Using Enhanced Call Center Features on Yealink IP Phones with BroadSoft UC One

WWW.YEALINK.COM

September 28 2013
Document Version: V1.0

Document Revision History

Version	Change Log
1.0	Edited and published document.

Requirements for BroadWorks and IP phone

BroadWorks software version:

R17.0/R17.sp1/R17.sp2/R17.sp3/R17.sp4
R18.0/R18.sp1
R19.0/R19.sp1

Firmware version on IP Phones:

T19(P): 31.71.xx.xx
T20(P): 9.71.xx.xx
T21(P): 34.71.xx.xx
T22(P): 7.71.xx.xx
T26(P): 6.71.xx.xx
T28(P): 2.71.xx.xx
T42(G):29.71.xx.xx
T46(G):28.71.xx.xx
T32(G): Please contact support@yealink.com
T38(G): Please contact support@yealink.com
VP530(P): Please contact support@yealink.com
W52P: Not supported

You will learn

① Application Scenarios

② Configuration on BroadWorks&BTBC

③ Configuration on Yealink phone

④ Feature show

① Application scenarios- Call Information

Call Information, A configurable parameter enables BroadWorks to send additional call center call information to the agent's SIP phone.

1.1 The advanced call information: The Agent or Supervisor can decide whether to answer the incoming call after seeing the call information.

1.1.1 Only the type of call center is Premium can use this feature

1.1.2 When there is a call in the ACD queue, ACD system will inform the Agent like below:

Call Center name , UserID , Call waiting time, the number of calls in queue, and the longest waiting time of the caller

1.2 Basic call information

1.2.1 Basic or Standard call center can use this feature

1.2.2 When there is a call in the ACD, ACD system will inform the Agent the basic information like UserID and number information .

① Application scenarios- Hold Reminder

Hold Reminder will remind the Agent or Supervisor when the hold time has expired so that Agent and Supervisor can handle the hold call.

2.1 The administrator enabled Hold Reminder feature for Agent B, hold time is 30 seconds and enabled the Bounce calls after being on hold by agent for longer than XX seconds， xx configured to 60 seconds.

2.2 A dials B, B answers the call and Hold the call

2.3 After 30 seconds, the phone of B will have a voice prompt to alert B that the hold time is over

2.4. If the B still doesn't pick up the call, after 60 seconds, the hold call will be back to the ACD queue of the Call Center to wait for a new Agent to answer.

① Application scenarios- Disposition Code

Disposition Code is the additional attribute that can be applied to a call during the call and wrap-up to tag calls with promotions, topics etc.

3.1 The Agent is answering a call or in the Wrap-up status who can select a code which preconfigured by the administrator

3.2 The purpose of code is to mark the call and sent the information to the server ,for example mark the call as the sales promotion call, consult call or the call need to follow on etc.

3.3 The server will save these disposition information and the administrator can arrange and analyze these information

① Application scenarios- Customer Originated Trace

Originated Trace is used when the incoming call is vicious , boring or menace call then the Agent and Supervisor need track the call.

4.1 The Agent can issue a trace for a call when he/she is answering a call and a trace can be issued on the call in Active, Held, Conference, or Released state (during mid-call, if necessary).

4.2 Agent can issue the trace for the latest Received or Missed call after the Agent ended the call.

4.3 The Agent will be informed whether the trace has been sent to the server and the trace contains the name and address details of both parties, the timestamp of the call, the call ID and the system ID. It won't influence current call.

① Application scenarios- Emergency Escalation

Emergency Escalation-escalate a call to a supervisor for emergency situation

5.1 The Agent A need the help from Supervisor to deal with a call so he/she can place an emergency call so that the Supervisor will be immediately conferenced into the call instead of the caller was placed on hold.

5.2 The server will expand the call to the next Supervisor If the previous Supervisor is not Available.

① Application scenarios- Queue Status Notification

Queue Status Notification-server will inform the status of the ACD queue after the Agent login then the Agent or Supervisor can decide whether immediately deal with the incoming call from the queue.

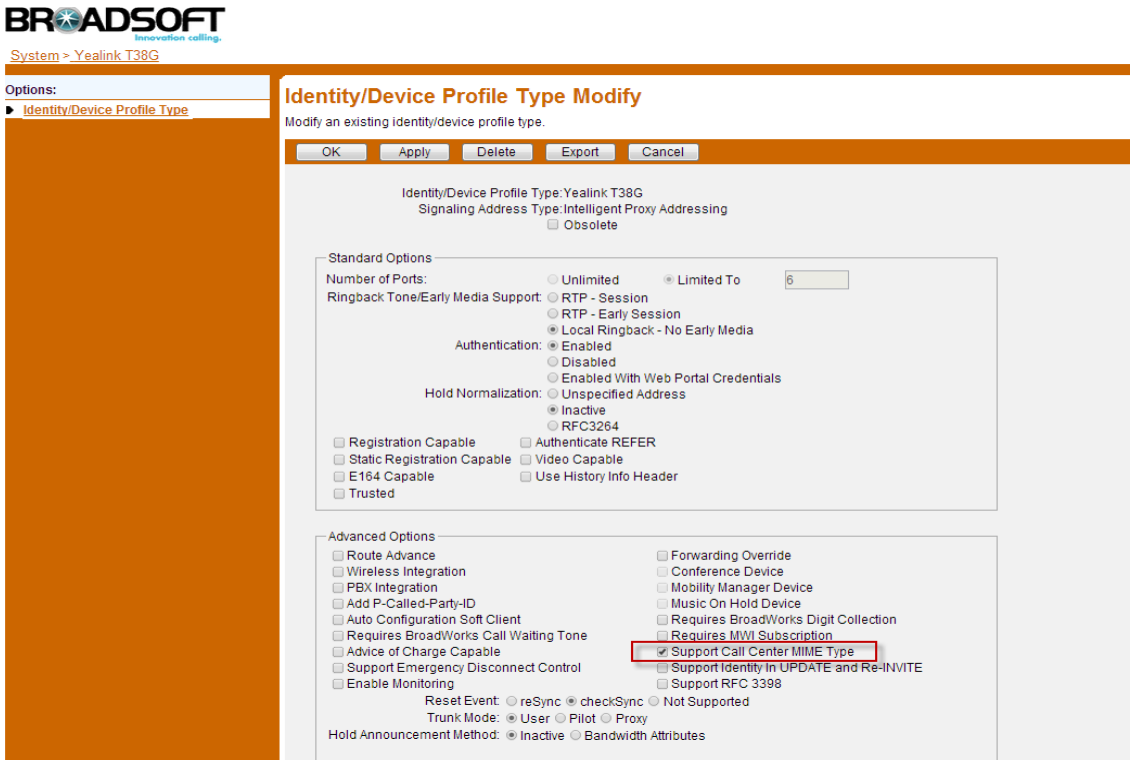
6.1 There are three types of status of the queue of call center
Empty: No call in the queue
q'ing(Queue'ing**)**： At least one call in the queue
ALERT: The quantities in the queue has reached the Maximum or there is a call has waited for a long time, the power light flash to alert the Agent or Supervisor; the power light will back to normal after the number in the queue become Empty or q’ing.

