

Using Integrated ACD, Phonebook



and Call Log Features on BroadWorks

Introduction

The Yealink IP phones are access devices that use the Session Initiation Protocol (SIP) to communicate with BroadWorks for call control.

This document describes how to configure the ACD, Call Log and Phonebook features integrated with BroadWorks on the Yealink IP phones.

The features introduced in this document apply to Yealink SIP-T2xP IP phones running software V61.0 or later.

Note

The features introduced in this document take the Yealink SIP-T28P IP phone as an example.

Using the ACD Feature on BroadWorks

The Automatic Call Distribution (ACD) feature is often used in offices for customer service, such as call center. The ACD system handles incoming calls by automatically queuing and directing calls to available agents. To use this feature, you should configure an ACD key in advance on your IP phone.

After configuring an ACD key on your IP phone, you can press the ACD key to log in the ACD system. After logging in, you are ready to receive calls from the ACD system. You can press the ACD key to show the ACD status. You can also press the **Avail / Unavail** soft key to change the ACD status. The system server monitors the ACD status on your IP phone to decide whether or not to assign the incoming calls. To log out the ACD system, press the **Logout** soft key.

LED Instructions

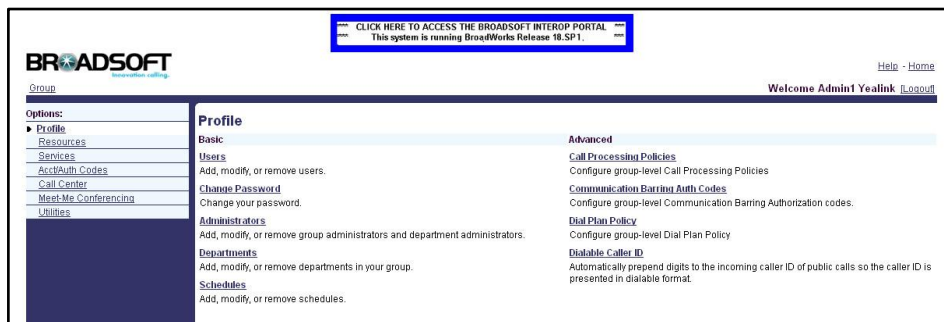
Memory key / Line key LED (configured as ACD key)

LED State	Description
Solid green	The ACD state is available.
Flashing green	The ACD state is unavailable.
Off	Log out the ACD system.

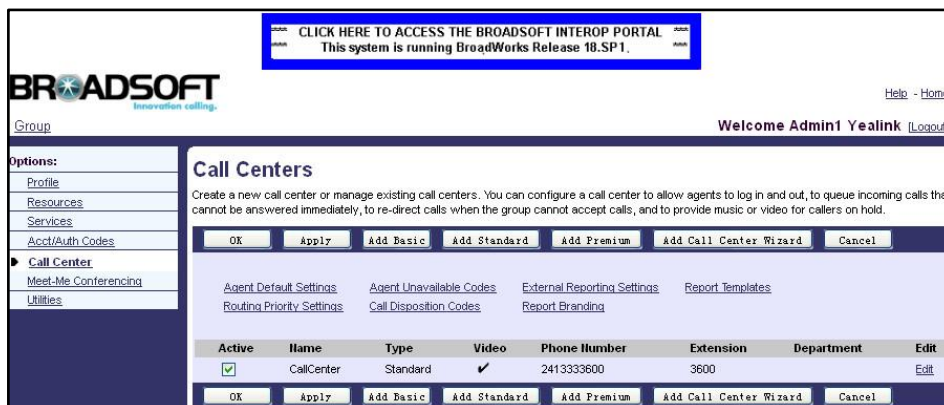
Configuring the BroadWorks Server

To create a call center on the BroadWorks server:

1. Log in as the group admin.



2. Click **Call Center->Call Centers->Add Standard** (or **Add Premium**) to add a Standard (or Premium) call center.
3. After creating the call center, go back to **Call Center->Call Centers** and check the **Active** checkbox for the call center.



To assign the agents to the call center on the BroadWorks server:

1. Log in as the group admin.
2. Click on **Call Center->Call Centers**, browse to the call center created above and click **Edit**.
3. Click on **Agents**.

