



Using Automatic Call Distribution(ACD) on Yealink IP Phones with BroadSoft UC One



WWW.YEALINK.COM

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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

Automatic Call Distribution (ACD) feature is normally used for customer service, such as call center.

ACD (configure ACD status) : Agent and the Supervisor can configure the status of the ACD to decide whether to handle the incoming call assigned from the ACD queue to improve the quality of service

1.1. Agent can press the Login button to login the ACD system.

1.2. After the Agent ended a call, the server will configure the Wrap-up status for the agent so that the agent can have a period of time focus on the last call instead of deal with the incoming call.

1.3. Agent can change the status to Unavailable if he/she need to leave for a while, the ACD queue won't assign any incoming call for the agent.

1.4. Agent change the status to Available after he/she back to the seat in order to notice the server he/she can receive the call from the ACD.

① Application scenarios

Broadworks Call Center Features include below features.

- 1) ACD State**
- 2) Call Information**
- 3) Hoteling**
- 4) Hold Reminder**
- 5) Disposition Code**
- 6) Customer Originated Trace**
- 7) Emergency Escalation**
- 8) Queue Status Notification**

② Configuration on BroadWorks

1. To create a call center on the BroadWorks server:

1) Configuration Path: Group->Call Center->Call Centers->Add Premium

Note, there are three types of Call Center which are Basic, Standard and Premium.

2) Configure * Call Center ID: with 2404982701, this is the account for the call center, other parameters, please refer to below screenshot.

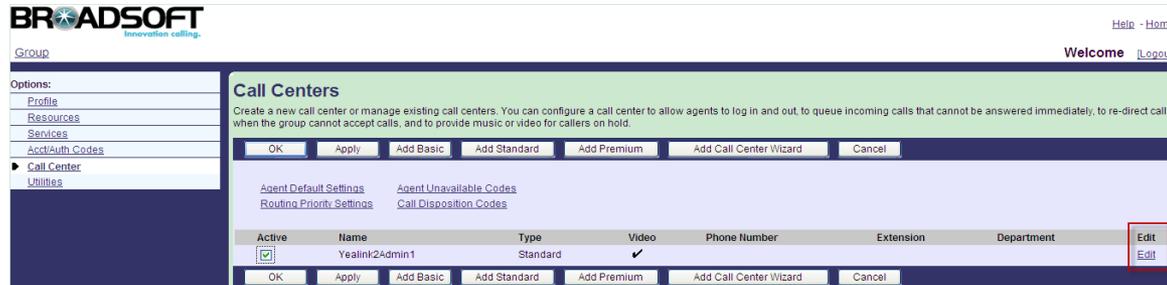
The screenshot displays the 'Call Center Add' configuration interface. The 'Call Center Type' is set to 'Standard'. The 'Call Center ID' is '2404982701' and the domain is '@.ias.iop2.broadworks.net'. The 'Name' is 'Yealink2Admin1'. The 'Calling Line ID Last Name' is 'Yealink' and the 'Calling Line ID First Name' is 'Call Center'. The 'Initial Password' and 'Re-type Initial Password' are both masked with dots. The 'Department' is 'None' and the 'Language' is 'English'. The 'Time Zone' is '(GMT-05:00) (US) Eastern Time'. The 'Group Policy' is set to 'Regular'. The 'Bandwidth and QoS Settings' section includes 'Preferred announcement / music codec for external calls' and 'Preferred announcement / music codec for internal calls', both set to 'None'. The 'Call Center Settings' section includes 'Queue Length' (5 calls), 'Enable video support' (checked), 'CCRS' (None), 'Allow callers to dial 0 to escape out of queue' (checked), and 'Play ringing when offering call' (checked). The 'Agent Settings' section includes 'Allow agents to join Call Centers' (checked), 'Allow Call Waiting on agents' (checked), 'Enable calls to agents in wrap-up state' (checked), 'Enable maximum ACD wrap-up timer' (unchecked), and 'Automatically set agent state to Available after call' (checked).

