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# Using Star2Star ACD on Yealink IP Phones

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## Introduction

This document provides detailed information on how to use ACD (automatic call distribution) feature on Yealink IP phones integrated with Star2Star platform. ACD enables organizations to manage a large number of incoming calls on individual basis. It handles incoming calls by automatically queuing and directing calls to available personnel.

The information in this document applies to the following Yealink IP phone models:

- SIP-T48G, SIP-T46G, SIP-T42G and SIP-T41P IP phones running firmware version 73 or later
- SIP-T40P, SIP-T29G, SIP-T27P, SIP-T23P/G, SIP-T21(P) E2 and SIP-T19(P) E2 IP phones running firmware version 80 or later
- SIP-T54S, SIP-T52S, SIP-T48S, SIP-T46S, SIP-T42S, SIP-T41S, SIP-T40G, SIP-T27G, CP860 and CP920 IP phones running firmware version 81 or later

## Configuring the ACD Feature on the IP Phones

The ACD agent can log in and log out through the use of the soft keys. The ACD agent can change or refresh their status through the use of the soft keys. The agent's current status appears as the icon next to the account label.

## For IP Phones Running Firmware Version 80 or Prior

You can configure the ACD feature for Yealink IP phones using the configuration file only.

1. Add/Edit the ACD parameters in the configuration file (e.g., y000000000044.cfg).

X stands for the serial number of the account. Y stands for the serial number of the away code/away reason.

SIP-T48G/T46G/T29G: X ranges from 1 to 16.

SIP-T42G: X ranges from 1 to 12.

SIP-T41P/T28P/T27P: X ranges from 1 to 6.

SIP-T40P/T40G/T23P/T23G/T22P: X ranges from 1 to 3.

SIP-T21(P) E2: X ranges from 1 to 2.

SIP-T19(P) E2: X is equal to 1.

Y ranges from 1 to 100.

Parameters	Permitted Values	Default
<b>account.X.sip_server_type</b>	<b>Integer</b>	<b>0</b>
<p><b>Description:</b> Configures the type of the SIP server for account X. <b>0</b>-Default <b>12</b>-Star2Star</p>		
<b>account.X.acd.enable</b>	<b>Boolean</b>	<b>0</b>
<p><b>Description:</b> Enables or disables ACD feature for account X. <b>0</b>-Disabled <b>1</b>-Enabled</p>		
<b>account.X.acd.unavailable_reason_enable</b>	<b>Boolean</b>	<b>0</b>
<p><b>Description:</b> Enables or disables away code feature for account X. <b>0</b>-Disabled <b>1</b>-Enabled</p>		
<b>account.X.reason_code.Y</b>	<b>Integer</b>	<b>Blank</b>
<p><b>Description:</b> Configures the away code for account X.</p>		
<b>account.X.reason_code_name.Y</b>	<b>String</b>	<b>Blank</b>
<p><b>Description:</b> Configures the away reason for account X.</p>		
<b>account.X.acd.call_information</b>	<b>String</b>	<b>Blank</b>
<p><b>Description:</b> Configures the string the phone dials out when the ACD agent logs into/logs out of the ACD system (you press the <b>In/Out (LogIn/Out)</b> soft key on the phone). The value format: <i>Call Center Number</i>&lt; <i>time interval</i>&gt; <i>User ID</i>&lt; <i>time interval</i>&gt; <i>Password</i>. <i>Time interval</i> ranges from 1 to 20 (in seconds). <b>For example :</b></p>		

