SpyChan ????????????????? Call Center ???

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- Manager Channel
- Agent Channel
- Client Channel

Listen: Monitor an agents call. The manager can hear both the agent and client channels, but no-one can hear the manager.

Whisper: Whisper to the agent. The manager can hear both the agent and client channels, and the agent can also hear the manager, but the client can only hear the agent, hence "whisper."

Barge: Barge in on both channels. The manager channel is joined onto the agent and client channels, and all parties can hear each other. Be warned, if the original agent leaves the call, the call is dropped. This is not a 3-way call.
(However you can barge in, and when comfortable, initiate a 3way call to your extension so you can continue the call without the agent. This procedure varies from client to client (soft/hard phones))

[ext-local-custom]

```
;listen
exten => _*222x.#,1,Macro(user-callerid,)
exten => _*222x.#,n,Answer
exten => _*222x.#,n,NoCDR
exten => _*222x.#,n,Wait(1)
exten => _*222x.#,n,ChanSpy(sip/${EXTEN:4},q)
exten => _*222x.#,n,Hangup

;whisper
exten => _*223x.#,1,Macro(user-callerid,)
exten => _*223x.#,n,Answer
exten => _*223x.#,n,NoCDR
exten => _*223x.#,n,Wait(1)
exten => _*223x.#,n,ChanSpy(sip/${EXTEN:4},qw)
exten => _*223x.#,n,Hangup

;barge
exten => _*224x.#,1,Macro(user-callerid,)
exten => _*224x.#,n,Answer
exten => _*224x.#,n,NoCDR
exten => _*224x.#,n,Wait(1)
exten => _*224x.#,n,ChanSpy(SIP/${EXTEN:4},qB)
exten => _*224x.#,n,Hangup
```

????
???? feature code 779 & 778 ?????/??????????

```
[app-chanspy]
;include => app-chanspy-custom
;exten => 779,1,Authenticate(1234)
;exten => 779,n,Read(SPYNUM,extension)
;exten => 779,n,ChanSpy(SIP/${SPYNUM},q)
exten => 779,1,Authenticate(4567)
exten => 779,n,Goto(chanspy-ext,s,1)
; end of [app-chanspy]

[app-chanspy]
;include => app-chanspy-custom
exten => 778,1,Authenticate(4544)
exten => 778,n,Macro(user-callerid,)
exten => 778,n,Answer
exten => 778,n,Wait(1)
exten => 778,n,ChanSpy()
exten => 778,n,Hangup
; end of [app-chanspy]

[chanspy-ext]
exten => s,1,Background(extension)
exten => s,n,WaitExten(5)
exten => i,1,Playback(invalid)
exten => i,2,Goto(s,1)
exten => t,1,Playback(invalid)
exten => t,2,Goto(s,1)
exten => 111,1,ChanSpy(SIP/${EXTEN})
```

SPYGROUP ???

????
7791 -> ?????????
7792 -> ?????????

```
[ext-local-custom]
exten => s,1,Set(GROUP=${DB(spygrp/${CALLERID(number)})})
exten => s,n,GotoIf($[${ISNULL(${GROUP})}]?:continue)
exten => s,n,NoOp(SPYGROUP is <${GROUP}> for ext.${CALLERID})
exten => s,n,Set(SPYGROUP=${GROUP})
exten => s,n(continue),NoOP(Ignore SPYGROUP...)

[app-chanspy-set-on]
exten => 7791,1,Answer
exten => 7791,n,Wait(1)
exten => 7791,n,Macro(user-callerid,)
```

```
exten => 7791,n,Set(DB(spygrp/${AMPUSER})=spyon)
exten => 7791,n,Playback(activated)
exten => 7791,n,Hangup

[app-chanspy-set-off]
exten => 7792,1,Answer
exten => 7792,n,Wait(1)
exten => 7792,n,Macro(user-callerid,)
exten => 7792,n,DBDel(spygrp/${AMPUSER})
exten => 7792,n,Playback(de-activated)
exten => 7792,n,Hangup
```

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???? Inbound Call??????? 110-160 ?????????
?? Set(__SPYGROUP=spygrp)?????????

?? **override** ???? [macro-dial] ? extensions.conf

```
[macro-dial]
exten => s,1,NoOp("------------ Set SPYGROUP -------------")
exten => s,n,Set(TOEXT=${ARG3})
;exten => s,n,Set(TOEXT="150")
; Spy activate to ext.110-160
;exten => s,n,GotoIf($[ $["x${LEN(${TOEXT})}"="x3"] & $["x${TOEXT:0:1}"="x1"] & $[${TOEXT:1:1}<=6]
]?spy:nospy)
exten => s,n,GotoIf($[ $["x${LEN(${TOEXT})}"="x3"] & $[${TOEXT:0:3}<=201] & $[${TOEXT:0:3}>110]
]?spy:continue)
exten => s,n(spy),Set(__SPYGROUP=spygrp)
exten => s,n(continue),NoOp("--------- Nothing --------")
exten => s,n,GotoIf($["${MOHCLASS}" = ""]?dial)
exten => s,n,SetMusicOnHold(${MOHCLASS})
exten => s,n(dial),AGI(dialparties.agi)
exten => s,n,NoOp(Returned from dialparties with no extensions to call and DIALSTATUS: ${DIALSTATUS})
...
```

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??????????????? SPYGroup?????????????????
?????http://code.google.com/p/spygroup/

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- Asterisk::ChanSpy
- FreePBX::ChanSpy - Customization in FreePBX
- FreePBX::CHANSPY SPYGROUP
- Using the Asterisk Database (AstDB)
- [Elastix] Is there a way to Listen-in on calls ?