② Configuration on BroadWorks- Call Information

1. Check the 'Support Call Center MIME Type" in the Device Type Profile.

the option only can be configured by the System administrator

Configuration Path : System->Resources->dentity/Device Profile Types



Yealink
easy VoIP

② Configuration on BroadWorks- Call Information

2. Create Group , select Yealink-TxP_dm or Yealink-TxP-Test dm as Device Profile Type

Steps:

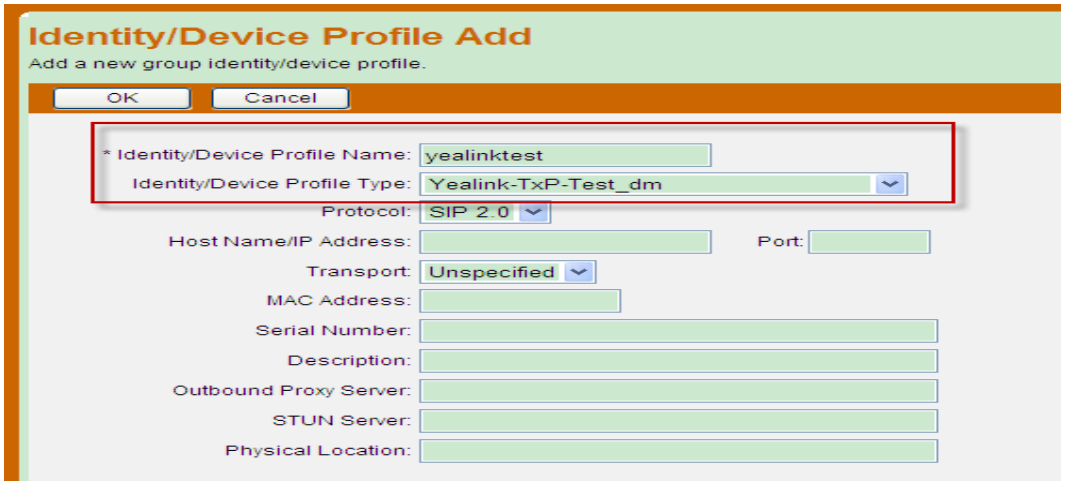
1)Login the server as Group administrator

Configuration Path :

Group -> Resource -> Identity/Device Profiles -> Add Enter the group page

2) Fill the group name in * Identity/Device Profile Name for example yealinktest;

3) Identity/Device Profile Type choose Device Type, for example Yealink-TxP-Test dm



② Configuration on BroadWorks- Call Information

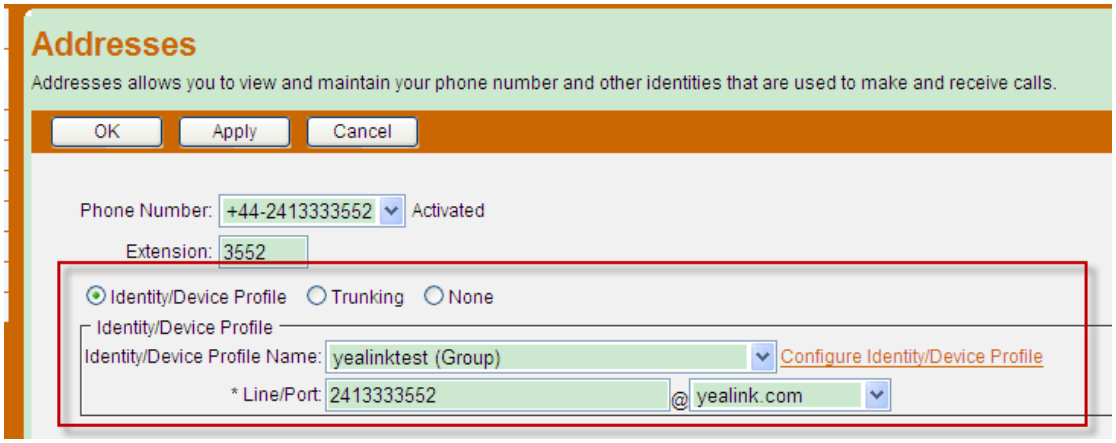
3. Assign the group for Call Center Agent, the Identity/Device Profile Name is the group's name you have created

Steps:

1) Login the server as Group administrator
2) **Configuration Path:**

Group ->Profile->User ->Choose a account of the call center->Profile – Address

1) In the Address page, choose the Identity/Device Profile Name as the one you have created ,like below



