

Yealink-Genesys ACD Introduction

Version	Change History	Date	Author	Review
0.1	Version 1.0	2012-8-3	qjy/ljj	

According to the Genesys introduction documents, Genesys supports two modes of ACD login and ACD synchronization, called Eyebeam mode and Polycom mode. Yealink phones support both of two modes, and the settings is as follows in details:

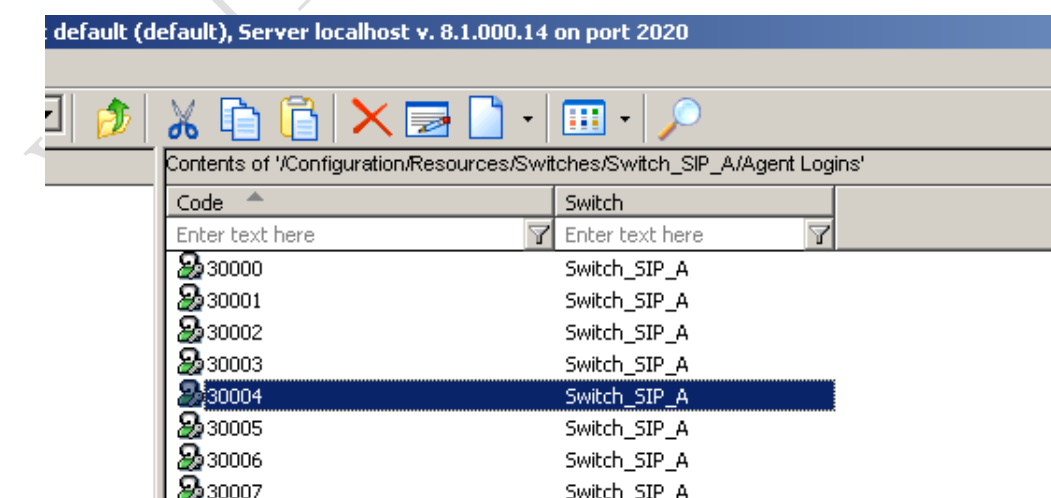
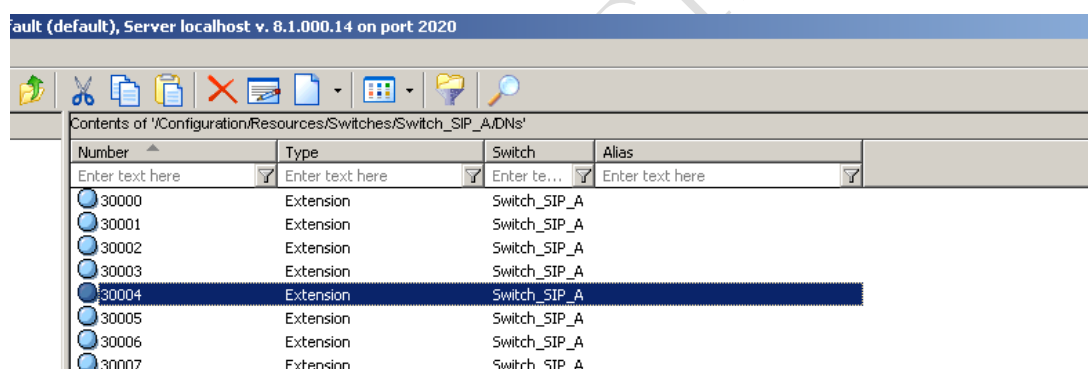
一、Eyebeam mode introduction

1.1 Introduction:

For Eyebeam mode, phones use SIP account (DN number) for login, and send the status to the server by Publish message.