3) Click OK button to save the settings, so that the new Call Center is ready

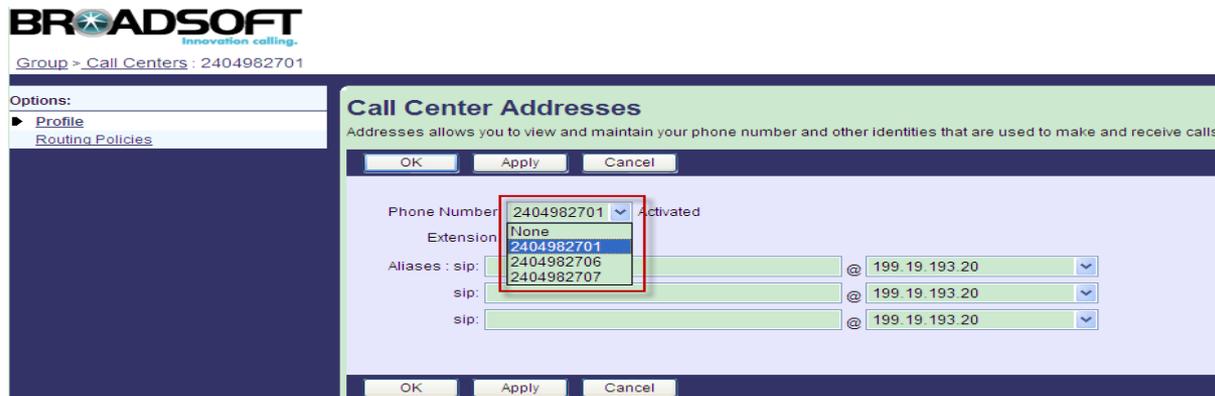
② Configuration on BroadWorks

2. To assign a number for the call center on the BroadWorks server:

1) **Configuration Path: Group->Call Center->Call Centers**, click the Edit button of the Call Center you created



2) Click the Addresses option, choose a number as the phone number of the call center for exmple 2404982701, now the customer can dial the number 2404982701 ,then the server will assign the call to the agent

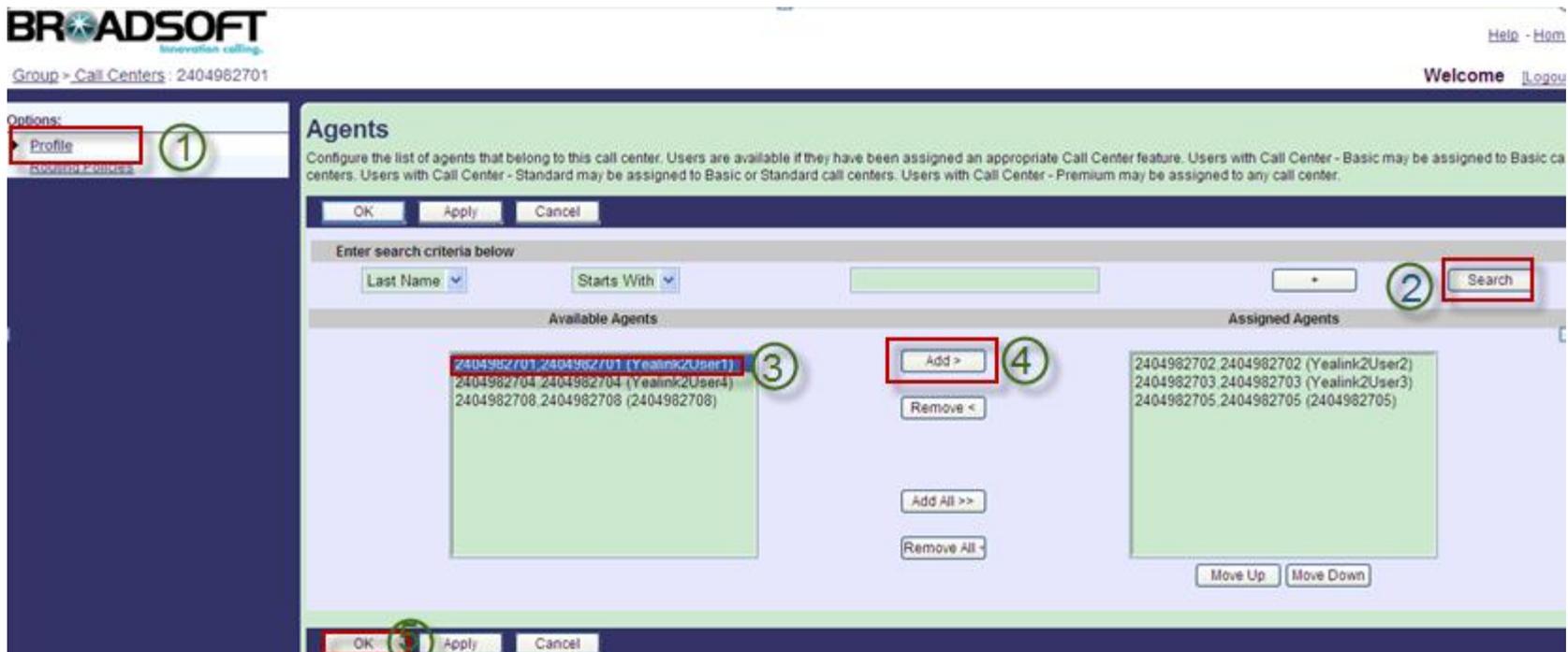


Note, If there is not available phone number, please release an phone number first.