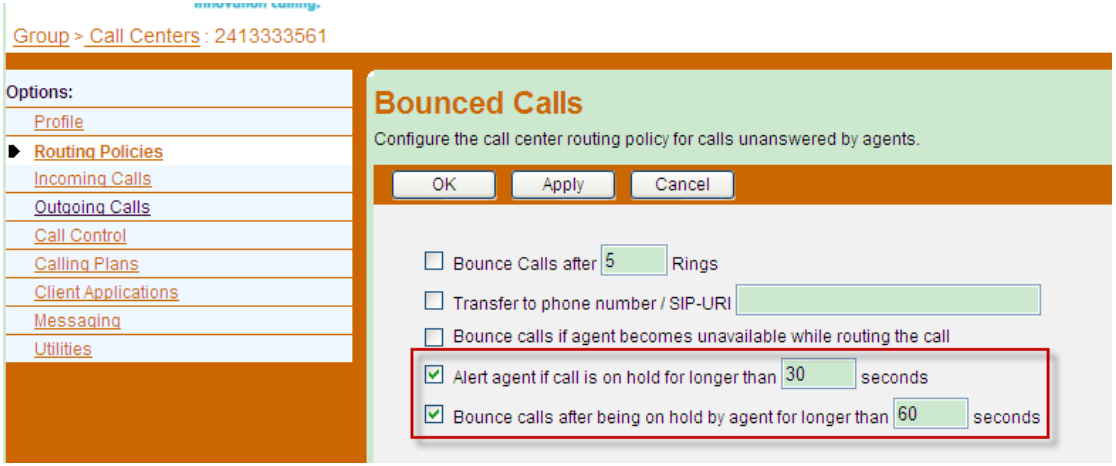
② Configuration on BroadWorks- Hold Reminder

4. Configure the Hold Reminder feature

1) Configuration Path:

Group -> Call Centers >Select a call center-> Routing Policies -> Bounced Calls

2) In the Bounced Calls page, check the “Alert agent if call is on hold for longer than 30s” and “Bounce calls after being on hold by agent for longer than 60s”



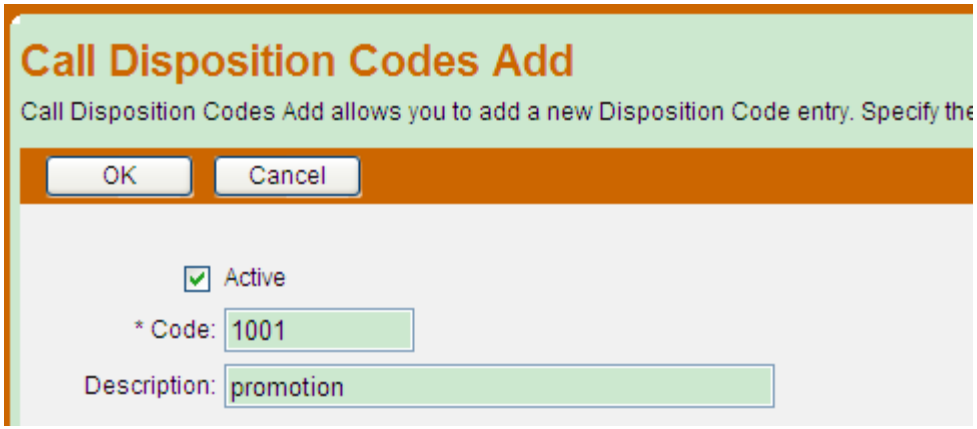
② Configuration on BroadWorks- Disposition Code

1. Add Disposition Code

1) Configuration Path:

Group -> Call Centers -> Select a Call Center -> Profile -> Call Disposition Codes

2) Click Add enter the Add Code page, like below



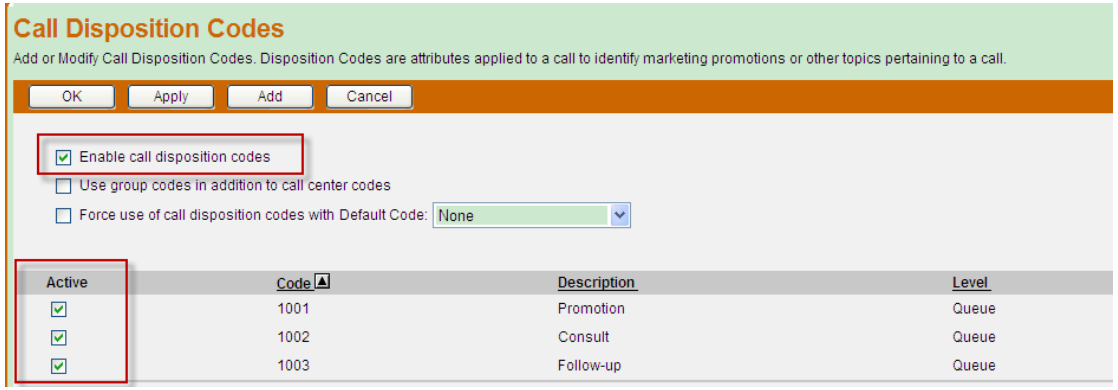
② Configuration on BroadWorks- Disposition Code

2. Enable Disposition Code feature

1) Configuration Path:

Group -> Call Centers -> Select a Call Center -> Profile -> Call Disposition Codes->Enter the Call Disposition Codes page

2) Check the “Enable call disposition codes” and check the Active box flowing by the Code , like below,



