Listen in and coach a live call

Hear any call while it's happening, steer the agent without the prospect hearing you, or take the call yourself. **About 2 min.**

1. **Open the live console**
   It sits in the bottom right of the portal. Click the pill to expand it. Every live call has its own row.

2. **Listen in**
   Click the headphones on a call to hear both sides through your computer. Click again to stop.

3. **Send a tip**
   Click the light bulb, then type a short tip like 'focus on the product features' and press Enter. Or click the mic and say it. The agent picks it up from its next sentence.

4. **Take over when it matters**
   Click the phone button on the call, enter your mobile once, and click Ring me. The agent says one line to bring you in, and the call rings your phone.

5. **Pop it out**
   Click the pop-out button in the console header. In Chrome or Edge you get a small window that stays on top of everything, so you can keep working while you listen.

6. **Turn tips into training**
   Every tip is saved with the agent. On the agent's page, click Draft updated instructions from these tips to get a merged draft, edit it, then click Use this and Save. Or add tips one at a time.

TIPS

- One short instruction at a time works best.
- Tips never get read out to the prospect.