The screenshot shows the BroadSoft BroadWorks administration interface. At the top, there is a banner that says "CLICK HERE TO ACCESS THE BROADSOFT INTEROP PORTAL This system is running BroadWorks Release 18.SP1." Below this, the "BROADSOFT" logo is visible. The breadcrumb trail shows "Group > Call Centers : 2413333600". The user is logged in as "Admin1 Yealink" and is on the "Profile" page. The left sidebar shows "Options:" with "Profile" selected. The main content area is divided into "Basic" and "Advanced" sections. The "Basic" section includes links for "Profile", "Addresses", "Agents", "Password", "Status & Statistics", "Supervisors", "Announcements", and "Voice Portal". The "Advanced" section includes links for "Assign Services", "Call Application Policies", "Call Policies", and "Distinctive Ringing".

4. Click **Search** to display all available agents.
5. In the **Available Agents** box, select the desired agent and click **Add>** to assign it to the call center.

The screenshot shows the BroadSoft BroadWorks administration interface, specifically the "Agents" configuration page for the call center. The breadcrumb trail shows "Group > Call Centers : 2413333600". The user is logged in as "Admin1 Yealink". The left sidebar shows "Options:" with "Agents" selected. The main content area is titled "Agents" and includes a description: "Configure the list of agents that belong to this call center. Users are available if they have been assigned an appropriate Call Center feature. Users with Call Center - Basic may be assigned to Basic call centers. Users with Call Center - Standard may be assigned to Basic or Standard call centers. Users with Call Center - Premium may be assigned to any call center." Below this, there are "OK", "Apply", and "Cancel" buttons. A search section titled "Enter search criteria below" includes a "User ID" dropdown, a "Starts With" dropdown, a text input field, and a "Search" button. Below the search section, there are two lists: "Available Agents" and "Assigned Agents". The "Available Agents" list contains the following entries: 3601, yealink (2413333601), 3603, yealink3603 (2413333603), 3604, yealink (2413333604), 3605, 3605 (2413333605), 3606, yealink (2413333606), Bill, Nie (8511), C, C (8612), Clare, Feng (123456789), Lin, E (2413333601_1), and test111, sss (668899). The "Assigned Agents" list contains the following entries: 3602, Admin (2413333602) and 3607, yealink (2413333607). Between the two lists are buttons for "Add >", "Remove <", "Add all >>", and "Remove All". At the bottom of the "Assigned Agents" list are "Move Up" and "Move Down" buttons. At the bottom of the page are "OK", "Apply", and "Cancel" buttons.

6. Repeat step 5 to assign more agents to the call center.
7. Click **Apply** to save the change.

Changing the ACD State on the BroadWorks Server

To configure the ACD state on the BroadWorks server:

1. Log in as the group admin.
2. Click on **Users->Search**.
3. Select one of the call center agents.
4. Click on **Call Control ->Call Centers**.

5. Select the desired state from the pull-down list of **ACD State**.
6. Click **Apply** to save the change.

Note

Ensure that the **Join Call Center** is checked.

Configuring the Yealink IP Phone

You can enable the Feature Key Synchronisation to synchronize with the ACD state on the BroadWorks server.

To configure the Feature Sync via web user interface:

1. Log in as the admin.
2. Click on **Phone->Features**.
3. Select **Enable** from the pull-down list of **Feature Key Synchronisation**.

- Click **Confirm** to save the change.

Transfer on Conference Hang up	Disabled	?
Feature Key Synchronisation	Enabled	?
Time Out for Dial-now Rule	1	?
ACD Auto Available	Disabled	?
ACD Auto Available Timer(0~120s)	60	?
RFC 2543 Hold	Disabled	?
Use Outbound Proxy In Dialog	Enabled	?
IsDeal180	Enabled	?
Logon Wizard	Disabled	?
PswPrefix		?
PswLength		?

To configure an ACD key via web user interface:

- Click on **Phone->DSS Keys**.
- Select **ACD** from the pull-down list of **Type**.
- Select the desired line from the pull-down list of **Line**.