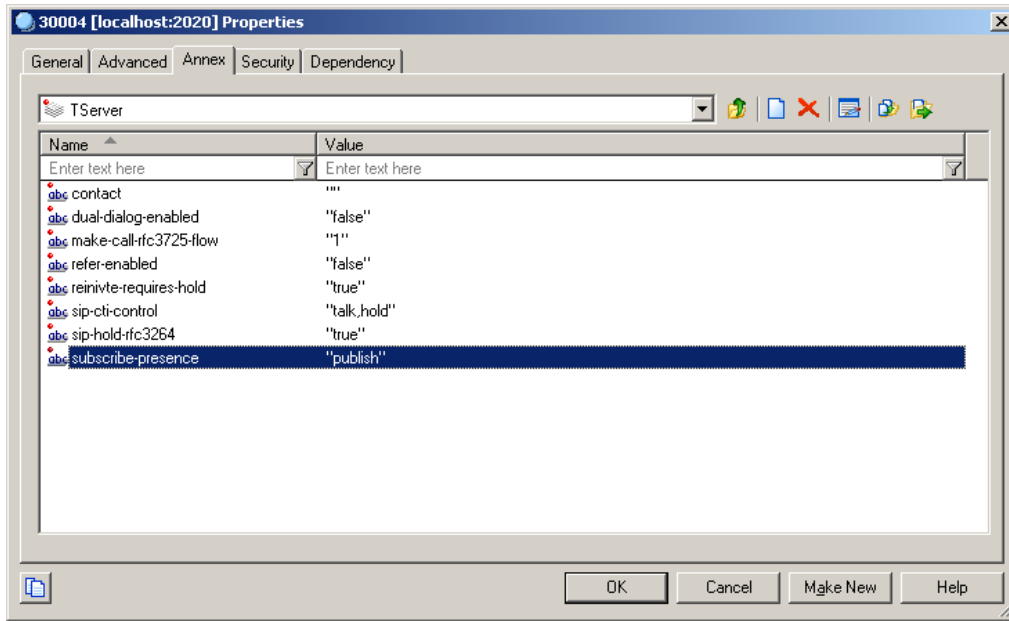
1.2 Server settings:

- 1、Make sure that the SIP account of the phone is the same as the Agent Login number (For example:30004):



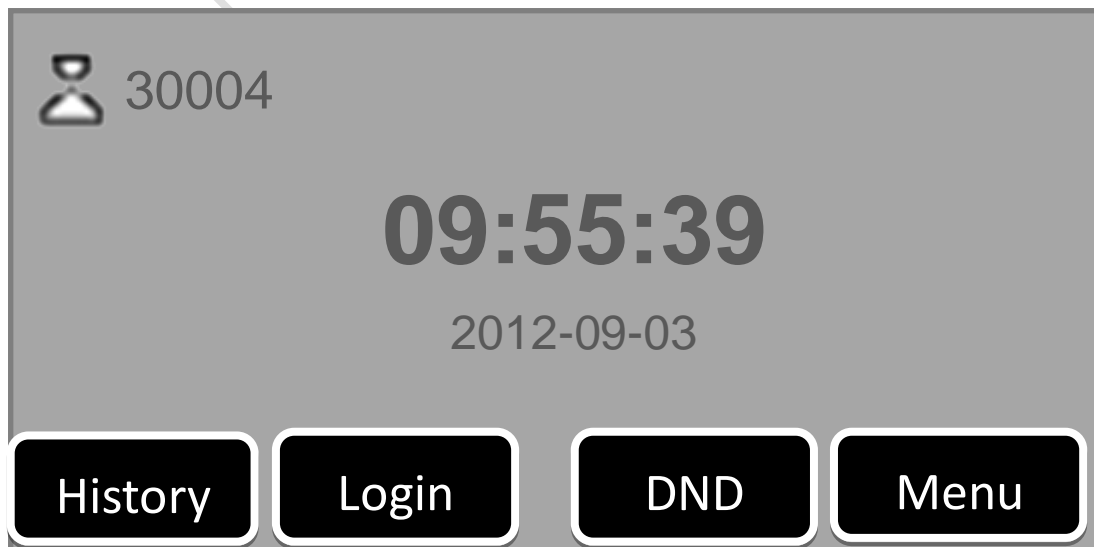
- 2、Make sure of the settings of DN(30004) , so that the

subscribe-presence is set as “publish”.



1.3 Phone Settings:

- 1、Configure the phone number: Set the SIP account as 30004 at the webpage settings of the phone.
- 2、Configure the Eyebeam mode of the phone: Account→Advanced→SIP Server Type, choose “Genesys”.
- 3、Use the phone login: Press “Login” soft key in the default interface, and fill in the SIP account, press “Login”.



4、Change the status and logout: Press ready or not ready soft key and change the status. Press “Logout” and logout the agent.



