

Configuration Free Seating



Administration manual for system providers and tenants

5/20/2019

Product line neo, version 6.x

The described functions can be used with the following ASC products:

EVOIPneo

EVOLUTIONneo / XXL / eco

INSPIRATIONneo

Please note that you can always find the most up-to-date technical documentation and product updates in the partner area on our website at <http://www.asctechnologies.com>.

Copyright © 2019 ASC Technologies AG. All rights reserved.

Windows is a registered trademark of Microsoft Corporation. VMware® is a registered trademark of VMware, Inc. All other marks and names mentioned herein may be trademarks of their respective companies.

Contents

1	General information	4
2	Introduction	5
3	System requirements.....	6
4	Configuration by the tenant	7
4.1	Configure authentication via agent extension	7
4.2	Configure authentication via PBX Agent ID	7
5	Configuration by the system provider	9
5.1	Configure authentication via user login	9
	List of figures	12
	List of tables	13
	Glossary	14

1 General information

In the context of this document ASC represents ASC Technologies AG, its subsidiaries, branch offices, and distributors. An up-to-date overview of the aforementioned entities can be found at <https://www.asctechnologies.com>

ASC assumes no guarantee for the actuality, correctness, integrity or quality of the information provided in the manuals.

ASC regularly checks the content of the released manuals for consistency with the described hardware and software. Nevertheless, deviations cannot be excluded. Necessary revisions are included in subsequent editions.

Some aspects of the ASC technology are described in general terms to protect the ownership and the confidential information or trade secrets of ASC.

The software programs and the manuals of ASC are protected by copyright law. All rights on the manuals are reserved including the rights of reproduction and multiplication of any kind, be it photo mechanical, typographical or on digital data media. This also applies to translations. Copying the manuals, completely or in parts, is only allowed with written authorization of ASC.

Representative, if not defined otherwise, is the technical status at the time of the delivery of the software, the devices and the manuals of ASC. Technical changes without specified announcements are reserved. Previous manuals lose their validity.

The general conditions of sales and delivery of ASC in their latest version apply.

2 Introduction

This manual describes the different possibilities to configure the feature *Free Seating*. Depending on the data available in your system, there are the following possibilities to use the feature *Free Seating*:

Free Seating by means of authentication on the phone

If the deployed PBX supports authentication via phone, then agents can be mapped to a conversation by means of their authentication via extension or via PBX Agent ID on the phone at the workplace. Both possibilities have to be configured by the **tenant**:

- Mapping an *extension* to the agent
In this case, the agent has to use the extension mapped to him to authenticate.
See [chapter "Configure authentication via agent extension", p. 7](#).
- Mapping a *PBX Agent ID* to the agent
In this case, the agent has to use the PBX Agent ID mapped to him to authenticate.
See [chapter "Configure authentication via PBX Agent ID", p. 7](#).

If you would like to use *Free Seating* by means of authentication on the phone in connection with *CLIENTcommand* or *SCREENrec*, the following preconditions must be fulfilled:

- The application *CLIENTcommand* or *SCREENrec* must have been installed on the client computer.
- Configuration of the user login for the agent.

Free Seating by means of authentication on the computer

If neither the application *CLIENTcommand* nor the application *SCREENrec* has been installed on the computer at the workplace, then the agents can be mapped to a conversation by means of their user login. The necessary configuration has to be carried out by the **system provider** in this case:

- Mapping a phone to a workplace at which *Free Seating* is supposed to be available.
The recording system identifies the agent in the conversation by means of the agent's authentication on the computer.
See [chapter "Configure authentication via user login", p. 9](#).

In all cases, the feature *Free Seating* is configured in the application System Configuration.

