



The R17 Sp2 platform has changed the way Call Center services are built. Instead of a group service, Broadsoft has decided to build Call Center services around user services.

Previously, on the current R14SP9 platform, the process required purchase of one call center queue and then adding user agents to that call center queue. In R17 SP2, there is ability for “n” number of queues, but needed is purchase of user-based Call Center licenses for every agent who will be part of that Call Center queue.

An agent can be part of multiple call centers with assignment of one call center license pack.

Building A Call Center

In order to build a call center:

- An agent/supervisor needs to have one Call Center License pack.
- An Agent still needs the normal user license packs such as Gold, Platinum License packs.
- An Agent/Supervisor can purchase the agent/supervisor application license as an add on license pack.

Call Center Agent and Supervisor Application license packs remain the same, but the application launch has changed. Instead of a Java-based thick client installation to the desktop, the new application is redesigned to be a web-based hosted thin client which is launched from server.

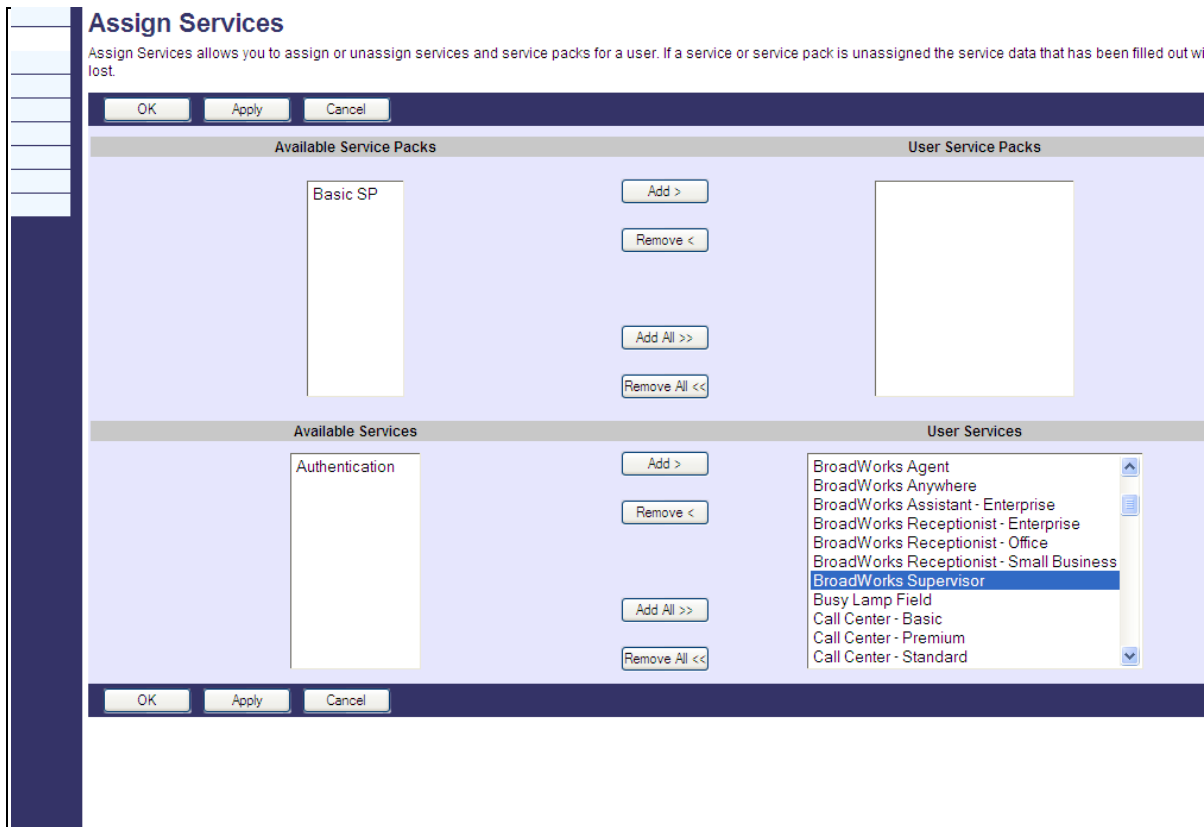
The current platform (R14SP6) application is backwards compatible, which means the current application will work without issues on the new platform. If you wish to have new functionalities added, then you need to follow the instructions as provided below:

Please see the steps below on how to launch and how to use the application. Screen shots have been provided to explain on application usage.

Administrative Steps:

As an administrator to the group account, please make sure the account has the right application license.

