

Using Star2Star ACD on Yealink IP Phones

Introduction

This document provides detailed information on how to use ACD (automatic call distribution) feature on Yealink IP phones integrated with Star2Star platform. ACD enables organizations to manage a large number of incoming calls on individual basis. It handles incoming calls by automatically queuing and directing calls to available personnel. The information in this document applies to the following Yealink IP phone models:

- Color Screen Phones: SIP-T48G and SIP-T46G with firmware version 73
- Black-and-white Screen Phones: SIP-T42G, SIP-T41P, SIP-T28P, SIP-T26P and SIP-T22P with firmware version 73

Configuring the ACD Feature on the IP Phones

The ACD agent can log in and log out through the use of the soft keys. The ACD agent can change or refresh their status through the use of the soft keys. The agent's current status appears as the icon next to the account label.

You can configure the ACD feature for Yealink IP phones using the configuration file only.

1. Add/Edit the ACD parameters in the configuration file.

X stands for the serial number of the account. Y stands for the serial number of the away code/away reason.

SIP-T48G/T46G: X ranges from 1 to 16.

SIP-T42G: X ranges from 1 to 12.

SIP-T28P/T41P: X ranges from 1 to 6.

SIP-T26P/T22P: X ranges from 1 to 3.

Y ranges from 1 to 100.

Parameters	Permitted Values	Default
account.X.sip_server_type	Integer	0
Description: Configures the type of the SIP server for account X. 0-Default 12-S2S		

Parameters	Permitted Values	Default
account.X.acd.enable	Boolean	0
Description: Enables or disables ACD feature for account X. 0-Disabled 1-Enabled		
account.X.acd.unavailable_reason_enable	Boolean	0
Description: Enables or disables away code feature for account X. 0-Disabled 1-Enabled		
account.X.reason_code.Y	Integer	Blank
Description: Configures the away code for account X.		
account.X.reason_code_name.Y	String	Blank
Description: Configures the away reason for account X.		
account.X.acd.call_information	String	Blank
Description: Configures the string the phone dials out when the ACD agent logs into/logs out of the ACD system (you press the Login/out soft key on the phone). The value format: <i>Call Center Number</i> < <i>time interval</i> > <i>User ID</i> < <i>time interval</i> > <i>Password</i> . <i>Time interval</i> ranges from 1 to 20 (in seconds). For example : account.1.acd.call_information = 806<1>1005<2>1234 The IP phone will dial out the call center number 806, wait for 1s, automatically enter the user ID 1005, wait for 2s, automatically enter the password 1234 when you press the Login/out soft key on the phone. Note: It works only if the value of the parameter "account.X.sip_server_type" is set to 12 (S2S).		

Parameters	Permitted Values	Default
account.X.acd.refresh_url	String	Blank
<p>Description: Configures the URL the phone sends when the ACD agent logs into/logs out of the ACD system, or refreshes the status (you press the Login/out or Refresh soft key on the phone) Note: It works only if the value of the parameter “account.X.sip_server_type” is set to 12 (S2S).</p>		
account.X.acd.away_url	String	Blank
<p>Description: Configures the URL the phone sends when the ACD agent changes the status to away (you press the Away soft key on the phone). For example : account.1.acd.away_url= http://portal-dev.star2star.com:8181/yealink/reason_code_response?reason_code=#REASONCODE&agent_extension=ext_843_85&agent_location=starbox_628&agent_phone=94&customer_id=435s #REASONCODE will be automatically replaced with the away code you entered when the URL is sent to the server. Note: It works only if the value of the parameter “account.X.sip_server_type” is set to 12 (S2S) and “account.X.acd.unavailable_reason_enable” is set to 1 (Enabled).</p>		
account.X.acd.available_url	String	Blank
<p>Description: Configures the URL the phone sends when the ACD agent changes the status to available (you press the Avail soft key on the phone). Note: It works only if the value of the parameter “account.X.sip_server_type” is set to 12 (S2S).</p>		

The following shows an example of ACD parameters for account 1 in configuration files:

```
account.1.acd.enable = 1
account.1.acd.unavailable_reason_enable = 1
account.1.reason_code.1 = 500
account.1.reason_code_name.1 = On Lunch
account.1.sip_server_type = 12
```

```

account.1.acd.call_information = 806<1>1005<2>1234
account.1.acd.refresh_url =
http://portal-dev.star2star.com:8181/yealink/agent_screen?action=idle&phone
=104&locID=570 &ext=ext_85407
account.1.acd.away_url =
http://portal-dev.star2star.com:8181/yealink/reason_code_response?reason_code=
#REASONCODE&agent_extension=ext_84385&agent_location=
starbox_628&agent_phone=94&customer_id=435s
account.1.acd.available_url =
http://portal-dev.star2star.com:8181/yealink/toggle_status?ext=ext_85407&locid=st
arbox_570&phone=104

```

2. Upload the configuration file to the root directory of the provisioning server and perform auto provisioning to configure the Yealink IP phones.

Using the ACD Feature on the IP Phones

If the ACD feature is properly configured on the IP phone, you are able to:

- Login and logout as an agent
- Change or refresh the agent status

The line icons and the corresponding agent statuses are listed as below:

Line Icon			Agent Status
SIPT42G/T41P/T28P/T26P/T22P	SIPT46G	SIPT48G	
			Log out
			Login, Available
 and x			Login, Away

Logging Into the ACD System

To log into the ACD system:

1. Press the **Login/out** soft key when the phone is idle.

The phone will dial out the preconfigured string which contains the call center number, user ID and password. Then you can follow the voice prompt to log into the ACD system. After you hang up, the phone will request to refresh the agent status.

Changing or Refreshing the ACD Agent Status

When the agent has logged into the ACD system successfully, you can change or refresh the agent status by pressing the **Avail/Away** soft key. If the agent status is set to available, the server will begin to distribute incoming calls to your IP phone. If the agent status is set to away, the server will not distribute incoming calls to your IP phone.

The following takes a SIP-T28P IP phone as an example.

To change the ACD agent status:

If the current agent status is available, do the following:

1. Press the **Away** soft key.
2. Do one of the following:
 - Enter the preconfigured away reason code in the **Enter code** field.
 - Press  or  to select the desired away reason code, and then press the **OK** soft key.

The agent status changes to away and the line icon changes to  and x.

If you are using the black-and-white screen phone, the corresponding prompt message pops up, you need to press the **Exit** soft key to return to the previous screen.

If you are using the color screen phone, the corresponding prompt appears on the current screen.

If the current agent status is away, do the following:

1. Press the **Avail** soft key.

The agent status changes to available and the line icon changes to . The corresponding prompt message appears.

If you are using the black-and-white screen phone, the corresponding prompt message pops up, you need to press the **Exit** soft key to return to the previous screen.

If you are using the color screen phone, the corresponding prompt appears on the current screen.

To refresh the ACD agent status:

1. Press the **Refresh** soft key (You may need to press the **More** soft key to see the **Refresh** soft key).

If you are using the black-and-white screen phone, the corresponding prompt message pops up, you need to press the **Exit** soft key to return to the previous screen.

If you are using the color screen phone, the corresponding prompt appears on the current screen.

Logging Out of the ACD System

To log out of the ACD system:

1. Press the **Login/out** soft key when the phone is idle.

The phone will dial out the preconfigured string which contains the call center number, user ID and password. Then you can follow the voice prompt to log out of the ACD system. After you hang up, the phone will request to refresh the agent status.

Customer Feedback

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