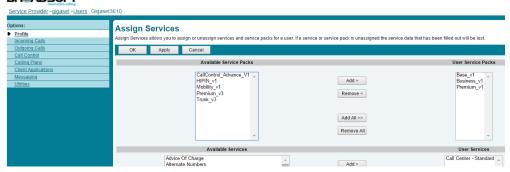# FAQ Broadsoft Call Center Maxwell 10

## 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.
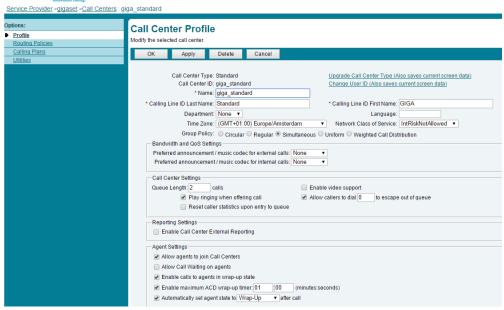


### Call Center Profile

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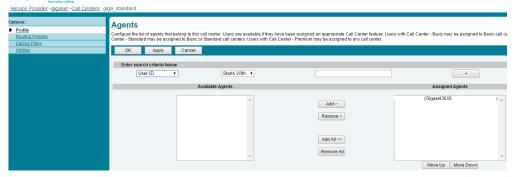


### Assign agents

Assign the agents to the Call Center group.

**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 ce Center - Standard may be assigned to Basic or Standard call centers. Users with Call Center - Premium may be assigned to any call center.

# Maxwell 10 configuration

In the web-interface of the Maxwell 10 go to: **Settings - Network and Connections - Phone systems - Call Center Login ID**
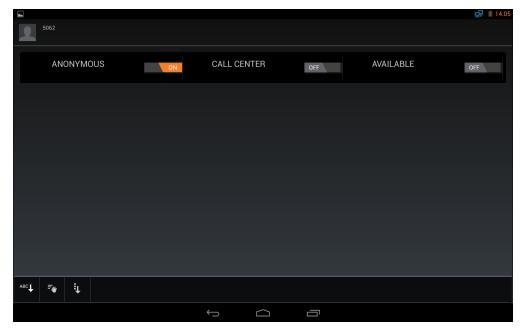
This **Call Center Login ID** is the same like in the Broadsoft menu: **Call Center Profile - Call Center ID**



# 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)



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: hreshold Profile ▼

Use Guard Timer Setting: er

☐ er for 5 ▼ seconds

Use Agent Unavailable Settings: ⦿ Default ○ User

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ⓘ **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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