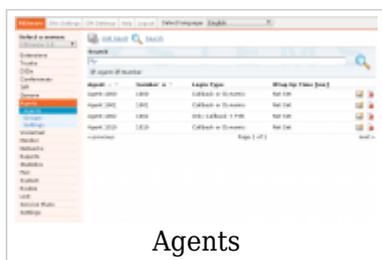


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From Bicom Systems Wiki

Queue agents are virtual system extensions. Agents login to the queue member list and answer queue calls. The advantage of this system is that any system extension can login to the queue as an agent. This screen lists all system agents with the following details



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Agents

Agent ID	Number	Login Type	Wrap Up Time [ms]
Agent 1000	1000	Callback or Dynamic	Not Set
Agent 1001	1001	Only Dynamic + FDN	Not Set
Agent 1002	1002	Only Callback + FDN	Not Set
Agent 1003	1003	Only Callback	Not Set

Agents

▪ Agent

Agent's full name
(ex. Sergej)
(Display)

▪ Number

Agent's number which is provided when the agent is logging into the queue
(ex. 1000)

▪ Login Type

Type of login that agent is using
(ex. Callback or Dynamic)
(Display)

▪ Wrap Up Time [ms]

Pause in milliseconds given to queue agent before new call is transferred to his extension
(ex. 4000 = 4 sec)

▪ Edits Queue Agent configuration

(ex. Click to edit Agent configuration)
(Button)

▪ Deletes Queue Agent from the system

(ex. Click to delete Queue Agent from the system)
(Button)

Search

- **Search**



Enter agent number or name by which to search for.

- **Agent**

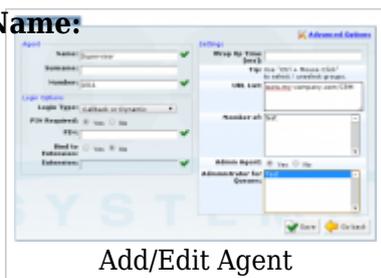
Select whether to search by agent name

- **Number**

Select whether to search by agent number

Add/Edit Agent

- **Name:**



Queue agent name is used only for easier navigation
(ex. John)
([a-z])

- **Surname:**

Queue agent surname is used only for easier navigation
(ex. Smith)
([a-z])

- **Number:**

Queue agent network number is provided by the agent when logging into queue
(ex. 4010)
([0-9])

- **Login Type:**

Type of login that agent will use

Example:

- Callback or Dynamic
- Only Callback
- Only Dynamic

(Select box)

Types of Queue Members

Any queue can have 3 types of queue members with two additional variations on the agent types. They can be: extensions, dynamic agents, or callback agents. Additionally, agent can be configured to choose whether they will be Dynamic or Callback, and if they will auto login to the queue.

1.Extension - Member

If the queue for which extension is added, has Static Member Login option turned on, extension will have to login using *200 access code before it will receive any calls from the queue. To logout of the queue extension will have to use *201 access code.

If Static Member Login option is not turned on, this member will always receive queue calls after it is added to the queues members list.

2.Dynamic Agents

This type of queue member can login to a designated queue from any UAD on the network with access code *202. After the agent is logged on, queue will be sending the calls to the agent

NOTE: The dynamic agent is "on call" all the time, meaning that the agent's line is always open and receiving calls. Every time the caller hangs up, the agent hears the MoH and then receives the next call when it arrives. The dynamic agent logs out of the queue by hanging up the line. Agent MUST be created in the 'Agents' menu and assigned to the queue in question.

3.Callback Agents

This type of agent can login to a designated queue by dialing into one of the system extensions with access code *203. By default, system will prompt for:AGENT NUMBER, AGENT PIN, and THE NUMBER where the agent is currently at. This number could be a local extension or some other remote destination

NOTE: The agent MUST be created in the 'Agents' menu and assigned to the queue in question. The callback agent must logout with *203 to stop receiving calls

Additionally, agents have two more type options for a choice:

1.Callback or Dynamic Agents

This type of agent is left with the choice of whether it will use *202 access code and be dynamic agent, or it will use *203 access code and be callback agent.

2.Auto Login (Callback)

Agent with this type is actually callback agent which the system will automatically log into the queue as soon as it is added to the queue. Of course, for this to work, this agent needs to bind to an extension to which system will send the calls.

