SIP Server Deployment Guide

Switching Between Supervision Modes

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Switching Between Supervision Modes

Contents

Call Supervision functionality has been enhanced to enable a supervisor to change between any supervision modes—silent monitoring, whisper coaching, or open supervisor presence—in MSML-based call monitoring, as follows:

- To switch from any mode to `connect` (or open supervision), the supervisor uses a TSetMuteOff request.

- To switch from any mode to `mute`, the supervisor uses a TSetMuteOn request.

- To switch from `mute` to `coach`, the supervisor uses a TSetMuteOff request with the `MonitorMode=coach` extension key.

- To switch from `connect` to coach, the supervisor uses a TSetMuteOn request with the `MonitorMode=coach` extension key.

When a supervisor changes the supervision mode using the TSetMuteOff or TSetMuteOn request, SIP Server generates an EventPrivateInfo(4024) message with the `MonitorMode` key in AttributeExtensions to the supervisor and agent DNs, and all of subscribed T-Library clients.

Switching between supervision modes can be performed only during an established supervision call (with a supervisor present on the call), and from the same supervisor DN from which the TMonitorNextCall request was sent.

This feature is supported for Assistance Supervision and Multi-site Supervision, and for both monitoring scopes agent and `call`.

Note: This feature depends on support from specific versions of Workspace Desktop or a T-Library client. Consult corresponding documentation for the availability of this new feature in those components.

Feature Configuration

In the `TServer` section of the SIP Server Application, configure the following options:

- `msml-support`—Set this option to `true`.
- `sip-enable-call-info`—Set this option to `true`.

Other call supervision options can be configured as required:

- cancel-monitor-on-disconnect
- default-monitor-mode
- default-monitor-scope
- intrusion-enabled
- monitor-internal-calls
- monitor-consult-calls

Configuration Options

The `sip-enable-call-info` configuration option has been modified to support this feature.

sip-enable-call-info

Default Value: `false`
Valid Values: `true, false`
Changes Take Effect: Immediately

If set to `true`, SIP Server does the following:

- Distributes the information about call participants to logged-in agents by using the SIP NOTIFY method and EventUserEvent messages.
- Distributes an EventPrivateInfo(4024) message, with the `MonitorMode` key in AttributeExtensions, to a supervisor and agent DNs indicating that monitoring mode was changed.

If set to `false`, SIP Server does not distribute an EventPrivateInfo(4024) message when the monitoring mode changes.

AttributeExtensions

The `MonitorMode` key has been modified to support this feature.

Key: `MonitorMode`
Type: String
Valid Values: `mute, normal, connect, coach`
Requests: TMonitorNextCall, TRouteCall, TSetMuteOn, TSetMuteOff
Events: EventPrivateInfo

Specifies the monitoring mode as follows:

- `mute, normal`—A mute connection.
- `connect`—A three-party conference call (open supervision).
- `coach`—Only the agent can hear the supervisor (whisper coaching).

If `MonitorMode` is set to `coach` in the TSetMuteOff or TSetMuteOn request, the monitoring mode is changed to whisper coaching for the current supervision session.

Note: TSetMuteOn and TSetMuteOff support only the `coach` value.

Feature Limitation

Supervision modes cannot be changed during the remote supervision session.