Parameters	Permitted Values	Default
<p>account.1.acd.call_information = 806&lt;1&gt;1005&lt;2&gt;1234</p> <p>The IP phone will dial out the call center number 806, wait for 1s, automatically enter the user ID 1005, wait for 2s, automatically enter the password 1234 when you press the <b>In/Out (LogIn/Out)</b> soft key on the phone.</p> <p><b>Note:</b> It works only if the value of the parameter "account.X.sip_server_type" is set to 12 (Star2Star).</p>		
<b>account.X.acd.refresh_url</b>	<b>String</b>	<b>Blank</b>
<p><b>Description:</b></p> <p>Configures the URL the phone sends when the ACD agent logs into/logs out of the ACD system, or refreshes the status (you press the <b>In/Out (LogIn/Out)</b> or <b>Refresh</b> soft key on the phone).</p> <p><b>Note:</b> It works only if the value of the parameter "account.X.sip_server_type" is set to 12 (Star2Star).</p>		
<b>account.X.acd.away_url</b>	<b>String</b>	<b>Blank</b>
<p><b>Description:</b></p> <p>Configures the URL the phone sends when the ACD agent changes the status to away (you press the <b>Away</b> soft key on the phone).</p> <p><b>For example :</b></p> <p>account.1.acd.away_url=  <a href="http://portal-dev.star2star.com:8181/yealink/reason_code_response?reason_code=#REASONCODE&amp;agent_extension=ext_843_85&amp;agent_location=starbox_628&amp;agent_phone=94&amp;customer_id=435s">http://portal-dev.star2star.com:8181/yealink/reason_code_response?reason_code=#REASONCODE&amp;agent_extension=ext_843_85&amp;agent_location=starbox_628&amp;agent_phone=94&amp;customer_id=435s</a></p> <p><b>#REASONCODE</b> will be automatically replaced with the away code you entered when the URL is sent to the server.</p> <p><b>Note:</b> It works only if the value of the parameter "account.X.sip_server_type" is set to 12 (Star2Star) and "account.X.acd.unavailable_reason_enable" is set to 1 (Enabled).</p>		
<b>account.X.acd.available_url</b>	<b>String</b>	<b>Blank</b>
<p><b>Description:</b></p> <p>Configures the URL the phone sends when the ACD agent changes the status to available (you press the <b>Avail</b> soft key on the phone).</p> <p><b>Note:</b> It works only if the value of the parameter "account.X.sip_server_type" is set to 12 (Star2Star).</p>		

The following shows an example of ACD parameters for account 1 in configuration files:

```
account.1.acd.enable = 1
account.1.acd.unavailable_reason_enable = 1
account.1.reason_code.1 = 500
account.1.reason_code_name.1 = On Lunch
account.1.sip_server_type = 12
account.1.acd.call_information = 806<1>1005<2>1234
account.1.acd.refresh_url =
http://portal-dev.star2star.com:8181/yealink/agent_screen?action=idle&phone=104&
locID=570 &ext=ext_85407
account.1.acd.away_url =
http://portal-dev.star2star.com:8181/yealink/reason_code_response?reason_code=#REASO
NCODE&agent_extension=ext_84385&agent_location=
starbox_628&agent_phone=94&customer_id=435s
account.1.acd.available_url =
http://portal-dev.star2star.com:8181/yealink/toggle_status?ext=ext_85407&locid=starbox_
570&phone=104
```

2. Upload the configuration file to the root directory of the provisioning server.
3. Trigger IP phones to perform an auto provisioning for configuration update.

## For IP Phones Running Firmware Version 81 or Later

Yealink IP phones running firmware version 81 or later support a new boot file for auto provisioning.

You can configure the ACD feature for Yealink IP phones using the configuration file only.

1. Add/Edit the ACD parameters in the configuration file (e.g., ACD.cfg).

X stands for the serial number of the account. Y stands for the serial number of the away code/away reason.

SIP-T54S/T48G/T48S/T46G/T46S/T29G: X ranges from 1 to 16.

SIP-T52S/T42G/T42S: X ranges from 1 to 12.

SIP-T41P/T41S/T27P/T27G: X ranges from 1 to 6.

SIP-T40P/T40G/T23P/T23G: X ranges from 1 to 3.

SIP-T21(P) E2: X ranges from 1 to 2.

SIP-T19(P) E2/CP860/CP920: X is equal to 1.

Y ranges from 1 to 100.

Parameters	Permitted Values	Default
<b>account.X.sip_server_type</b>	<b>Integer</b>	<b>0</b>
<p><b>Description:</b> Configures the type of the SIP server for account X. <b>0</b>-Default <b>12</b>-Star2Star</p>		
<b>account.X.acd.enable</b>	<b>Boolean</b>	<b>0</b>
<p><b>Description:</b> Enables or disables ACD feature for account X. <b>0</b>-Disabled <b>1</b>-Enabled</p>		
<b>account.X.acd.unavailable_reason_enable</b>	<b>Boolean</b>	<b>0</b>
<p><b>Description:</b> Enables or disables away code feature for account X. <b>0</b>-Disabled <b>1</b>-Enabled</p>		
<b>account.X.reason_code.Y</b>	<b>Integer</b>	<b>Blank</b>
<p><b>Description:</b> Configures the away code for account X.</p>		
<b>account.X.reason_code_name.Y</b>	<b>String</b>	<b>Blank</b>
<p><b>Description:</b> Configures the away reason for account X.</p>		
<b>account.X.acd.call_information</b>	<b>String</b>	<b>Blank</b>
<p><b>Description:</b> Configures the string the phone dials out when the ACD agent logs into/logs out of the ACD system (you press the <b>In/Out (LogIn/Out)</b> soft key on the phone). The value format: <i>Call Center Number</i>&lt; <i>time interval</i>&gt; <i>User ID</i>&lt; <i>time interval</i>&gt; <i>Password</i>. <i>Time interval</i> ranges from 1 to 20 (in seconds). <b>For example :</b></p>		