② Configuration on BroadWorks

3. Assign the agent for the call center:

- 1) **Configuration Path: Group->Call Center-> Call Centers**, chose the call center you created and then enter Profile->Agents page.
- 2) In the Agents page, click the search button then move some accounts from Available Agents to the Assigned Agents



Note, you can configure the Supervisors the same way.

② Configuration on BroadWorks

4. Activate the account:

- 1) Configuration Path: Profile->Call Control->Call Centers
- 2) In Assign Call Centers page,check the box for Join Call Center

The screenshot shows the BroadSoft web interface for configuring call centers. The page title is "Call Centers" and it includes a "Saved" status indicator. The configuration options are as follows:

- Call Center Service Assigned: Premium
- ACD State: Available
- Make outgoing calls as: None
- Use Guard Timer Setting: Default (selected), User
- Enable guard timer for: 5 seconds
- Use Agent Unavailable Settings: Default (selected), User
- Force agent to unavailable on Do Not Disturb activation: unchecked
- Force agent to unavailable on personal calls: unchecked
- Force agent to unavailable after: 3 consecutive bounced calls

At the bottom, there is a table with a "Join Call Center" checkbox checked and a table of call center details:

Join Call Center	Call Center ID	Phone Number	Extension
<input checked="" type="checkbox"/>	2404982701	2404982701	2701

③ Configuration on Yealink IP Phones

3 ways to configure ACD 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 3 rd party provision tool

③ Configuration on Yealink IP Phones

#1 Enable the ACD feature for the account.

#”0” disable the ACD feature ,”1” enable the ACD feature that the account can login and logout, the default value is 0.

account.1.acd.enable = 1

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

account.1.sip_server_type =2

#2 Configure whether to show Available and Unavailable soft key of the phone.

#0-Disabled 1-Enabled The default value is 0.

account.1.acd.available = 1

#3 The status after login the ACD “0” means Unavailable , “1”menas Available , the default value is 1.

account.1.acd.initial_state = 1

#4 Configure whether to show unavailable reason

#0-Disabled 1-Enabled The default value is 0.

account.1.acd.unavailable_reason_enable = 1

③ Configuration on Yealink IP Phones

#5 Configure the ACD reason code of Broadsoft. (The values of Y must be consecutive numbers from 1 to 100)

#account.X.reason_code.Y =

#account.X.reason_code_name.Y =

account.1.reason_code.1 = 1001

account.1.reason_code_name.1 = Tea Code

account.1.reason_code.2 = 1002

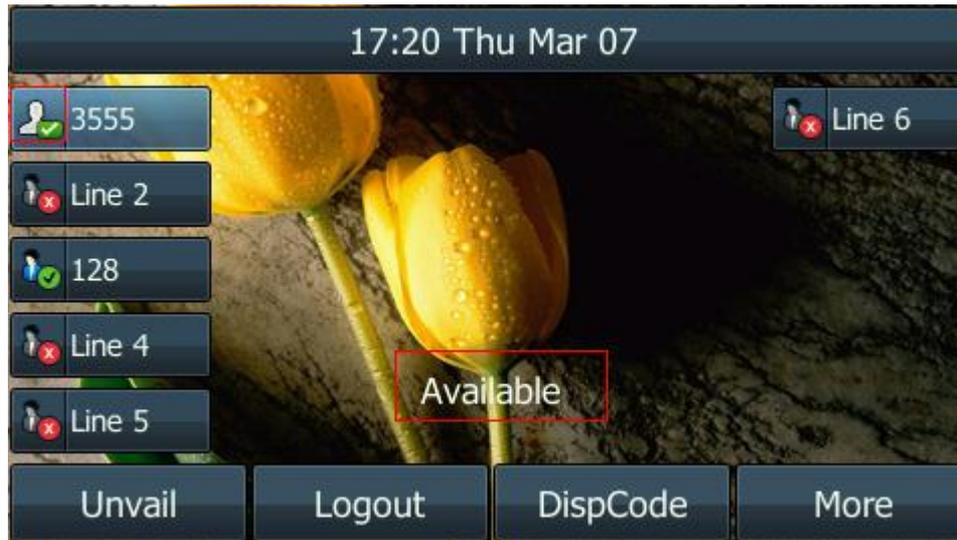
account.1.reason_code_name.2 = Break Time

④ Feature Show

1. Available Status

Press the Login button of the phone, the phone will show the status of login successfully.