3 System requirements

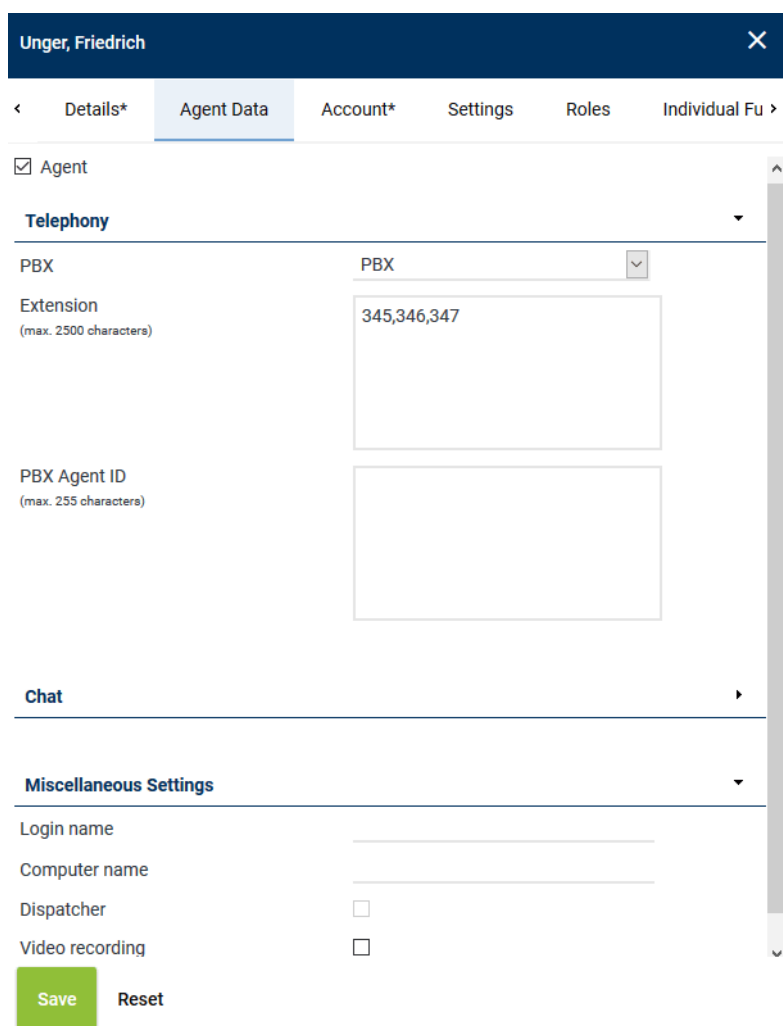
3 System requirements

The feature *Free Seating* is an optional part of the delivered system. There are no additional system requirements or licenses required for using this feature.

4 Configuration by the tenant

4.1 Configure authentication via agent extension

- ✓ The deployed PBX supports authentication via extension.
- 1. You as tenant start the application System Configuration.
- 2. Open the Employees module.
- 3. In the main view, select the agent for whom you would like to set up *Free Seating*.
- 4. Open the tab *Agent Data* in the detail view.



The screenshot shows the 'Agent Data' configuration page for 'Unger, Friedrich'. The 'Agent' checkbox is checked. Under the 'Telephony' section, the 'PBX' is set to 'PBX' (from a dropdown), the 'Extension' is '345,346,347', and the 'PBX Agent ID' field is empty. The 'Chat' section is collapsed. The 'Miscellaneous Settings' section includes input fields for 'Login name' and 'Computer name', and checkboxes for 'Dispatcher' and 'Video recording', all of which are currently unchecked. At the bottom, there are 'Save' and 'Reset' buttons.