二、Polycom Mode Introduction

2.1 Introduction:

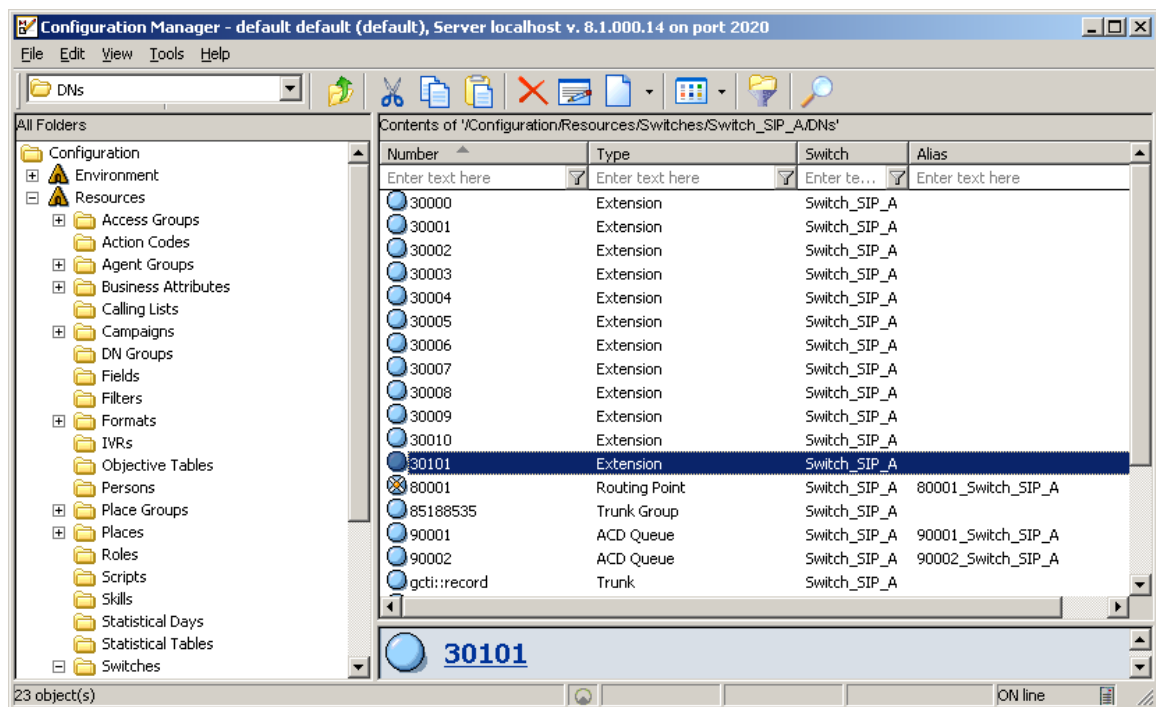
For Polycom mode, phone could use agent login number to login, so any of single SIP account could be used by any of agents in turn.

The phones send the status and the subscription to the server by subscribe/notify message. It can realize the bisynchronous of status of phone and the server, it means that it can send the status to the server and receive the status from the server. For example, if we use both of computer and phone for login, it can use computer for changing the status and synchronizing to the phone.

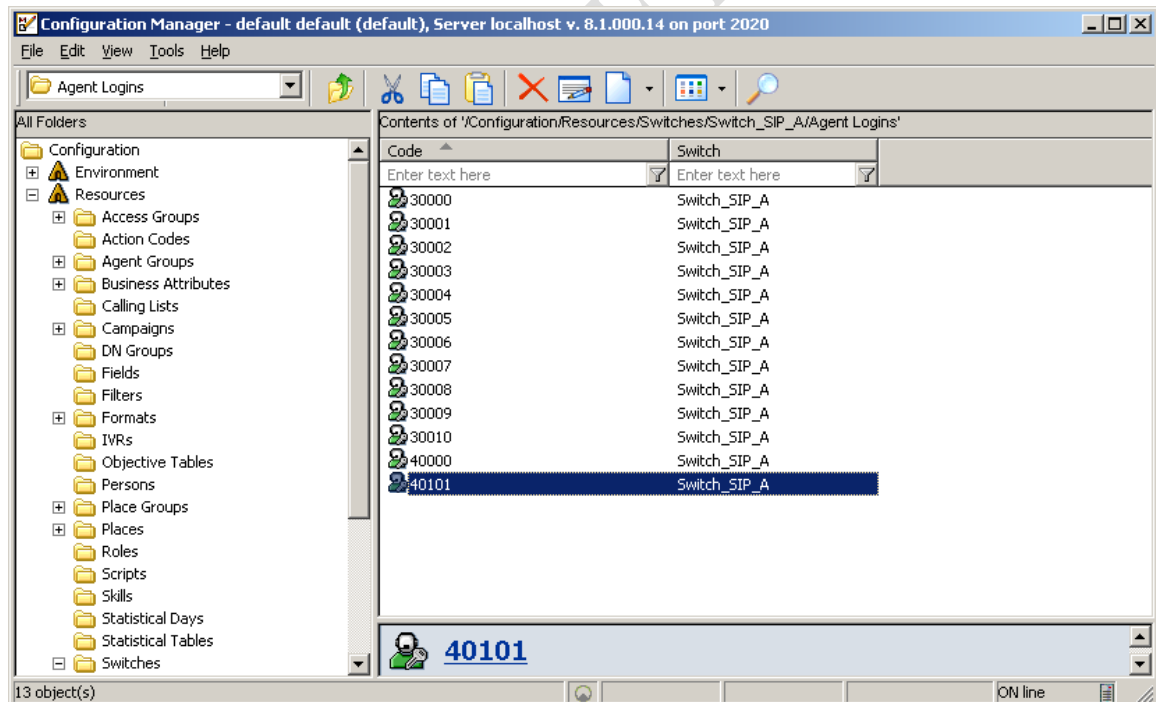
2.2 Server Settings:

