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| Graphical user interface, text, application, chat or text message  Description automatically generated |

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| For supervisors looking to monitor employees to support them or as part of their ongoing training, CallSwitch allows them to right-click on a user and listen, whisper, or even barge based on the rights granted to them. However, if they need to listen to all calls that employee makes or receives over a prolonged period, they can also persistently listen to all calls an agent is on automatically by dialling \*199Extensionnumber.Alternatively, they can simply not hang up on their initial monitored call and when that user makes or receives another call, the supervisor will automatically be notified. |

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