Parameters	Permitted Values	Default
<p>account.1.acd.call_information = 806&lt;1&gt;1005&lt;2&gt;1234</p> <p>The IP phone will dial out the call center number 806, wait for 1s, automatically enter the user ID 1005, wait for 2s, automatically enter the password 1234 when you press the <b>In/Out (LogIn/Out)</b> soft key on the phone.</p> <p><b>Note:</b> It works only if the value of the parameter "account.X.sip_server_type" is set to 12 (Star2Star).</p>		
<b>account.X.acd.refresh_url</b>	<b>String</b>	<b>Blank</b>
<p><b>Description:</b></p> <p>Configures the URL the phone sends when the ACD agent logs into/logs out of the ACD system, or refreshes the status (you press the <b>In/Out (LogIn/Out)</b> or <b>Refresh</b> soft key on the phone).</p> <p><b>Note:</b> It works only if the value of the parameter "account.X.sip_server_type" is set to 12 (Star2Star).</p>		
<b>account.X.acd.away_url</b>	<b>String</b>	<b>Blank</b>
<p><b>Description:</b></p> <p>Configures the URL the phone sends when the ACD agent changes the status to away (you press the <b>Away</b> soft key on the phone).</p> <p><b>For example :</b></p> <p>account.1.acd.away_url=  <a href="http://portal-dev.star2star.com:8181/yealink/reason_code_response?reason_code=#REASONCODE&amp;agent_extension=ext_843_85&amp;agent_location=starbox_628&amp;agent_phone=94&amp;customer_id=435s">http://portal-dev.star2star.com:8181/yealink/reason_code_response?reason_code=#REASONCODE&amp;agent_extension=ext_843_85&amp;agent_location=starbox_628&amp;agent_phone=94&amp;customer_id=435s</a></p> <p><b>#REASONCODE</b> will be automatically replaced with the away code you entered when the URL is sent to the server.</p> <p><b>Note:</b> It works only if the value of the parameter "account.X.sip_server_type" is set to 12 (Star2Star) and "account.X.acd.unavailable_reason_enable" is set to 1 (Enabled).</p>		
<b>account.X.acd.available_url</b>	<b>String</b>	<b>Blank</b>
<p><b>Description:</b></p> <p>Configures the URL the phone sends when the ACD agent changes the status to available (you press the <b>Avail</b> soft key on the phone).</p> <p><b>Note:</b> It works only if the value of the parameter "account.X.sip_server_type" is set to 12 (Star2Star).</p>		

The following shows an example of ACD parameters for account 1 in configuration files:

```
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account.1.acd.unavailable_reason_enable = 1
account.1.reason_code.1 = 500
account.1.reason_code_name.1 = On Lunch
account.1.sip_server_type = 12
account.1.acd.call_information = 806<1>1005<2>1234
account.1.acd.refresh_url =
http://portal-dev.star2star.com:8181/yealink/agent_screen?action=idle&phone=104&
locID=570 &ext=ext_85407
account.1.acd.away_url =
http://portal-dev.star2star.com:8181/yealink/reason_code_response?reason_code=#REASO
NCODE&agent_extension=ext_84385&agent_location=
starbox_628&agent_phone=94&customer_id=435s
account.1.acd.available_url =
http://portal-dev.star2star.com:8181/yealink/toggle_status?ext=ext_85407&locid=starbox_
570&phone=104
```

- Reference the configuration file in the boot file (e.g., y000000000000.boot).

Example:

```
include:config "http://10.2.1.158/ACD.cfg"
```







- Upload the boot file and configuration file to the root directory of the provisioning server.
- Trigger IP phones to perform an auto provisioning for configuration update.




