

# [CA-272944] Calabrio - Live Monitor to Include Audio

Created: 01/17/2024 04:16 PM - Updated: 02/29/2024 04:05 PM

<b>Status:</b>	Committee Review		
<b>Project:</b>	CalSAWS		
<b>Component/s:</b>	None		
<b>Fix Version/s:</b>	None		

<b>Type:</b>	CER		
<b>Reporter:</b>	Frederick Gains	<b>Assignee:</b>	Yogesh Patel
<b>Labels:</b>	CSC-Committee, LA_IVR_CER		

<i>Main</i>			
<b>Region #:</b>	6		
<b>County:</b>	Los Angeles		
<b>Submitter's Name:</b>	Ng Kelly		
<b>Submitter's Email:</b>	<a href="mailto:KellyNg@dpss.lacounty.gov">KellyNg@dpss.lacounty.gov</a>		
<b>Request:</b>	<p>Requesting for Calabrio Live monitoring function to includes hearing the call and viewing the staff screens.</p> <p>Issue          LA County is currently forced to use a combination of AWS real time reports, and Calabrio to real time monitor staff. This requires supervisors log into AWS to hear the call, and Calabrio to view the staff screens. Request to have these available in Calabrio.</p>		
<b>Recommendation:</b>	<p>Requesting for Calabrio Live monitoring function to includes hearing the call and viewing the staff screens. Per project, we may be able to work with Calabrio to find a way to have both the existing screens, and the AWS audio originate from Calabrio live monitor. AWS live audio should be available in the existing Calabrio live monitoring solution, when supervisors click on the listen to audio button, the audio from the current AWS call should be heard for the supervisor, just like Calabrio works for video, we should have it the same for audio.</p>		
<b>Priority/ Implementation Consideration(s):</b>	Correction is necessary.		
<b>Area(s) Impacted:</b>	Call Center		
<b>Committee:</b>	IVR & Contact Center		

<b>Attachments</b>
CER.html (8 KB)