



CALL WHISPERING: A LIVE TRAINING TOOL FOR AGENTS



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Contact Center Technology

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Call Whispering is a tool that can be incorporated in virtual switchboards or contact center software. It allows managers and supervisors to be just partially present during a live call with a client. Call Whispering is also referred to as discreet listening.

Its functioning is really straightforward and easy to comprehend. Consider the scenario in which a new agent receives a phone call. Call whispering allows your supervisor to take on the mantle of a “trainer” and participate in a call without the client being aware of their presence. In that aspect, the supervisor will be able to more readily assist the new agent in the event of an overlook or a challenging phone conversation.



1 Call Whispering Has the Following Business Applications:

- **Sales teams:**

The automated call whisper feature can prompt salespeople to upsell a product, propose a service, or ask inquiries tailored to the caller's location or reason for calling.

- **Help desk and customer service agents:**

Call whisper reminds agents to collect important information from callers through on-screen prompts and gives extra aid to agents coping with problematic callers.

- **Staff training and onboarding:**

Call whisper may be used by any organization to teach or advise personnel on effectively answering and responding to various calls.



2 Why Should Supervisors Use Call Whispering?

The call whispering function might be advantageous to your contact center, especially if you are focused on the customer service department, your sales department, or both. A Call Whispering system can benefit your team in more than one way:

- **Effective Training:**

The most noteworthy advantage of call whispering is that it creates a live practice environment where agents can be presented with actual difficulties without being entirely independent.

- **Improving brand image:**

Picking up on small mistakes like grammatical, technical, or even expression faults might be really beneficial. As a result, you will communicate brand value beyond a product or a service.

- **Bringing more technological options:**

If you operate in the customer service department and receive a call to report an issue, you might not have a solution right away. Two persons working on the problem will allow you to solve it more quickly.

- **Measuring the efficiency of your agents:**

Through the supervisor dashboard, you have access to all of the data about your contact center performance, allowing you to remedy any disparities and adjust your sales or communication methods in response to the findings.

3 Call Whispering Methods

The call whispering functionality has three modes or methods that allow you to regulate the conversations and messages that your agents convey. These functions employ “eavesdropping” for various objectives, including information collection and training.

• Call recording:

With call whispering access, you may listen to recordings of all your Contact Center calls. Of course, the main goal of this function is training. In reality, it provides the opportunity to analyze with hindsight the weak areas and improvements that may have been identified throughout the talk. Whether the audio is listened to alone or with the trainer, it is an excellent approach to identify potential gaps.

• Supervision:

This mode allows you to see everything that happens in your contact center. This mode allows you to see everything that happens in your contact-center and track the number of calls received, client wait time, time spent on the phone, and so on. Consequently, the supervisor has an overall picture of the call center’s appropriate operation and may issue directions to follow and adjust the objectives based on the outcomes.

• Participation in calls:

This option allows you to interfere in a call, whether or not the presence of the supervisor is communicated to the person on the other end of the line. The supervisor can assist the agent in making decisions, completing information, and so on.



Who is NobelBiz?

NobelBiz is a world-class Telecom and CCaaS company with 20 years of experience delivering complete solutions for contact centers across the globe, irrespective of size, industry, or activity.

The **NobelBiz Voice Carrier Network** is the only network built from the ground up to serve contact centers, offering the most versatile selection of smart tools to increase contact rates, mitigate impacts of call labeling and blocking, and provide all-round compliance.

The **NobelBiz OMNI+** cloud contact center software has a unique blend of capabilities: from Omnichannel, Impressive API integrations, and fast implementation, to simple cross-channel campaign setup and remote work.

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