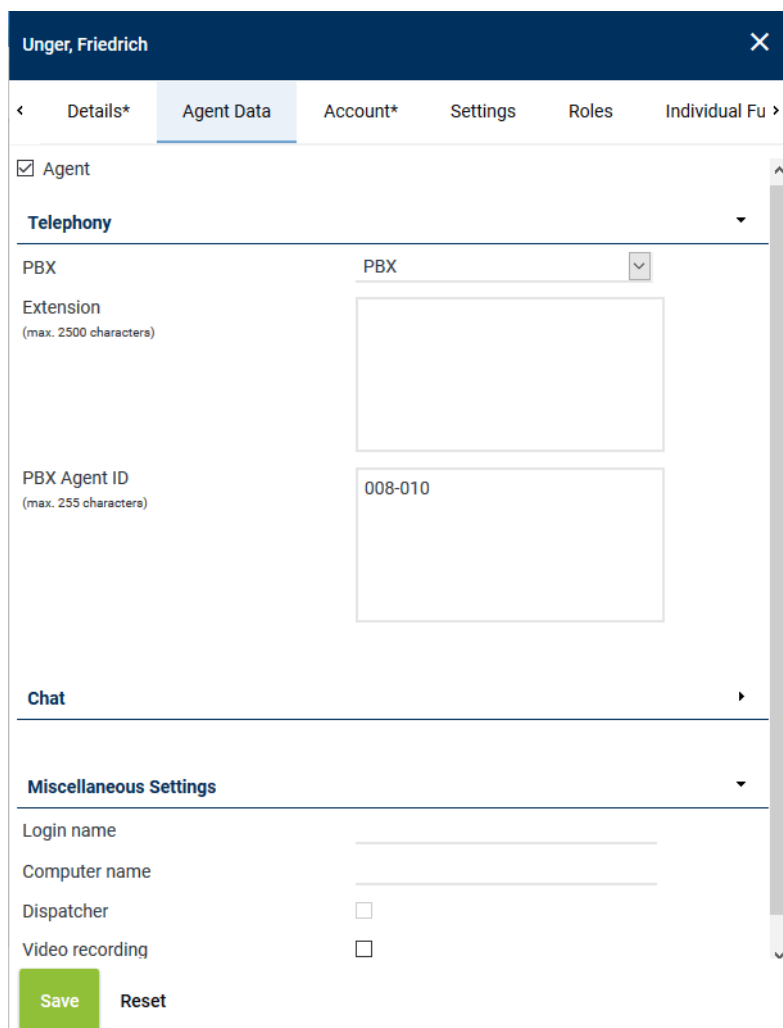
Fig. 1: Tab Agent Data

- 5. Select the PBX from the drop-down list *PBX*.
- 6. Enter the extensions which are supposed to be assigned to the agent into the entry field *Extension*.
NOTICE! Use commas to separate the different extensions.
- 7. Click on the button *Save*.
- ⇒ As long as the agent has registered on a phone with one of the extensions mapped to him, the agent extension is saved in the additional data of the conversations conducted from this phone. That way, these conversation can be clearly mapped to this agent.

4.2 Configure authentication via PBX Agent ID

- ✓ The deployed PBX supports authentication via PBX Agent ID.
- 1. You as tenant start the application System Configuration.

2. Open the Employees module.
3. In the main view, select the agent for whom you would like to set up *Free Seating*.
4. Open the tab *Agent Data* in the detail view.



The screenshot shows the 'Agent Data' tab for agent 'Unger, Friedrich'. The interface includes a top navigation bar with tabs: Details*, Agent Data (selected), Account*, Settings, Roles, and Individual Fu >. Below the tabs, there is a section for 'Agent' with a checked checkbox. The main content area is divided into three sections: 'Telephony', 'Chat', and 'Miscellaneous Settings'. The 'Telephony' section contains a 'PBX' dropdown menu (currently showing 'PBX'), an 'Extension' text field (with a note '(max. 2500 characters)'), and a 'PBX Agent ID' text field (with a note '(max. 255 characters)' and the value '008-010'). The 'Chat' section is currently empty. The 'Miscellaneous Settings' section contains fields for 'Login name', 'Computer name', 'Dispatcher' (checkbox), and 'Video recording' (checkbox). At the bottom, there are 'Save' and 'Reset' buttons.