② Configuration on BroadWorks- Customer Originated Trace

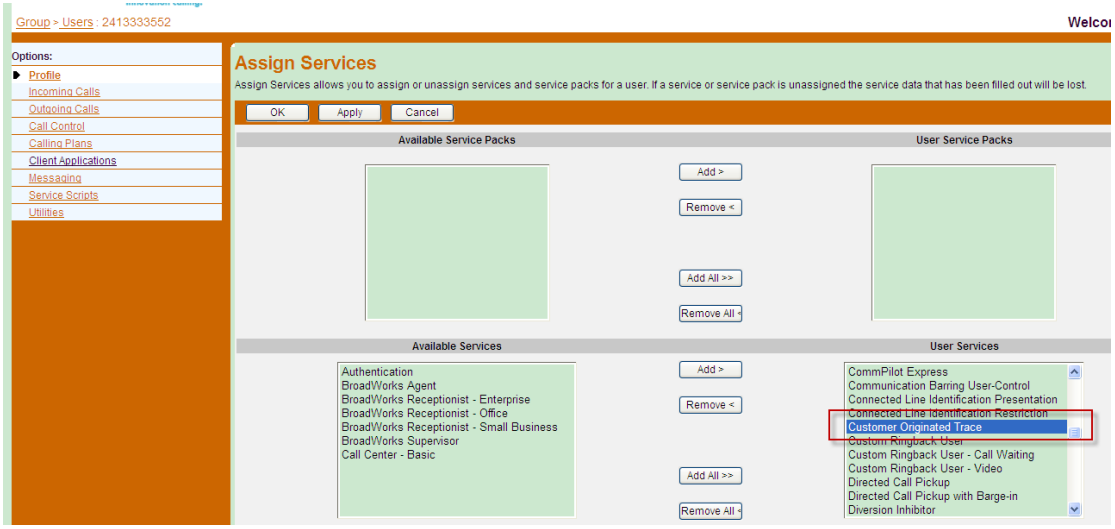
1. Enable Originated Trace feature for the Call Center Agent

1) Login the server as Group administrator

2) Configuration Path:

Group -> Profile -> User -> select a User -> Profile -> Assign Service

3) Enter the Assign Service page , remove the “Customer Originated Trace “ to the “User service “



② Configuration on BroadWorks- Emergency Escalation

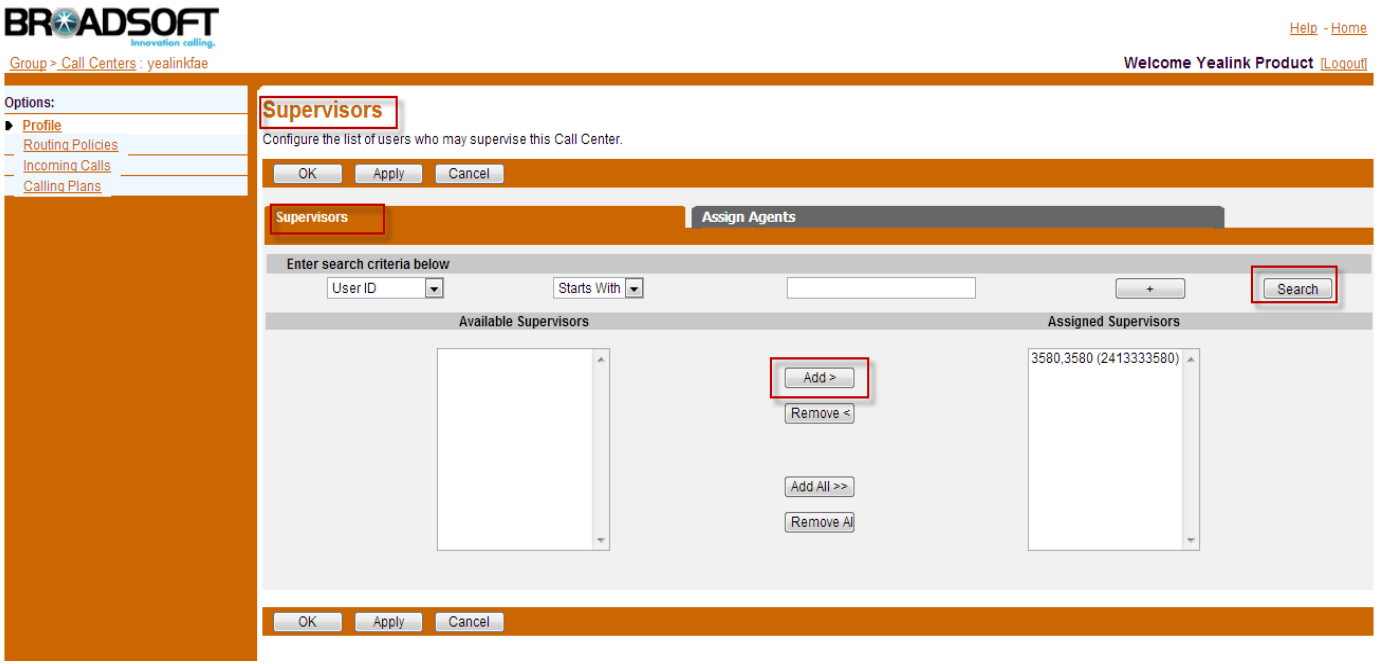
1. Specify the Supervisors for the Call Center.

1) Login the server as Group administrator

2) Configuration Path:

Group -> Call Center -> select a Call Center -> Profile -> Supervisors

3) Enter the Supervisors page then move the phone number of the Supervisors to the “Assigned Supervisors” box like below



