

FAQ Broadsoft Call Center Maxwell 10

Introduction

The BroadWorks® Call Center application delivers a comprehensive cloud solution with the advanced functionality required for a broad range of call centers. The Maxwell 10 can be used as an Call Center device with the possibility to Login/out or change the Agent status via integrated function keys.

Broadsoft example configuration.

User Call-Center license

In Broadsoft assign the Call Center license to the user. Select the **user - Profile - Assign services**, add the **Call-Center standard** license.

Service Provider > gigaset > Users : Gigaset3610

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Utilities

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.

OK Apply Cancel

Available Service Packs	User Service Packs
CallControl_Advance_V1 HIPIN_v1 Mobility_v1 Premium_v3 Trunk_v3	Base_v1 Business_v1 Premium_v1

Add > Remove < Add All >> Remove All

Available Services	User Services
Advice Of Charge Alternate Numbers	Call Center - Standard

Call Center Profile

Under group policies go to **Call Center - Call Centers** - Click on **Add Call Center wizard** and create a call-center like the example below.

Service Provider > gigaset > Call Centers : giga_standard

Options:

- Profile
- Routing Policies
- Calling Plans
- Utilities

Call Center Profile

Modify the selected call center.

OK Apply Delete Cancel

Call Center Type: Standard [Upgrade Call Center Type \(Also saves current screen data\)](#)
Call Center ID: giga_standard [Change User ID \(Also saves current screen data\)](#)
* Name: giga_standard
* Calling Line ID Last Name: Standard * Calling Line ID First Name: GIGA
Department: None Language:
Time Zone: (GMT+01:00) Europe/Amsterdam Network Class of Service: IntRiskNotAllowed
Group Policy: ☐ Circular ☐ Regular ☒ Simultaneous ☐ Uniform ☐ Weighted Call Distribution

Bandwidth and QoS Settings
Preferred announcement / music codec for external calls: None
Preferred announcement / music codec for internal calls: None

Call Center Settings
Queue Length: 2 calls ☐ Enable video support
☒ Play ringing when offering call ☒ Allow callers to dial 0 to escape out of queue
☐ Reset caller statistics upon entry to queue

Reporting Settings
☐ Enable Call Center External Reporting

Agent Settings
☒ Allow agents to join Call Centers
☐ Allow Call Waiting on agents
☒ Enable calls to agents in wrap-up state
☒ Enable maximum ACD wrap-up timer: 01 :00 (minutes:seconds)
☒ Automatically set agent state to: Wrap-Up after call

Assign agents

Assign the agents to the Call Center group.

Options:
Profile
Routing Policies
Call Plans
Utilities

Agents

Configure the list of agents that belong to this call center. Users are available if they have been assigned an appropriate Call Center feature. Users with Call Center - Basic may be assigned to Basic call center - Standard may be assigned to Basic or Standard call centers. Users with Call Center - Premium may be assigned to any call center.

OK Apply Cancel

Enter search criteria below

User ID Starts With

Available Agents	Assigned Agents
	(Gigaset3610)

Add > Remove < Add All >> Remove All

Move Up Move Down

Maxwell 10 configuration

In the web-interface of the Maxwell 10 go to: **Settings - Network and Connections - Phone systems - Call Center Login ID**

This **Call Center Login ID** is the same like in the Broadsoft menu: **Call Center Profile - Call Center ID**

Call Center
Login ID

giga_standard@*****

Maxwell 10 Call Center keys.

In the Maxwell 10 you will now have 3 additional keys.

- Call Center
- Available
- Wrap up (When Available is ON)

5062

ANONYMOUS ON CALL CENTER OFF AVAILABLE OFF

ABC ↓

When you change the status on the device, you will see that also the status is changed on the Broadsoft platform.

Options:

[Profile](#)
[Incoming Calls](#)
[Outgoing Calls](#)
▶ **Call Control**
[Calling Plans](#)
[Client Applications](#)
[Messaging](#)
[Utilities](#)

Call Centers

Call Centers displays your current ACD state and all the ACDs you belong to and permitted by your administrator.

OK

Apply

Cancel

Call Center Service Assigned: Standard

ACD State:

Wrap-Up ▼

Sign-In
Sign-Out
Available
Unavailable
Wrap-Up

Agent Threshold Profile:

Threshold Profile ▼

Use Guard Timer Setting:

☐

er for 5 seconds

Use Agent Unavailable Settings:

☒ Default ☐ User



Important

If you change it on the platform via the web-interface then the platform will not inform the device changes are made, therefore the device will not show the actual Call Center settings. If you always use the phone to change the settings, then the buttons will show the correct Call Center status.

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