Fig. 2: Tab Agent Data


5. Select the PBX from the drop-down list *PBX*.
 6. Enter the agent's **PBX Agent IDs** in the entry field *PBX Agent ID*.
NOTICE! Use commas to separate the different **IDs**.
 7. Click on the button *Save*.
- ⇒ As long as the agent has registered on a phone with one of the PBX Agent IDs mapped to him, the IP is saved in the additional data of the conversations conducted from this phone. That way, these conversation can be clearly mapped to this agent.

5

Configuration by the system provider

5.1

Configure authentication via user login

- ✓ At least one of the following applications has been installed at the workplace:
 - CLIENT~~command~~
 - SCREEN~~rec~~
- 1. You as system provider start the application System Configuration.
- 2. Open the Phones module by clicking on the sub-menu item *Phones* in the navigation bar in the menu item *Setup*.
- 3. To create a new phone configuration, click on the icon  (*Create*) in the toolbar.
To change an existing phone configuration, select the phone in the main view for which you would like to set up *Free Seating*.
- 4. Configure the phone so that it can be mapped unambiguously to a workplace.

Configuration for IP phones

Use one of the following parameters to identify the phone:

- PBX phone ID
- Extension
- IP address
- MAC address
- SSRC

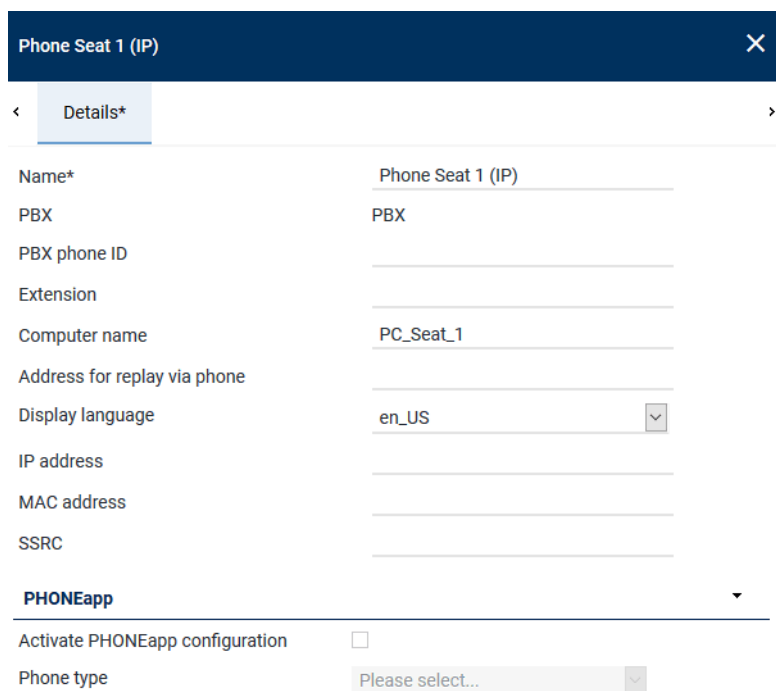



Fig. 3: Free Seating via user login - workplace with IP phone

Parameters	Value/Description
Name	Enter a name for the phone configuration.
PBX	From the drop-down list, select the PBX that the phone is supposed to be mapped to.
PBX phone ID	Enter the identifier which has been configured for the phone in the PBX , e. g. 1234.

Parameters	Value/Description
Extension	Enter the extension of the phone, e. g. 255.
Computer name	Enter the IP address or the name of the computer which is supposed to be mapped to the phone.
IP address	Enter the IP address of the phone, e. g. 192.168.169.143.
MAC address	Enter the MAC address of the phone, e. g. 00:80:41:AE:FD:7E.
SSRC	Enter the <i>Synchronization Source Identifier</i> of the phone, e. g. 1800100001. This parameter is only available for the PBX OpenScape Xpert .