Yealink
easy VoIP

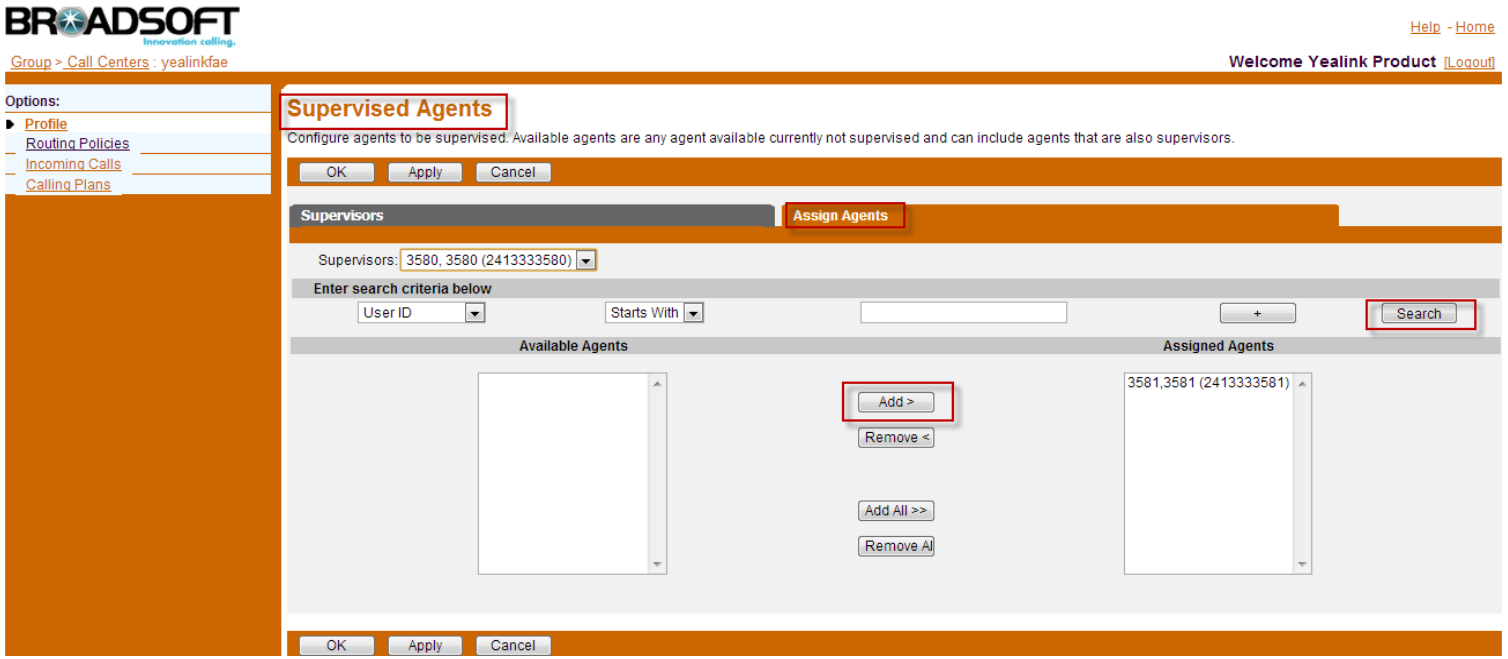
② Configuration on BroadWorks- Emergency Escalation

2. Assign the Agent for the Supervisor

1) Configuration Path:

Group-> Call Center ->select the Call Center-> Profile -> Supervisors-> Assign Agents

2) Move the Agent from Available Agents to the Assigned Agents



Yealink
easy VoIP

② Configuration on BroadWorks- Queue Status Notification

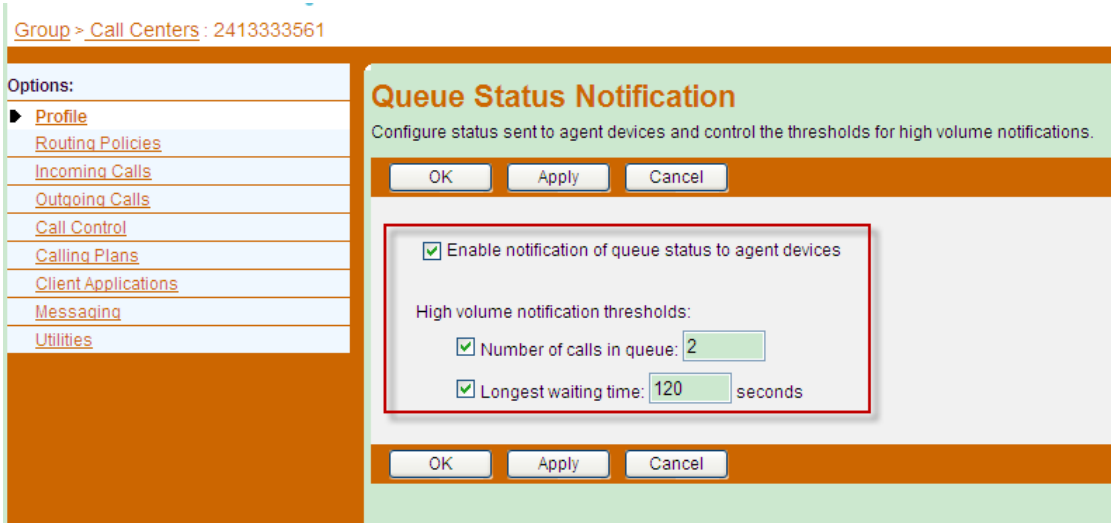
1. Configure the Queue Status Notification feature

1) Login the server as Group administrator

2) Configuration Path:

Group -> Call Center -> select Call Center -> Profile -> Queue Status Notification

3) Configure the Queue Status Notification page like below



③ Configuration on Yealink IP Phones

3 ways to configure Call information/Hold Reminder/Disposition Code/ Customer Originated Trace/ Emergency Escalation feature on IP Phones:

Access Portal	Availability	How to access?
Phone LCD portal	Not Available	NA
Web portal	Not Available	NA
Auto Provisioning	**Available**	**Use DMS or 3rd party provision tool**

③ Configuration on Yealink IP Phones

1. Configure Call information via Auto Provisioning

#1 Enable the call information feature for the account
#"0" disable the call information feature ,"1" enable the call information feature ,the default value is 0.
account.1.call_center.call_info_enable = 1

#2 Configure the time how long the information will be displayed.
account.1.call_center.show_call_info_time =

#3 Configure sip server type for the account, 0 means default server,2 means the Broadsoft server.
account.1.sip_server_type =2

③ Configuration on Yealink IP Phones

2. Configure Hold Reminder via Auto Provisioning

#1 Configure the ringtone for Hold Reminder feature
#"1" means using the ringtone of Broadsoft server ,"0" means using the fifth ringtone of the phone.
features.alert_info_tone = 1

#2 Configure sip server type for the account, 0 means default server,2 the Broadsoft server.
account.1.sip_server_type =2

③ Configuration on Yealink IP Phones

3. Configure Disposition Code via Auto Provisioning

#1 Enable the Disposition Code feature for the account
#"1" means enable the Disposition Code feature ,"0" means disable the Disposition Code feature
account.1.call_center.disp_code_enable =1

#2 Configure the Disposition Code , the values of Y must be consecutive numbers, the range of Y should be 1-100

account.1.bw_disp_code.1 =
account.1.bw_disp_code_name.1 =

#2 Configure sip server type for the account, 0 means default server,2 means the Broadsoft server.
account.1.sip_server_type =2

