


Supervisor Call Functions

Additionally, Supervisor users have a set of management codes that can be input to their extension to assist or monitor Agents.

 **NOTE**

These call functions are not enabled on accounts by default. If you would like to enable them please reach out to support.

| SUPERVISOR CODES | | | |
|------------------|--------------------------------|-------------------|---|
| Code Description | Code | Confirmation Tone | Action |
| Barge | 02 + Extension Number (*02xxx) | Tone + "SIP" | Dialer joins the extension's existing call in a conference. |
| Monitor | 06 + Extension Number (*06xxx) | Tone + "SIP" | Supervisor can hear the ongoing call but cannot speak to the callers. |

Related articles

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- [Agent Login](#)
- [Updating a Manager or Supervisor Password](#)