



## Using the Listen/Coach Features on Your Fidelity SkyTalk Hosted Solution

The Listen and Coach features are great tools that managers or supervisors can use during customer calls to monitor and train their staff. If your system has the Listen/Coach features enabled the instructions below explain how to use them. If these features are not activated, you can subscribe to both by contacting your regional sales manager.

**Listen only** – this feature will allow you to join an existing call in listen only mode. In listen mode neither party will know that you have joined the call, and therefore nothing you say will be heard by either party. To join a call, in listen mode type \*57 and the extension number you want to join. Example: to join an existing call on extension 200 dial \*57200. At that time, the system will prompt you for your password\*\*. You can leave the call at any time without effecting the existing customer call.

\*\* When support activates listen/coach they will assign your password. If you want it changed later or forget it, please contact Fidelity SkyTalk support.

**Listen and Coach** – this feature will allow you to join an existing call and speak only to the team member (extension) that is speaking with the customer. The customer will not be able to hear your comments or suggestions. To join a call, in coach mode type \*58 and the extension number you want to coach. Example: to join an existing call in Coach mode on extension 200 dial \*58200. At that time, the system will prompt you for the password\*\*. You can leave the call at any time without effecting the existing customer call. If you use the coach feature during a customer call, try to keep your comments short so you don't speak over the customer or disrupt the existing call.

**Activating Listen, Coach Features:** If you have questions about the Listen/Coach features or operation call Fidelity SkyTalk support and let them know which option(s), you want to configure or use. At that time, they may need you to provide the extensions that will be monitored or coached and the extensions that will be joining the calls to listen or coach. The listen or coach capabilities are normally used from a manager or supervisor extension. To contact Fidelity SkyTalk support call (800) 683-5600 or email [support@skytalkplus.com](mailto:support@skytalkplus.com).