24

③ Configuration on Yealink IP Phones

4. Configure Originated Trace via Auto Provisioning

#1 Enable the Originated Trace for the account
#"1" means enable Originated Trace feature ,"0" means disable the Originated Trace feature.
account.1.call_center.trace_enable = 1

#2 Configure sip server type for the account, 0 means default server,2 the Broadsoft server.
account.1.sip_server_type =2

③ Configuration on Yealink IP Phones

5. Configure Emergency Escalation via Auto Provisioning

#1 Enable the Emergency Escalation for the account
#"1" means enable Emergency Escalation feature ,"0" means disable the Emergency Escalation feature.
account.1.call_center.emergency_enable =1

#2 configure the code of the Supervisor , the values of Y must be consecutive numbers, the range of Y should be 1-100
account.1.supervisor_info_code.Y =
account.1.supervisor_info_code_name.Y =

#3 Configure sip server type for the account, 0 means default server,2 the Broadsoft server.
account.1.sip_server_type =2

Note, below are some limitations about the code of Emergency Escalation:
1) The maximum length of Emergency Escalation code is 32, the maximum length of the name is 99
2) The only way to configure Emergency Escalation is through auto provision.

26

③ Configuration on Yealink IP Phones

6. Configure Queue Status Notification via Auto Provisioning

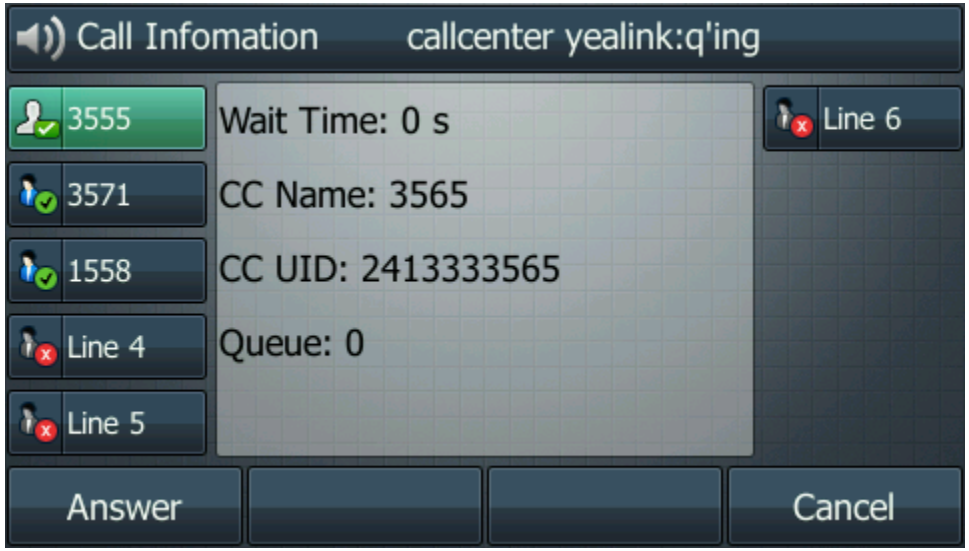
#1 Enable the Queue Status Notification for the account
#"1" means enable Queue Status Notification feature ,"0" means disable the Queue Status Notification feature
account.1.call_center.queue_status_enable = 1

#2 Enable the power light indication of the Queue Status Notification feature, "0"menas disable , "1" means enable. The power light will flash when there is a Q'ing status if enabled. (Optional)
account.1.call_center.queue_status_light_enable = 1

#3 Configure sip server type for the account, 0 means default server,2 the Broadsoft server.
account.1.sip_server_type =2

④ Feature Show- Call Information

The phone will show below information , Call Center name , User ID, time frame of caller waiting and number of calls still in the queue needed to be answered after the agent receive the call assigned by the server If the call center type is Premium.

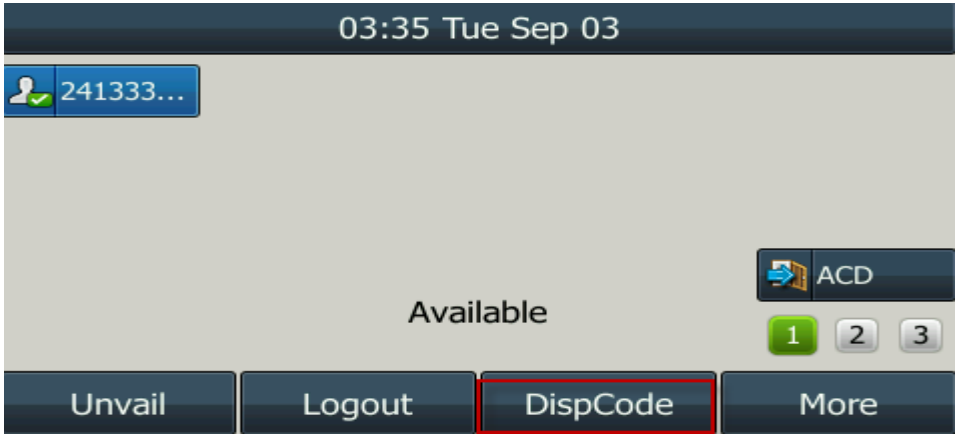


④ Feature Show- Hold Reminder

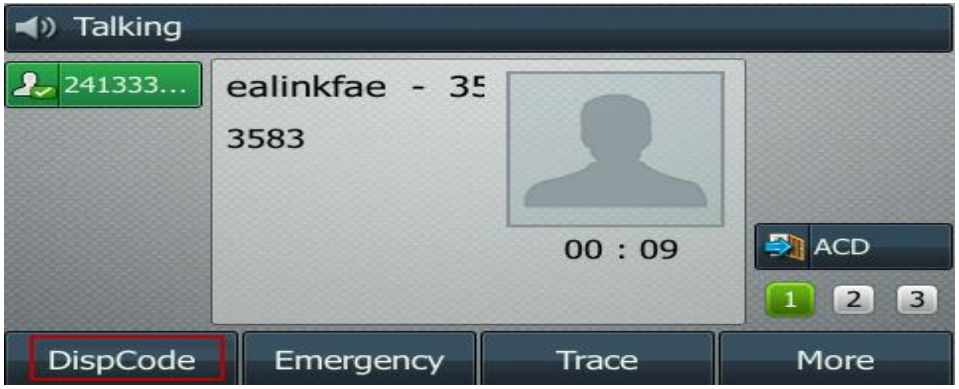
The phone will paly splash ringtone and display ring splash on the LCD if the Agent hold the call more than 30 seconds. The server will return the call and phone will ring as same as the new incoming call if the Hold time over 60 seconds.

