

How to Monitor and Barge into AI Conversations

You can monitor and barge into any conversation your AI Agents are having with visitors through [Chatbots](#) from within the **Live Engagements** section of your account.

Why use Monitoring and Intervention in Live Chats

- **Real-Time Supervision:** Identify immediate opportunities to either correct the AI or take over the conversation for specialized tasks, such as jumping on an instant call to close a hot lead.
- **Strategic Intervention:** If you notice a customer becoming frustrated or the AI Agent is struggling with a complex query, you can take immediate action to resolve the situation.

Who can See Live AI Agent Conversations?

The conversations that you can monitor depend on the [Team assigned to the AI Agent Interaction](#) within a Chatbot. You will only see active chats that were broadcast to a team you are a member of.

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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 **AI AGENT CHATS** in the left pane.
4. Select the conversation you wish to monitor.
5. **Optional:** Click **Barge in** at the top of the middle pane to take over the conversation.