- **PIN Required:**

Whether the PIN is required when logging this agent
(ex. Select Yes if you want the system to ask you to provide PIN number to be able to login using this agent)
(Option button)

▪ **PIN:**

Queue agent PIN number is provided by the agent when logging into queue
(ex. 6583)
([0-9])

▪ **Bind to Extension:**

Whether system will bind current agent to the extension specified in Extension field.
(ex. Set this to Yes if you want system to allow logins to this agent only from the extension supplied in the Extension field)
(Option button)

▪ **Extension:**

Supply extension from which the system will only allow logins to current agent
(ex. Set 1543 for example, to limit logins to current agent only from extension 1543)
([0-9])

▪ **Wrap Up Time [ms]**

Pause in milliseconds given to queue agent before new call is transferred to his extension.
NOTE: This optional number is set for current Agent and it overrides the value in *Settings: General*
(ex. 4000 = 4 sec)

▪ **URL list:**

New line separated list of URLs that will be opened every time an agent opens Bicom Systems AgentCOM application.
(ex. www.google.com)
([a-z][0-9])

▪ **Member of:**

Groups queue agent belongs to
(ex. By assigning agent to multiple groups, agent can login into multiple queues with a single agent login. Use CTRL + mouse click to select/unselect groups)
(Select box)

▪ **Admin Agent**

Whether this agent will have Administrator credentials.

If agent is set as Admin Agent, he will have an option to add or remove himself from a queue, he was granted administration credentials. This option is only available if agents are using AgentCOM.

(Yes, No)

▪ Administrator for Queues

Select queues from the list for which you would like to assign administration credentials to this agent. For multiple selection, hold down Ctrl on your keyboard while clicking on multiple queues.

TIP

If you are updating from earlier PBXware version, agents on the system might not work. In that case you need to re-save every agent on the system. This is needed because there are significant configuration changes in latest versions of PBXware.

Groups

To enable easier login into multiple queues, agents can be organized in groups.

This way, many agents can be added to a queue member list with a single click (by adding agent group and not agents one by one). Also, when any system extension logs in as a queue member, it logs in automatically to all queues that agent is a member of.

▪ Group:



Queue group number
(ex. 2000)
(Display)

▪ Edits the queue group configuration

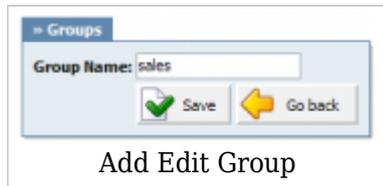
(ex. Click to edit queue group configuration)
(Button)

▪ Deletes a queue group from the system

(ex. Click to delete a queue group from the system)
(Button)

Add/Edit Group

▪ Group Name:

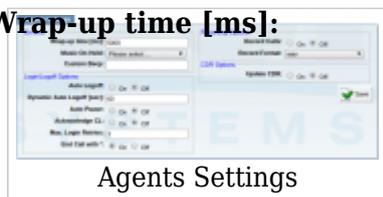


Unique network group identifier
(ex. Adding 'Sales' here will create 'Sales' group. Select this group under 'Agents: Member of' to assign the user to this group).
([a-z] [0-9])

Settings

General

- **Wrap-up time [ms]:**



Pause in milliseconds given to queue agent before new call is transferred to his extension
(ex. Agent Smith ends the queue call. A pause in ms (default 5000 = 5sec) is enforced so agent can prepare himself for the new call)
([0-9])

- **Music On Hold:**

Set the Music On Hold class played to queue agents
(ex. Select 'Default' to play all sound files located in that class to queue agent while waiting for new calls)
(Select box)

- **Custom Beep:**

Set the sound file name that is to be played to queue agent before a call is transferred to him from the queue
(ex. Type 'arlington' to play the arlington.gsm sound file to queue agent)
([a-z] [0-9])

Login/Logoff Options

- **Auto Logoff:**

Auto Logoff will automatically log off agent after he fail to answer incoming call.
(ex. On/Off)
(Option button)

- **Dynamic Auto Logoff [sec]**

Dynamic Logoff will work with dynamic agents only and would automatically log them out of queues after 60 seconds (default) of not taking calls.
(ex. 60)

- **Auto Pause**

Whether you want to turn on/off Auto Pause for an agent in queue.
(Checkbox)

- **Acknowledge CL:**

Require the agents that are logged in by agent callback login to dial # to confirm their input
(ex. With this option set to 'Yes', once an agent dials *203 he is asked to provide extension number and acknowledge it by dialing #. After correct extension, the agent is asked for the account password and to acknowledge it by dialing #).
(Option button)

- **Max. Login Retries:**

Define the number of times that the agent can try to login before he receives failed notification.
(ex. 3)
([0-9])

- **End Call with *:**

Enable/Disable an agent to end a call with '*'.
(ex. Off)
(Option button)

Recording Options

- **Record Calls:**

Record all calls made to the queue agent
(ex. With this option set to 'Yes', all calls that an agent receives through the queue will be recorded)
(Option button)

- **Record Format:**

Select the desired sound format for call recording
(ex. Select among available sound formats: wav, gsm, wav49)
(Select box)

CDR Options

- **Update CDR:**

Should the CDR records be changed so it is known which agents generates the call
(Option button)

Next -> 10.Voicemail

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