## Using the ACD Feature on the IP Phones

If the ACD feature is properly configured on the IP phone, you are able to:

- Login and logout as an agent
- Change or refresh the agent status

The line icons and the corresponding agent statuses are listed as below:

Line Icon			Agent Status
SIP-T42G/T42S/T41P/T41S/T40P/T40G/ T27P/T27G/T23P/T23G/T22P/ T21(P) E2/T19(P) E2/CP860/CP920	SIP-T46G/T46S/ T29G	SIP-T54S/T52S/ T48G/T48S	
			Logout
			Login, Available

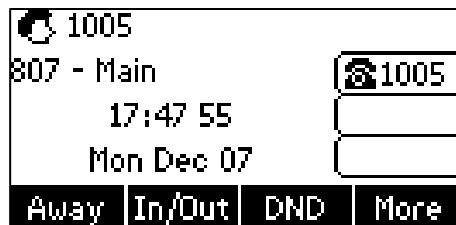
Line Icon			Agent Status
SIP-T42G/T42S/T41P/T41S/T40P/T40G/ T27P/T27G/T23P/T23G/T22P/ T21(P) E2/T19(P) E2/CP860/CP920	SIP-T46G/T46S/ T29G	SIP-T54S/T52S/ T48G/T48S	
 and x			Login, Away

The following takes a SIP-T23G IP phone running firmware version 80 as an example.

## Logging Into the ACD System

### To log into the ACD system:

1. Press the **In/Out** soft key when the phone is idle.



The phone will dial out the preconfigured string which contains the call center number, user ID and password. Then you can follow the voice prompt to log into the ACD system. After you hang up, the phone will request to refresh the agent status.

## Changing or Refreshing the ACD Agent Status

When the agent has logged into the ACD system successfully, you can change the agent status by pressing the **Avail/Away** soft key, or refresh the agent status by pressing the **Refresh** soft key. If the agent status is set to available, the server will begin to distribute incoming calls to your IP phone. If the agent status is set to away, the server will not distribute incoming calls to your IP phone.

### To change the ACD agent status:

If the current agent status is available, do the following:



1. Press the **Away** soft key.

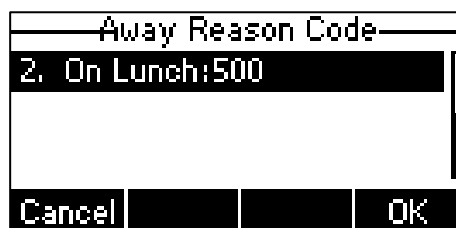



2. Do one of the following:

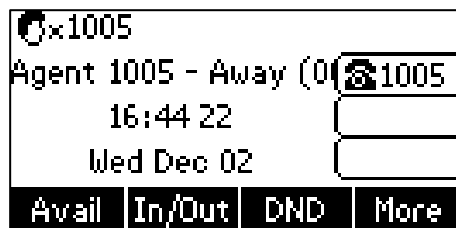
- Enter the preconfigured away reason code in the **Enter code** field.



- Press  or  to select the desired away reason code, and then press the **OK** soft key.




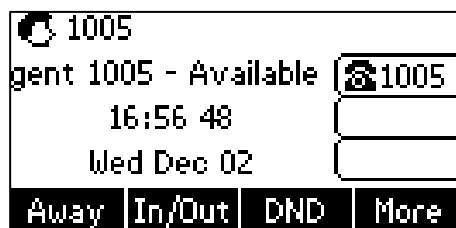
The agent status changes to away and the line icon changes to  and x.



If the current agent status is away, do the following:

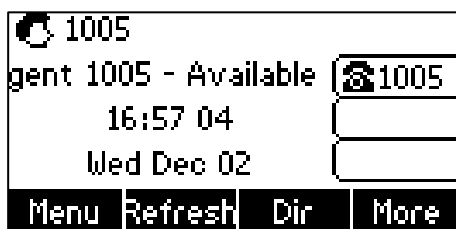
1. Press the **Avail** soft key.

The agent status changes to available and the line icon changes to  .



**To refresh the ACD agent status:**

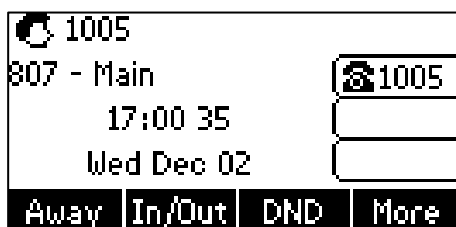
1. Press the **Refresh** soft key (you may need to press the **More** soft key to see the **Refresh** soft key).



## Logging Out of the ACD System

**To log out of the ACD system:**

1. Press the **In/Out** soft key when the phone is idle.



The phone will dial out the preconfigured string which contains the call center number, user ID and password. Then you can follow the voice prompt to log out of the ACD system. After you hang up, the phone will request to refresh the agent status.

## Customer Feedback

We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to [DocsFeedback@yealink.com](mailto:DocsFeedback@yealink.com).