Tab. 1: Configure IP phone

Configuration for TDM phones



Use one of the following parameters to identify the phone:

- *Extension*
- *Time slot*

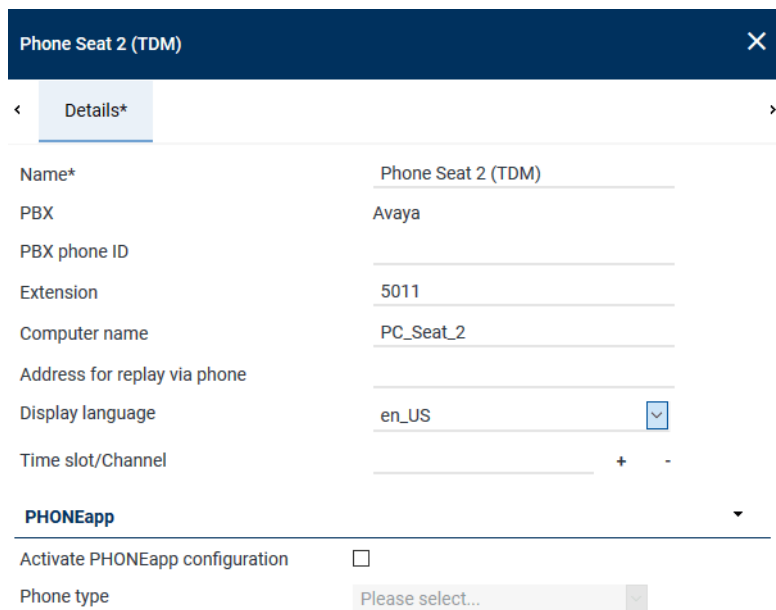


Fig. 4: Free Seating via user login - workplace with TDM phone

Parameters	Value/Description
Name	Enter a name for the phone configuration.
PBX	From the drop-down list, select the PBX that the phone is supposed to be mapped to.
PBX phone ID	Currently not used.
Extension	Enter the extension of the phone.
Computer name	Enter the name of the computer which is supposed to be mapped to the phone.
Time slot	Map the phone to a configured time slot. If the respective time slot has not been configured yet, the mapping can be carried out via the module TDM Hardware Others, too. For ana-

Parameters	Value/Description
	log or PCM30 interfaces the mapping of the phone to a time slot should be configured. In PRI recording, the time slots are mapped dynamically; that is why mapping is not necessary.

Tab. 2: Configure TDM phone

1. Finally, click on the button *Save*.

⇒ The unambiguous mapping of the phone to the computer (workplace) enables the system to identify which agent is conducting conversations on this phone provided one of the following conditions applies:

- The agent actively logs in to the application [CLIENT`command`](#) on the computer.

When logging in to the application [CLIENT`command`](#), the system recognizes which agent has been logged in to the computer and maps all conversations which are led via the computer or the mapped phone to the logged-in agent.

- The application [SCREEN`rec`](#) has been installed on the computer and is active.

When logging in to the computer, the system recognizes the agent and maps all conversations which are led via the computer or the mapped phone to the logged-in agent.

List of figures

Fig. 1	Tab Agent Data	7
Fig. 2	Tab Agent Data	8
Fig. 3	Free Seating via user login - workplace with IP phone	9
Fig. 4	Free Seating via user login - workplace with TDM phone	10



List of tables

Tab. 1	Configure IP phone	9
Tab. 2	Configure TDM phone	10

Glossary

ID

Identifier, ID

PBX

Private Branch Exchange

PBX Agent ID

ID which has been deposited in the PBX for the agent.

PCM30

Pulse code modulation, modulation type for digital transmission of phone calls standardized according to ITU G.703. The interface defines a trunk of 32 time slots which allow transmitting 30 digital audio channels encoded according to ITU G.711 in one direction. Time slot 0 and time slot 16 are used for synchronization and signaling purposes. (Source: Wikipedia 12th June 2018)

PRI

Primary Rate Interface An interface which allows to transmit 30 telephone conversations bidirectionally in 2 PCM30 channels. PRI interfaces are controlled via a D-channel protocol which is transmitted in time slot 16. Examples for this are EDSS1, DASS2, DPNSS, QSIG.