Yealink Logout

Status | **Account** | **Network** | **Phone** | **Contacts** | **Upgrade** | **Security**

Preference | Features | Softkey Layout | **DSS Keys** | EXT Key | Action URL | Voice | Ring | Tones | Dial Plan | SMS

Memory Keys >> ?

Key	Type	Value	Line	Extension
DSS Key 1	ACD		Line 1	
DSS Key 2	N/A		Auto	
DSS Key 3	N/A		Auto	
DSS Key 4	N/A		Auto	
DSS Key 5	N/A		Auto	
DSS Key 6	N/A		Auto	
DSS Key 7	N/A		Auto	
DSS Key 8	N/A		Auto	
DSS Key 9	N/A		Auto	
DSS Key 10	N/A		Auto	

Line Keys >> ?

Programmable Keys >> ?

NOTE
Key Type
 The free function key 'Types' Speed Dial, BLF, Key Event, Intercom, URL.
BLF
 The button can be configured Busy Line Field function with specified account. This feature must be supported by the sip server.
Key Event
 Key events are predefined shortcuts to phone and call functions.
Intercom
 Enable the 'Intercom' mode and it is useful in an office environment as a quick access to connect to the operator or the secretary.
URL
 This key function allows you to send HTTP requests to a web server.

Confirm **Cancel**

- Click **Confirm** to save the change.

Note

Make sure the selected line has registered one of the call center agents. It is recommended you configure no more than a single ACD key per IP phone.

Changing the ACD State on the Yealink IP Phone

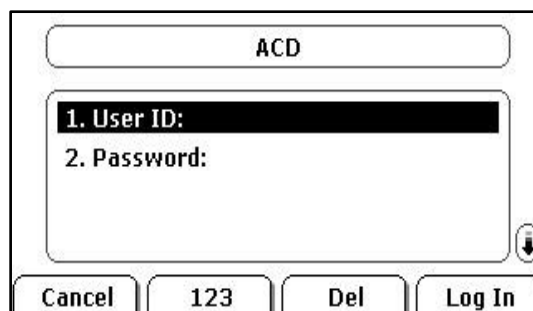
To configure the ACD state via phone user interface:

1. Press the ACD Key.

The phone LCD screen prompts you the following information:

User ID: the user identity used to log in the ACD system.

Password: the password used to log in the ACD system.



2. Press the **Log In** soft key to log in the ACD system.
3. Press the **Avail / Unavail** soft key to change the ACD status.

After logging in the ACD system, the IP phone will synchronize the ACD state with the BroadWorks server. When you set the ACD state to available on the BroadWorks server, the ACD state on the IP phone will change to available and the ACD key illuminates solid green. Conversely, when you set the ACD state to available on the IP phone, the ACD state on the BroadWorks server will change to available.

For more ACD key LED indications, refer to [LED Instructions](#) on page 1.

Using the Phonebook Feature on BroadWorks

You can access the BroadSoft directory through your IP phone. The directory contains all the contacts of the same group provisioned on the BroadWorks server. You can add contacts from the BroadSoft directory to your local directory. You can also dial a contact from the BroadSoft directory.

You can configure your IP phone to access up to 6 BroadSoft directories.

Configuring the Yealink IP Phone

To configure the BroadSoft phonebook via web user interface:

1. Click on **Contacts->BroadSoft**.
2. Select the desired BroadSoft item from the pull-down list of **BroadSoft Item**.
3. Enter the parameters: display name, server address, port, username and password in the corresponding fields.
4. Click **Confirm** to save the change.

Note

The access URL of the BroadSoft phonebook is:
<http://xsp1.iop1.broadworks.net/com.broadsoft.xsi-actions/v1.0/user/username@as.iop1.broadworks.net/directories/Group>.

The username is one of the users provisioned on BroadWorks.