See example on the following page:



Assign Services

Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.

Available Service Packs: Basic SP

User Service Packs: (Empty)

Available Services: Authentication

User Services:

- BroadWorks Agent
- BroadWorks Anywhere
- BroadWorks Assistant - Enterprise
- BroadWorks Receptionist - Enterprise
- BroadWorks Receptionist - Office
- BroadWorks Receptionist - Small Business
- BroadWorks Supervisor**
- Busy Lamp Field
- Call Center - Basic
- Call Center - Premium
- Call Center - Standard

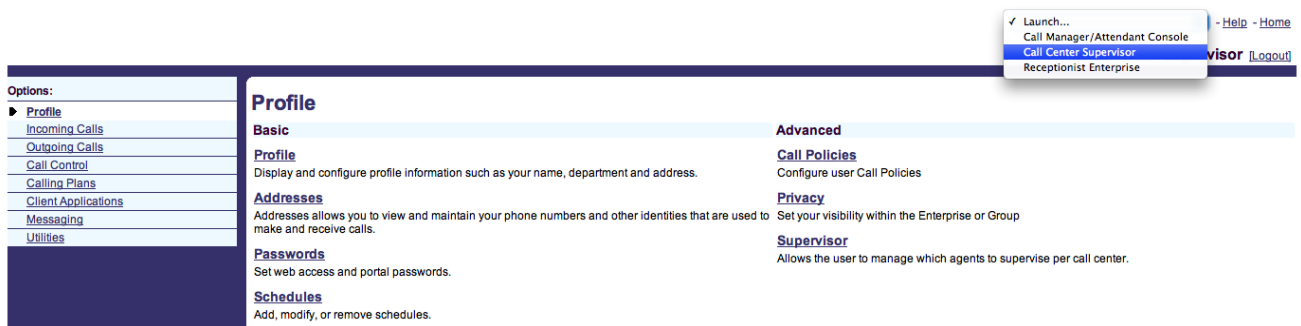


User Steps:

The user will follow the steps below to launch the application:

- 1) Log in as a user in the user phone portal. Please make sure every user account has the portal address information along with the current username and password (the login is the credentials which will be used by a user logging into its phone portal). The desktop based application will no longer work. That can be removed from the computer.
- 2) As soon as the user logs into the user phone portal, he/she will see the **“Launch” drop-down** on the top right hand corner of the web page.

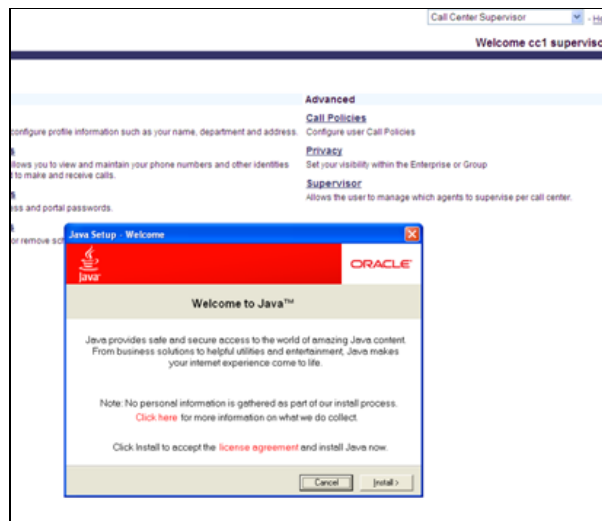
Please see screen shot below:



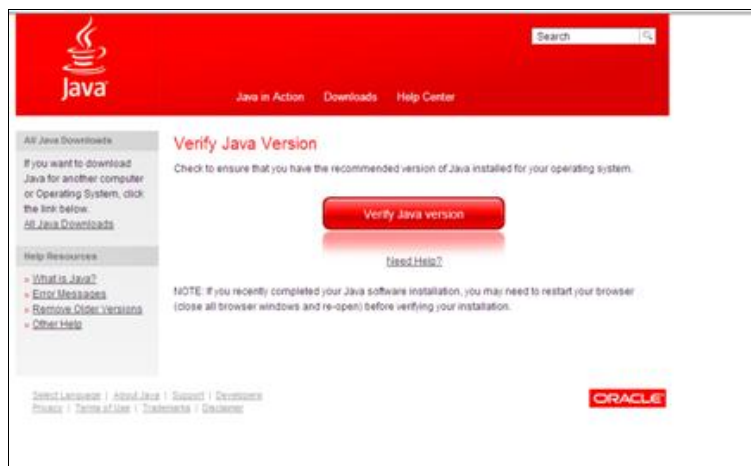
- 3) Select the appropriate application to launch. In this case, launch the **“Call center Supervisor”** application.
- 4) After selecting the correct application launch, a small Java upgrade window pop-up will appear. Please let it run without pressing the **“Cancel”** button. The Java install is only for a first time launch (per user basis).