1、It does not need be consistent between DN number and the Agent Login in the server.

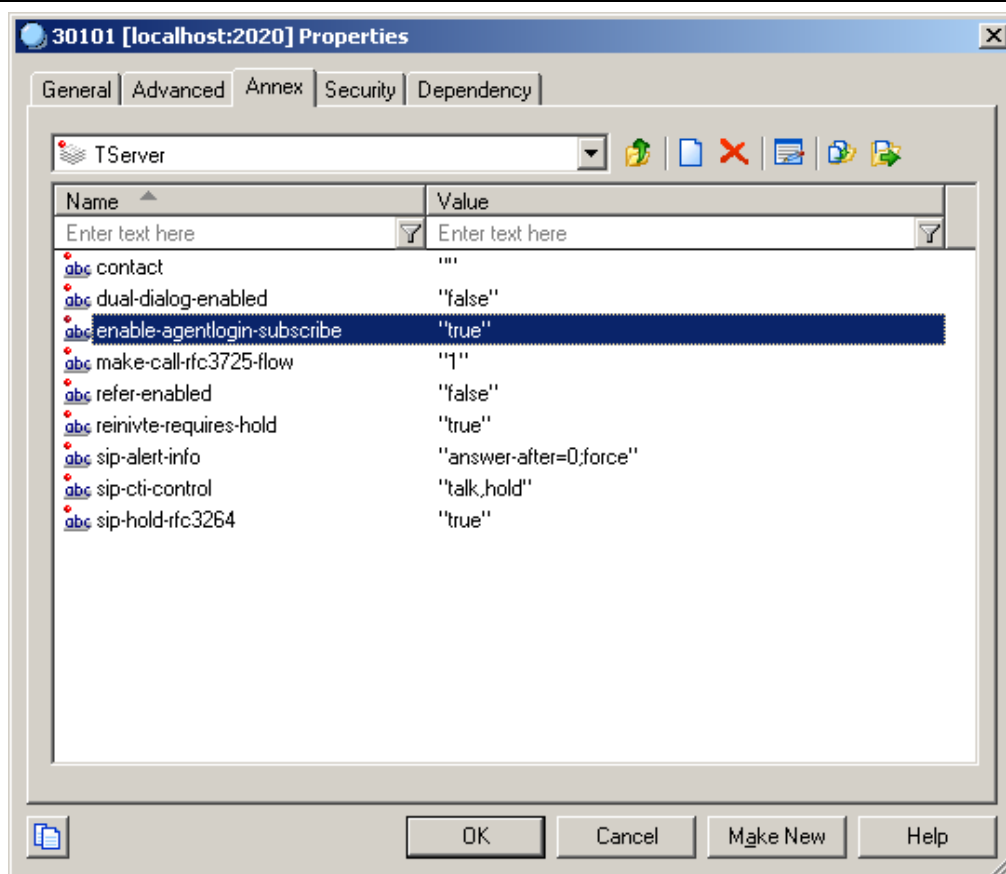
Take DN:30101 for example.