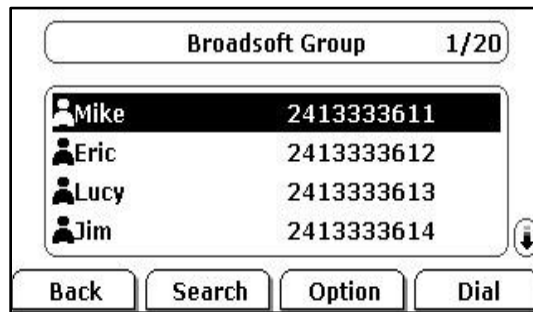
Accessing the Phonebook on the Yealink IP Phone

To access the BroadSoft phonebook via phone user interface:

1. Press **Menu->Directory->BroadSoft**.

2. Select the desired BroadSoft group, and then press the **Enter** soft key.

The phone connects to load the BroadSoft phonebook, and then displays the desired BroadSoft contact list on the LCD screen.



3. Press the **Cancel** soft key to back to the previous interface or the **Back** soft key to disconnect.

Using the Call Log Feature on BroadWorks

You can access the call log of the desired BroadSoft user through your IP phone. The call log contains call information such as remote party identification, time and date. You can check the call log, dial a call, add a contact or delete an entry from the call log list. The BroadSoft call log allows users to view and dial the stored numbers in the following lists: Missed, Received, and Placed.

You can configure your IP phone to access up to 3 call log items.

Configuring the Yealink IP Phone

To configure the BroadSoft call log via web user interface:

1. Click on **Contacts->Call Log**.
2. Select the desired call log item from the pull-down list of **Callog Item**.
3. Enter the parameters: display name, server address, port, username and password in the corresponding fields.
4. Click **Confirm** to save the change.

The screenshot shows the Yealink web interface with the 'Call Log' tab selected. A form is displayed with the following fields: 'Call Log Item' (dropdown menu showing 'Call Log1'), 'DisplayName' (text field with 'missed'), 'Server' (text field with 'http://xsp1.iop1.broadworks.net/com.broadsoft.xsi-actions/v1.0/user/username@as.iop1.broadworks.net/directories/call logs/ missed'), 'Port' (text field), 'User' (text field with '241333614@as.iop1'), and 'Password' (password field with masked characters). There are 'Confirm' and 'Cancel' buttons at the bottom. A 'NOTE' box on the right states: 'Call log This feature allows you to download call history from the server. Input the URL, port, username, password and rename the phonebook'.

The following table lists the corresponding URL used to access the desired BroadSoft call log list of the specific user.

Call Log List	URL
Missed Lists	http://xsp1.iop1.broadworks.net/com.broadsoft.xsi-actions/v1.0/user/ username @as.iop1.broadworks.net/directories/call logs/ missed
Received Lists	http://xsp1.iop1.broadworks.net/com.broadsoft.xsi-actions/v1.0/user/ username @as.iop1.broadworks.net/directories/call logs/ received
Placed Lists	http://xsp1.iop1.broadworks.net/com.broadsoft.xsi-actions/v1.0/user/ username @as.iop1.broadworks.net/directories/call logs/placed
All Lists	http://xsp1.iop1.broadworks.net/com.broadsoft.xsi-actions/v

Call Log List	URL
	1.0/user/ username @as.iop1.broadworks.net/directories/call logs/

The username is the user you want to access, which is provisioned on the BroadWorks server.

Note

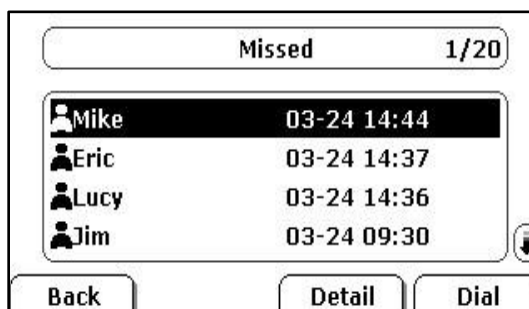
The All Lists contains Missed, Received and Placed Lists. It's not supported by Yealink SIP-T2xP IP phones.

Accessing the Call Log on the Yealink IP Phone

To access the BroadSoft call log via phone user interface:

1. Press **Menu->History Type->Network Calllog**.
2. Select the desired call log menu, and then press the **Enter** soft key.

The phone connects to load the BroadSoft call log, and then displays the desired call log list on the LCD screen.



3. Press the **Cancel** soft key to back to the previous interface or the **Back** soft key to disconnect.