④ Feature Show- Disposition Code

1. There is a DispCode soft key on the phone when phone is idle status. The phone will dial out the code and the voice prompt the disposition code was accepted after press the Disposition Code.



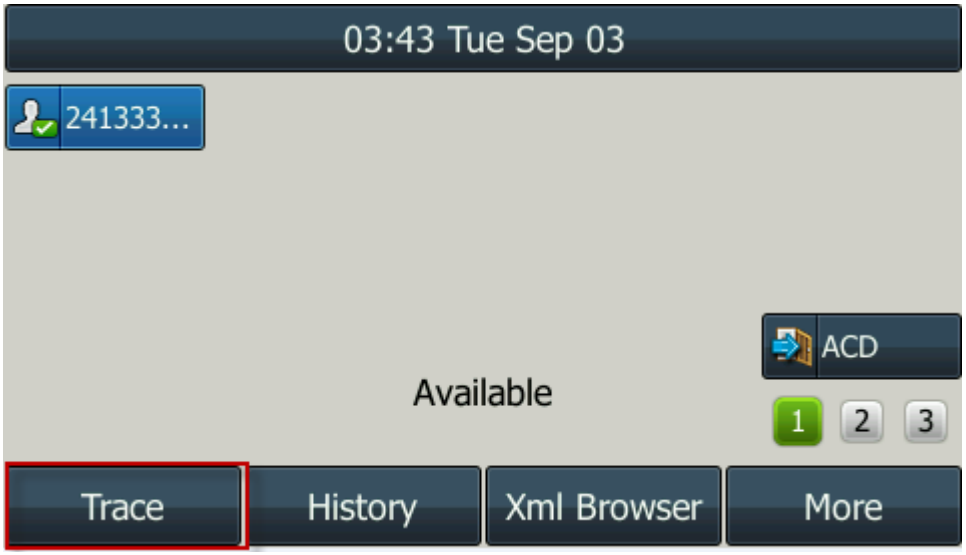
2. DispCode display like below when phone is call status.



Yealink
easy VoIP

④ Feature Show- Customer Originated Trace

1. There is a Trace soft key on the phone when the phone is idle status . The phone will send Invite message to the server after pressing the Trace soft key when phone is idle status.

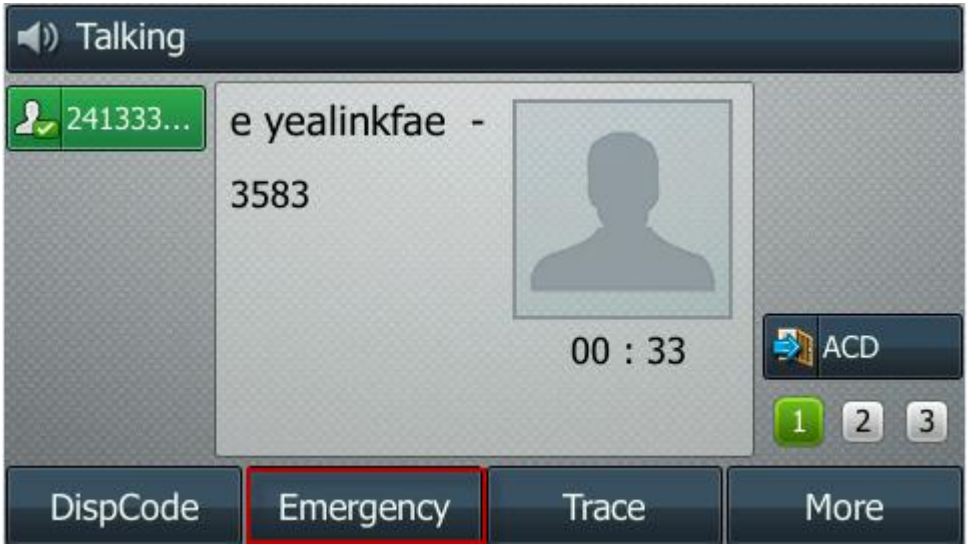


④ Feature Show- Customer Originated Trace

2. There is a Trace soft key on the phone when the phone is call status. The phone will send Info message to the server after pressing the Trace soft key during a call.

