Hot desking and Agent using the Info

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1   Revision History

Revision history:

Revision	Author	Date	Description
0.0.0	<Yue Yang>	<2014 - 2 - 13>	< Initial version>

2   Hotdesking

2.1   Overview

Hotdesking (Virtual Office), the primary function is to remove all of the SIP registration information, and then complete the new SIP registration information.

2.2   Steps

1. the phone's Function Key set Hot Desking, as shown in the following illustration

DSS Key 5	Key Event	▼		AUTO ▼	Hot Desking	▼	

2. the corresponding DSSKEY, prompting the Clear ALL SIP Config, click OK, clear the configuration after completing Server Address, Server Port, SIP User, Auth . User, Auth . Password, Display Name, Outbound Proxy, Registration.

2.3   Application

The function as long as it is to take into account are as follows: When you need to clear the SIP related information, the user of a correction is too cumbersome, and the restore to factory settings and clears other SIP related some of the configuration. Users can now use Hotdesking features make SIP 1- SIP 6 information are clear, but other SIP related information is not clear, for example, features of the information, and then re-configure the new SIP information

2.4   Scope of application

At present the following product support this feature: C 62, 58 C C, 66, 600 D

3 Agent

3.1 Overview

Agent is a call center of main components, one Call Center consists of multiple Agent, all incoming calls can be handed over to Call Center, Call Center according to certain rules of the different calls to different Agent response.

Phone Agent can achieve: when more than one person at the time using a single device for Agent the service, he or she can quickly on the same server, register your own SIP account. Phone Agent Features Normal and Hotel Guset two.

3.2 Normal mode

Normal Mode is simple and account number configuration, users will only need to configure account number, password, extension numbers, and server line, select Login to begin the registration of the corresponding number, registration, you can use the new extension number.

3.2.1 Steps

1. Enter Agent. Enter Agent there are two methods: a method, the DSSKEY set to Agent (as shown in the figure below), and then press the corresponding DSSKEY; method 2, the LCD by Menu - Agent entered

2. The Agent, select Normal, and then enter the number, user, and Password 3 information, select the line, and then press the Sign In will be your own number registered successfully. If you want to logout SIP, enter Agent, press Logoff to log out, Agent is not displayed for registration information.

3.2.2 Note

Agent cannot replace the registration server, you need to set the server address.

3.3 Hotel Guset mode

Hotel way, similar to the parasites that have a host hotel is already registered with an account number, agent as a hotel guest with host hotel the phone and register the account number associated with your account number, so that the server will be the hotel guest's call to host hotel, the hotel guest can I do not want to register and use your own account number, and a hotel Host in a period of time can only be associated with a Hotel Guest, Hotel Guest can only be at the same time, associated with a Hotel Host, if you have associated a Host, in the new Host associated on, automatically from the associated Host the associated. How Hotel are only required to enter an

extension number and a password, and select Log on, send subscribe to the service, associated agent extension number to the hotel Host account number.

3.3.1　　The server-side configuration

1. Agent Guset feature requires the server supports this feature, here to Broadsoft server as an example.
2. will be an account User 1 set to Hoteling Host ON, another account User 2 set to Hotel Guest ON, as shown in the following figure.
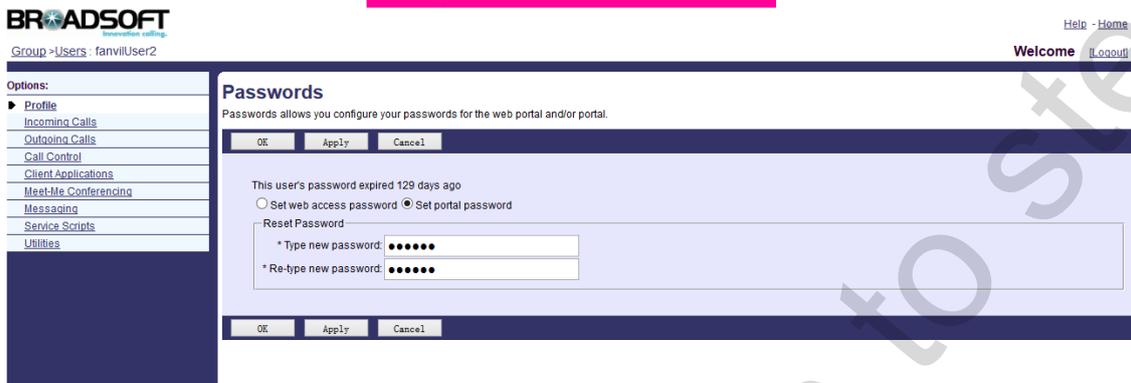
3. The Group - Users - User 2-Passwords Enter password Setup screen, select Set Portal password option, and follow the prompts to enter password 123,456 (123,456 is just one example of this is where you can configure yourself, the User 2 password set to 123,456, as shown in the following figure.

3.3.2   Phone configuration

1. Enable SIP 1 Hoteling Event.
2. The SIP 1 registered on broadsoft User Account Number 1 (User1 must be turned on Hotel Host functions, details reference 3.31), note that the phone's WEB page advanced SIP set the following server types selected for broadsoft, the configuration item DNS SRV turned on, as shown in the following figure.

自动检测服务器	SIP Option ▾		服务器检测时间间隔	60	秒
用户代理			服务器类型	BroadSoft ▾	
DTMF类型	AUTO ▾		规范版本	规范3261 ▾	
DTMF SIP INFO类型	发送 10/11 ▾		本地端口	5060	
铃声类型	默认 ▾		匿名呼叫规范版本	不使用 ▾	
开启 Rport	☐		注册时带认证	☐	
开启PRACK	☐		仅响应一种语音编码	☐	
长的Contact字段	☐		自动使用TCP传输	☐	
允许URI转换	☑		配置兼容特殊服务器	☐	
允许不注册呼出	☐		开启GRUU	☐	
禁止匿名呼叫	☐		配置显示姓名加引号	☐	
开启DNS SRV	☑		开启user=phone	☑	
开启未接来电记录	☑		开启点击呼叫	☐	
BLF List 号码			传输协议	UDP ▾	
开启BLF List	☐		使用VPN	☑	
呼叫等待时回182	☐		开启DND	☐	
开启 Use Inactive Hold	☐				

提交

3. The phone's LCD menu on the Agent options to configure the following:
   Type: Select Hotel Guest.
   Number: Enter User 2 corresponds to the number (User2 MUST BE TURNED ON Hotel Guest. Details reference 3.31)
   Password: Enter the settings User2 password (For details see Reference 3.31)
   lines: select SIP 1 (SIP 1 registered User 1 SIP online)
   Status: Online (Login, Logout, and the like, is not online, Wrap - up 5 state specific reference notes)
4. In the above steps are completed, click Login, and then will prompt Agent logged in, has been set up

3.4 Note

Login: Login Hotel Guest account

Logout: Logout Hotel Guest account

Online: phone can accept a call center to go to the call

Offline: Phone cannot accept the call center to go to the call, and in such a state, you can fill out the information, for example, eat, rest, etc.

Wrap - Up: phone is answered, the call center is not to transfer the call to the attendant.

3.5 Application

As a call center, Phone Agent feature to enable a call center employees in officialdom is fast and easy to your own account information, HotelGuset features are also available in does not change SIP registration information of the use of already configured account numbers and passwords quickly and effectively in a phone, use another number to call center services that can improve call center productivity

3.6 Scope of application

Support of Agent Normal Feature Phone: C 62, 58 C C, 66, 600 D