- 5) Click on **“Install”** which will install the latest version of Java.

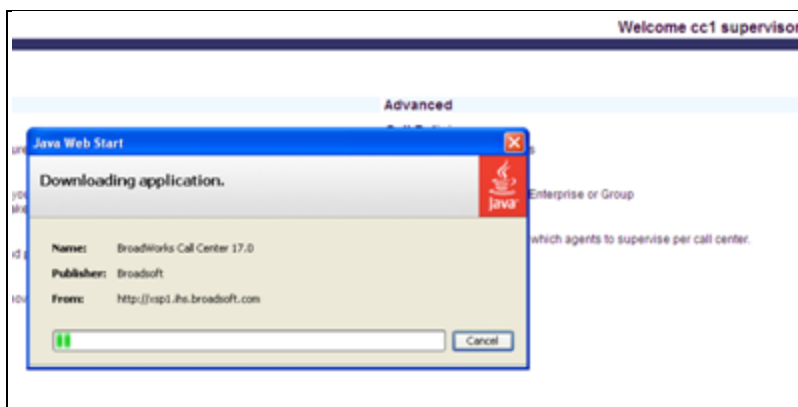


- 6) Once the latest version is installed on the computer, a screen asking to verify the latest version of Java will appear. See the below screen shots for guidance.

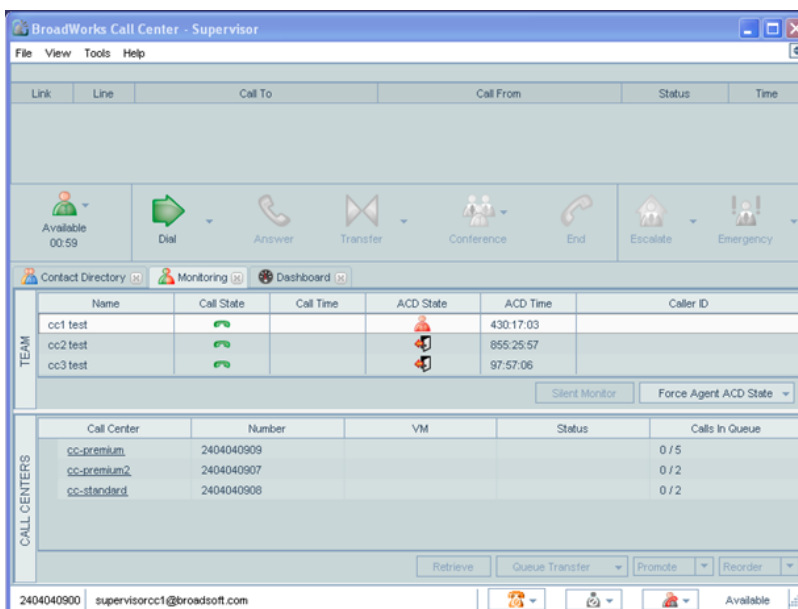




- 7) Once the java version is installed, log back into the user phone portal and launch the application again. Due to Microsoft security reasons, a pop-up message will appear saying **“To help protect your security, IE blocked the site from downloading files to your computer. Click here for options.”** Right click on the message and select **“Download file.”**



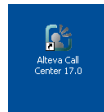
- 8) Once the .exe file has run, it will automatically log the user into the application.





Consecutive/Recurrent Use:

- 1) There will be a shortcut icon set on the Desktop. Double-clicking will open the application and will request to enter the password.



- 2) Another way to access the application is by logging into the user phone portal and launching the application from the launch drop down. With this, the user will be automatically logged into the application.

The screenshot shows the user portal interface. On the right side, a dropdown menu is open, listing options: Launch..., Call Manager/Attendant Console, Call Center Supervisor (highlighted), and Receptionist Enterprise. The main content area is titled 'Profile' and is divided into two columns: 'Basic' and 'Advanced'. The 'Basic' column includes sections for Profile, Addresses, Passwords, and Schedules. The 'Advanced' column includes sections for Call Policies, Privacy, and Supervisor. A 'Logout' link is visible in the top right corner of the interface.