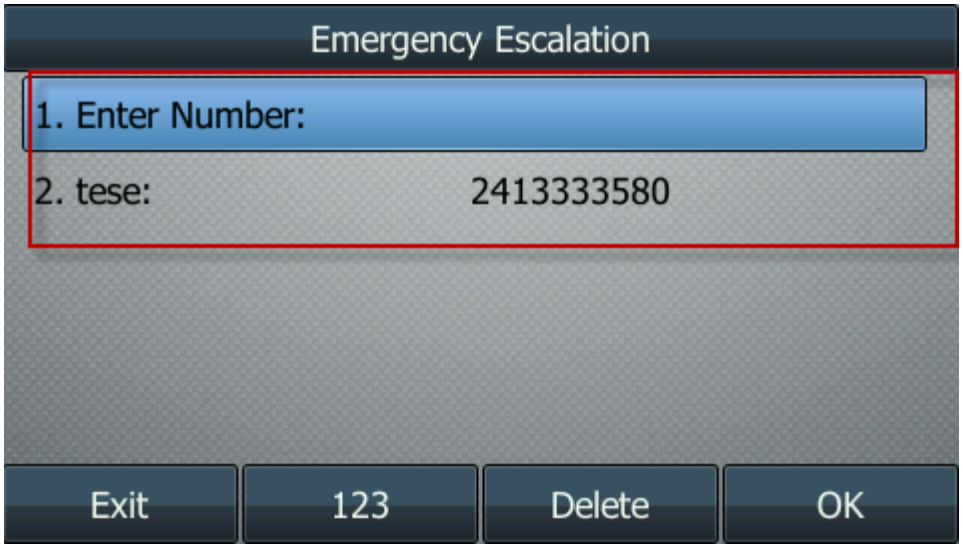
④ Feature Show- Emergency Escalation

1. There is an Emergency soft key on the phone when the phone is call status.



④ Feature Show- Emergency Escalation

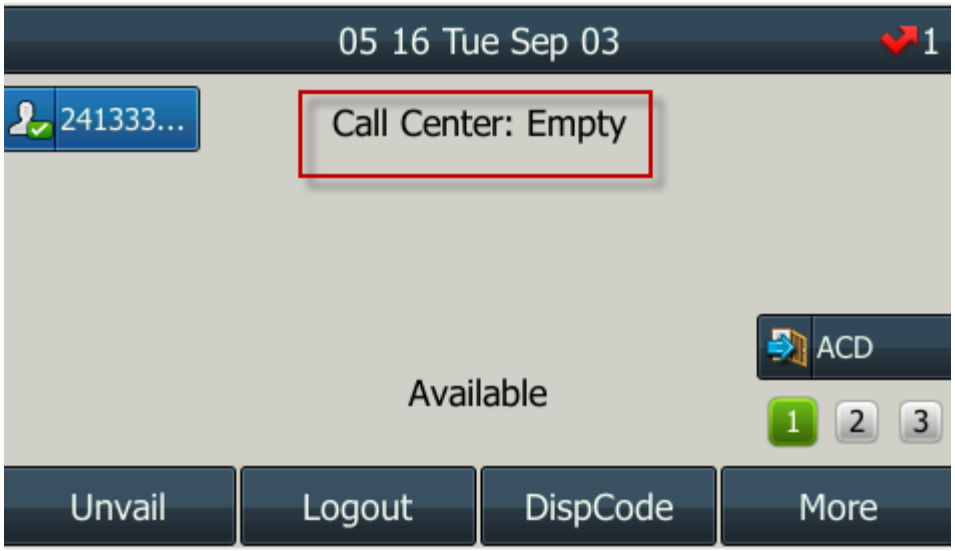
2. The phone will enter the Emergency Escalation interface after press the Trace soft key during a call.



3. The supervisor will receive an incoming call after entering the phone number of supervisor and three parties will build a conference call if supervisor answer the incoming call.

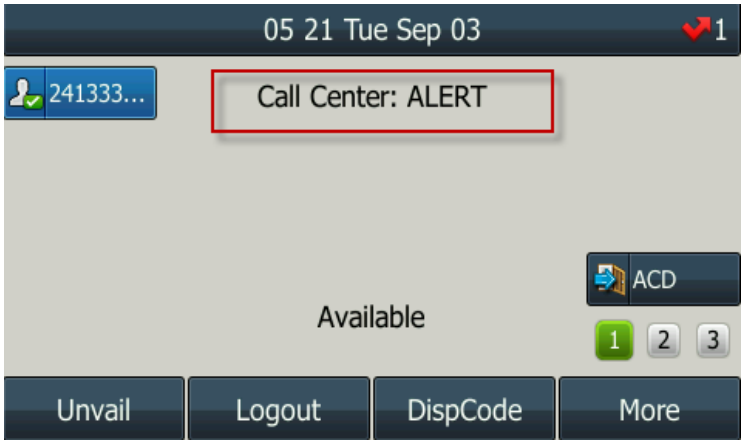
④ Feature Show- Queue Status Notification

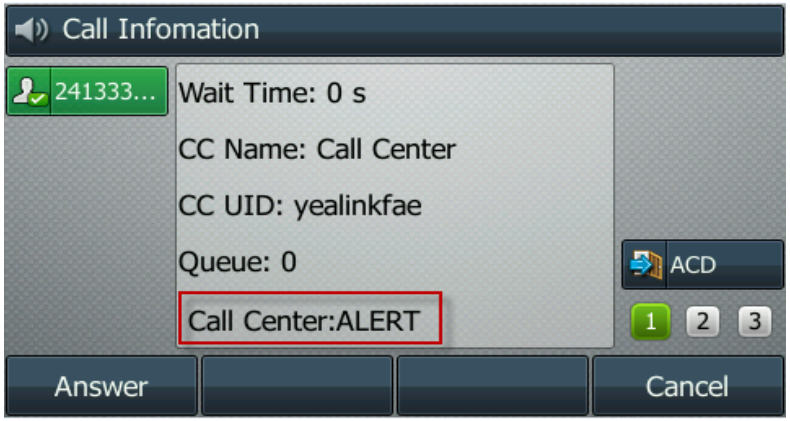
1. The phone will show like below if there is no call in the queue.



④ Feature Show- Queue Status Notification

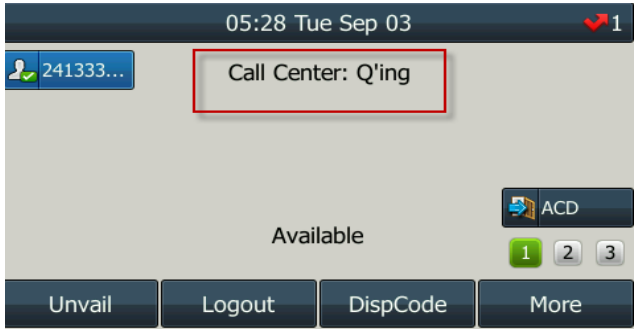
2. The phone will remind user like below if the number of call reach the maximum capacity of the queue.





④ Feature Show- Queue Status Notification

3. The phone will display like below if the number of call less than the maximum of queue.



Enjoy the these call center features☺