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## Monitoring Caller Activity

<https://campus.barracuda.com/doc/39823707/>

### Monitor System User Activity

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The **Switchboard > People on Call** page displays all users in the system, and their current call status. Enter all or part of a name in the **Filter by Group** field, and then click **Apply Filter** to display only matching users.

### Monitoring Live Calls

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Use the **Dashboard > Active Calls** of the web interface to select and listen to or disconnect from an ongoing call. The call connection makes no sound, allowing for noiseless call monitoring.

### Reviewing Recorded Calls

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Collecting call recordings for a user or group is configured when setting up or editing a user or group on the **Extensions > People** or **Extensions > Groups** screens. Recorded calls can then be played and reviewed from the [Reports > Call Detail Records](#) screen.

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