Note , you can configure the DSS key as the ACD button , or you can login on PC client

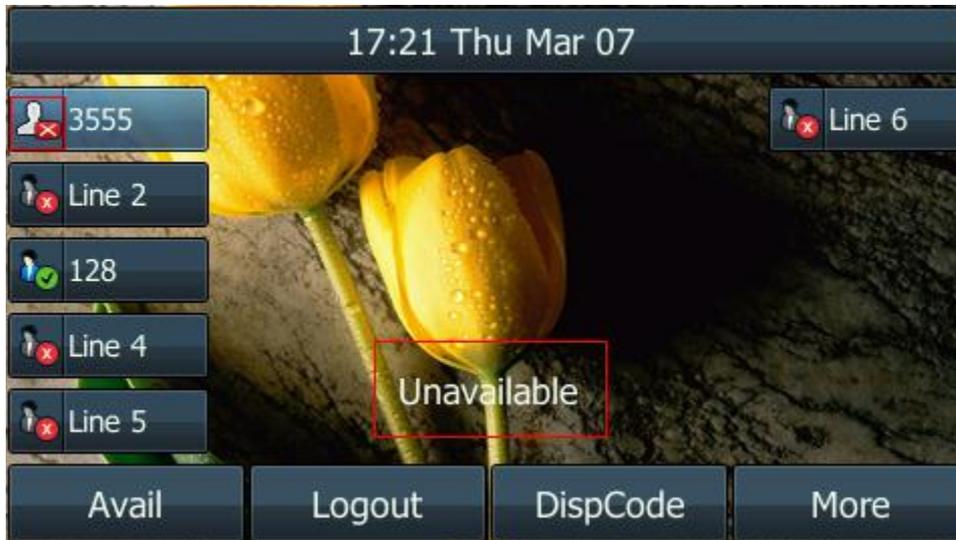


If you have configured the DSS key , Line key and EXP key for the ACD feature, the key will display solid green

④ Feature Show

2. Unavailable status

Press the Unvail soft key , the phone will shows the status of Unavailable .



If you have configured the DSS key and line key for the ACD feature, it will flash green slowly

④ Feature Show

3. Wrap-Up status

Press the ACD key to choose Wrap-up ,the phone will shows the status of Wrap-Up.



If you have configured the DSS key for ACD feature, it will be red
If you have configured line key of T4 series for the ACD feature, it will be red,
If you have configured the line key of T2 series, it will flash green rapidly.

④ Feature Show

4. Login status

Press the Logout soft key,the ACD will log out ,like below.



All the ACD keys will turn off.

④ Feature Show

5. ACD status in the server

You can check all status of the ACD on the server.

Configuration path: Group->User->related User> Call Control

If you configure the status on the server, the status of the phone will be changed as well.

The screenshot shows the Broadsoft user interface. The top left has the Broadsoft logo and navigation links like Profile, Incoming Calls, Outgoing Calls, Call Control (selected), Calling Plans, Client Applications, Messaging, Service Scripts, and Utilities. The top right shows 'Hello - Home' and 'Welcome [Logout]'. The main content area is titled 'Call Centers' and contains a form for configuring ACD settings. The form includes a dropdown for 'ACD State' (set to 'Sign-In'), checkboxes for 'Sign-In', 'Sign-Out', 'Available', and 'Wrap-Up', and a 'Use Guard Timer Setting' section with a '5' second timer. Below the form is a table with columns 'Join Call Center', 'Call Center ID', 'Phone Number', and 'Extension'. The table has one row with a checked 'Join Call Center' box, '2413333565' for Call Center ID, '+44-2413333565' for Phone Number, and '3565' for Extension. Buttons for 'OK', 'Apply', and 'Cancel' are present at the top and bottom of the form area.

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

Group > Users : 2413333565

Call Centers

Call Centers displays your current ACD state and all the ACDs you belong to and whether you are currently joined in their centers. You can set your ACD state and join or remove yourself from that ACD's call center if permitted by your administrator.

OK Apply Cancel

Call Center Service Assigned: Premium

ACD State: Sign-In

Sign-In calls as None

Sign-Out

Use Guard Timer Setting:

Available per

Unavailable per for 5 seconds

Wrap-Up

Use Agent Unavailable Settings: Default User

Force agent to unavailable on Do Not Disturb activation

Force agent to unavailable on personal calls

Force agent to unavailable after 3 consecutive bounced calls

Join Call Center	Call Center ID	Phone Number	Extension
<input checked="" type="checkbox"/>	2413333565	+44-2413333565	3565

OK Apply Cancel

Enjoy the ACD feature😊