



How to configure Call Barging and Coaching in Zoho Voice?

The *Live Calls* page offers a real-time overview of all active agent calls. You can see who is calling who, and view an agent's queue, call status, and other details. This is where a supervisor can barge a live call and monitor ongoing calls between the agents and your customers.

Access to the Live Calls Page is possible only if you are subscribed to one of the plans under the **Enterprise Telephony** Edition.

- With Zoho Voice, you can barge and silently listen to calls using the **Call Barging (listen only)** button available on the *Live Calls* page.

Once the call is barged, an exclusive dial pad pops up with further options for the supervisor to whisper or initiate a three-way call with the agent and caller. You can only "barge in" on connected and ongoing calls—not on calls that are still in the ringing state.

- When a live call is barged in Zoho Voice, the supervisor can choose to whisper essential details to the agent through a one-way conversation by clicking the **Whisper** button on the dial pad.

This un-mutes the supervisor's line, enabling them to give instructions and hints exclusively to the agent. The agent can listen to the supervisor, but cannot respond. The customer is not even aware of the supervisor's "whispers."

- Though the Call Monitoring feature initially restricts supervisors to listening in silent mode, the supervisor can take over the call at anytime by clicking the **Threeway** button on the dial pad. The Call Takeover, or the Three-Way mode, helps the supervisor intervene and participate in an ongoing live call, turning the agent-customer conversation into an ad-hoc conference.

❗ If the agent or the customer terminates the call, the supervisor will not be able to barge in and listen, whisper, or initiate a takeover of the call.

Only the customer and the assigned agent can terminate a call. *Admins or supervisors* can terminate the call barging process by clicking the **END** button, but cannot terminate the original call established between the customer and the agent.