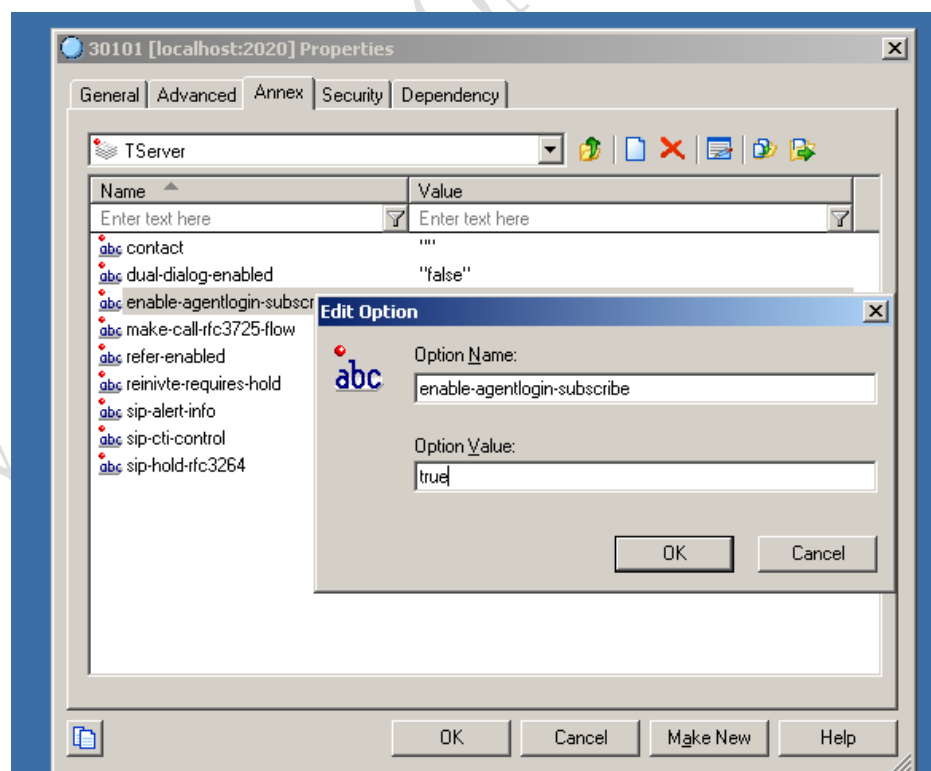
Agent Login: any, such as 40101、40102.....



2、Make sure of the settings of the DN(30101), the value of the enable-agentlogin-subscribe is “true”, and no subscribe-presence:



If it does not have enable-agentlogin-subscribe, can add it manually:



2.3 Phone Settings:

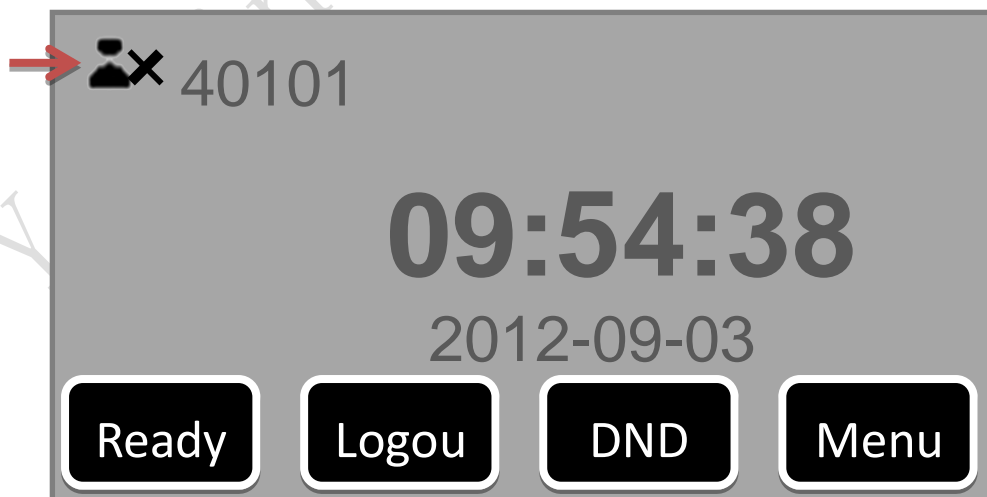
1、Configure the phone account: Set the SIP account:30101 at the webpage of the phone

2、Configure the Polycom mode: Account-→Advanced-→SIP Server Type, choose default and confirm.

3、Use the phone login: Press “Login” Soft key at the default interface, press “Login” Soft key, fill in Agent Login account (40101、40102……) ,Press “Login” .



4、Change the status and logout: Press ready or not ready soft key and change the status. Press “Logout” and logout the agent.



5、Status synchronization of the server: When the phone status of the server changes(For example, use computer changes the status), the agent status of the phone will change.

Note: There is difference in the ACD package format of two modes. If the phone use the Polycom mode, but server DN settings is Eyebeam mode, it will appear that the phone status could not synchronize to the server, and the phone could not logout. So do not mix in using the two modes.