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## Monitoring And Barging Into Live Chats

Managers and team leaders can use the **Monitoring** and **Barging In** features to gain real-time visibility into active customer chats and intervene when necessary. This is designed to simulate **walking the floor** in a physical environment, allowing you to observe the conversations as they happen.

Why use Monitoring and Intervention in Live Chats:

- **Real-Time Supervision:** Watch your team's interactions with customers to identify successful patterns or areas for improvement.
- **Strategic Intervention:** If you notice a customer becoming frustrated or a new team member struggling with a complex query, you can take immediate action to resolve the situation.

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### Live Chat Visibility

The live chats you can monitor depend on the **Team** assigned to that **Live Chat Interaction**. You will only see active chats that were broadcast to a team you are a member of.

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### How to Monitor and Barge into Chats

Follow these steps to navigate to Live Engagements and intervene in a conversation if necessary:

1. Click **Live Engagements** in the top navigation bar.
2. Select **Active Calls and Chats** from the left-hand menu.
3. Expand **OTHER MEMBER CHATS** in the left pane.
4. Select the chat you wish to monitor.
5. **(Optional):** Click **Barge in** at the top of the middle pane to take over the chat