabel = Call Intrusion

Working Directory = C:\\



Have a good weekend and happy Swyxing...

Regards

Mirjam

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