Split a Call (aka Y-Jack) Information for Training a New Employee
POPP Hosted Microsoft VoIP Phone System

There are multiple ways to allow a new employee to listen in on calls during training:

Connect Two Headsets to One Phone

1. **Wireless Headsets** - If you're using wireless headsets, most modern headset models allow two headsets to be paired to one base for the purpose of new employee shadowing/training.

   Example:

   https://www.headsetsdirect.com/2012/10/11/pair-multiple-headsets-plantronics-cs500-wireless-headset-series/

2. **Wired Headsets** - If you're using wired headsets, you can purchase a splitter cable with the proper connectors to fit your headsets (POPP does not sell these cables, but many options can be found on Amazon by searching for "headset splitter cable").

   Example:

## Hosted Call Center (optional add-on) – Monitor, Whisper, Barge

Hosted Call Center Administrators can use the Monitor/Whisper/Barge features of Hosted Call Center to listen in on the existing call between the trainee and the customer (Monitor), talk to the trainee during a call without the customer hearing (Whisper), or fully participate in the call and speak to the trainee and the customer (Barge).

Note: If you do not currently have Hosted Call Center, contact POPP to have it added (additional charges apply).
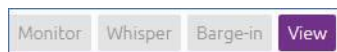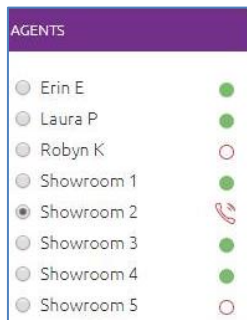
1. **Login to the Administrator Portal** at https://portal.popp.com/bg

2. Click on the **Supervisor Dashboard** in the menu on the left side of the screen
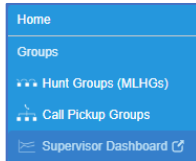
3. Click on **Agents** in the menu on the left side of the screen
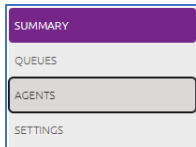
4. Select the **radio button** next to the Agent (trainee) and click the **Monitor**, **Whisper**, or **Barge-in** button

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For service, call 763-797-7900 or visit www.popp.com   12/20/22

5. Your phone will ring and when you answer you will be connected to the Agent's (trainee's) call
6. Alternatively, you can dial star codes from your phone to initiate the Monitor/Whisper/Barge actions. Dial the following code, followed by the extension of the person who's call you want to listen to:
   - Monitor – dial *381 + [extension]
   - Whisper – dial *382 + [extension]
   - Barge – dial *383 + [extension]

Note: Agent (trainee) must be a member of the Business Group and department (or sub-department) that you manage. Agent (trainee) must be a member of at least one Premium queue. See Hosted Call Center Supervisor User Guide on popp.com/support for more information.

## Hosted Call Recording (optional add-on) – Live Monitor

Use the Live-Monitoring feature of Hosted Call Recording to allow a new employee to listen to calls.

Note: If you do not currently have Hosted Call Recording, contact POPP to have it added (additional charges apply).

1. **Login to the Hosted Call Recording dashboard** at https://callrec.popp.com/

2. Click on the **Recordings** tab, then click on Active Calls to view calls in progress

3. **Click on the call** to expand it
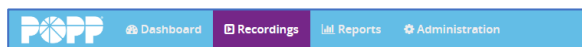
4. Click on **Live monitor this call**
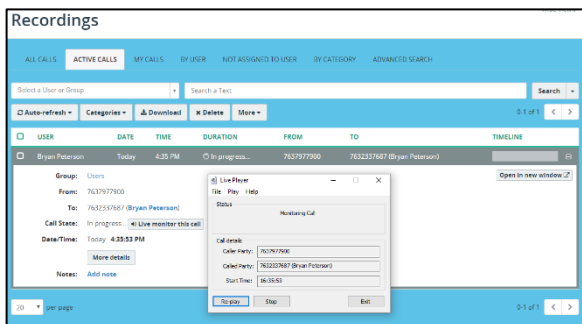
5. New employees can also listen to call recordings for training purposes in the **My Calls** tab.

Note: Only Hosted Call Recording Admins are able to listen to other user's calls and/or live-monitor calls in progress. Only calls for phone numbers with a Pro license can be live monitored. Live Monitoring requires installation of the Live Player application found at www.popp.com/support > Portals > Live Player Plugin (available for Windows only). See Hosted Call Recording User/Admin Guide on popp.com/support for more information.

For additional training and support:
- Visit www.popp.com or call POPP Communications at 763-797-7900