

Farlon Agent Desktop BusinessCenter Option Installation and Configuration – 2.5

Farlon Agent Desktop BusinessCenter Option offers a variety of functions to enable a single Farlon solution to act as switchboard for many individually companies in a virtual environment.

All calls to a BusinessCenter enables solution will act/look as they are served by individually Farlon solutions within the same client.

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Farlon Agent Desktop BusinessCenter option: Functions

Farlon Agent Desktop BusinessCenter Option consists of the following add-on to the Farlon Agent Desktop:

Up-Flash on incoming call: On incoming call the agent will get up-flash information based on the Organization set on the call. The Cisco UCC script must set the OrganizationID.

The Up-Flash can hold information on Company name, Welcome prompt, TimeZone etc. etc.



Organization Tree: The BusinessCenter option enables an Organization Tree search function. Normally the Organization Tree I build during the initial import of phone book data, and there after manually maintained.

This function enables search for employees in child or mother organizations etc. The function can also be configured for search in physical location, buildings etc.

Virtual phone book database: All entries in the Farlon phone book will be linked to one or more organizations controlled by the OrganizationID variable. The agent will have a default organization, this default organization can be overwritten by the UCC script. The Farlon Agent Desktop client will only work on phone book entries link to the active organization.

The organization link on all phone book entries can be administrated manually by the Farlon Phone Book administrator or automatic by Farlon Phone Book Import jobs.

Organization variable for messaging: The BusinessCenter option offers a set of variables to customize Farlon Agent Desktop messages for differences organizations or companies.

Time zone functions: The TimeZoneld variable set in the UCC script, can control the calendar view, so the agent will see all calendar appointments in the time zone of the incoming call. The agent can manual change the time zone view of the agent view.

Farlon Organizations and phone book entries can have a default time zone defined.

Farlon Agent Desktop BusinessCenter option: License

Farlon Agent Desktop BusinessCenter Option is an integrated function within the Farlon Agent Desktop client that is enabled by license. The license is a site license purchased as an add-on for a Farlon solution serving one Cisco UCC system.

Farlon Agent Desktop BusinessCenter option: Connection and communication

Farlon Agent Desktop BusinessCenter Option is an integrated function within the Farlon Agent Desktop client and will not need any other connection and communication parameter that the basic Farlon Agent Desktop agent client.

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Appendix A: Farlon Agent Desktop basic data structure

The data structure in a standard Farlon Agent Desktop solution is based on the information available in Microsoft's Active Directory.

The data structure allows storage of employee information as well as control information used by the Farlon System.

Farlon Import (Farlon.AgentDesktop.Import) (AD/CSV/DB/CUCM/Notes) can manipulate data during import and create consistent phone book data. During import, data is manipulated and formatted for use in the Farlon Agent Desktop System.

All phone book data that is manually administrated in the Farlon Phone Book Administration application must follow the standard guidelines for data entry. There are important fields that must be entered in the correct format to allow various parts of the system to function correctly:

- AccountName
 - Farlon Agent Desktop: Used in the phone book data to identify logged-in clients.
 - Farlon Phone Book (+Phone): Used as logon user name.
 - Farlon Presence Desktop: Used to identify the logged-in Windows user.
- Company
 - Farlon Import: Used to assign an employee to an organization during AD import.
- PhoneNumber
 - Farlon Agent Desktop: Used for standard phone number dialing.
- EmailAddress
 - Farlon Agent Desktop: For sending email/phone messages.
 - Farlon Import AD: The email address is copied into the *Farlon Presence* calendar device field and enables this device for calendar monitoring. The AD import automatically enables email monitoring for Exchange 2003, 2007 and 2012 (Notes and Google calendars settings are manual administrated).
- MailNickname
 - Farlon Presence for Exchange WebDAV: Combined with EmailAddress to collect appointments.
- MobileNumber
 - Farlon Agent Desktop: Used for dialing and sending SMS messages.
 - Farlon Presence for Mobile TDC/Telenor: Used as device for device monitoring.
- AltPhoneNumber
 - Farlon Agent Desktop: Used for dialing.
- HomePhoneNumber
 - Farlon Agent Desktop: Used for dialing.
- AltHomePhoneNumber
 - Farlon Agent Desktop: Used for dialing.
- AltMobileNumber
 - Farlon Agent Desktop: Used for dialing.
- IpPhone
 - Farlon Presence for UCM: Device number for collecting phone status and forwarding information.
 - Farlon Forward: Device number used for controlling, forwarding of UCM phone.
 - Farlon Presence Desktop: Used as device name for *23.
- Notes
 - Farlon Agent Desktop: Shown as expanded text in the search result using Ctrl+↓.
- WebPage
 - Farlon Agent Desktop: Used to open the web page in the web browser tab.

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Farlon Agent Desktop can be controlled by UC variables. By default the following variables are used:

- user.farlon.TimeZoneId
 - Farlon Agent Desktop: Used to control the time zone shown in the calendar view.
- user.farlon.OrganizationId
 - Farlon Agent Desktop: Used by the Business Center option to control the presentation and search.
- user.farlon.WOBReturnQueue
 - Farlon Agent Desktop: Used by the WoB feature to set return queue/trigger after WoB timeout.
- user.farlon.WOBAgentId
 - Farlon Agent Desktop: Agent ID of the agent transferring the call
- user.farlon. WOBDestination
 - Farlon Agent Desktop: Destination phone number (Cisco number)
- user.farlon. WOBPhoneNumber
 - Farlon Agent Desktop: Destination phone number (Farlon number)
- user.farlon. WOBDestinationName
 - Farlon Agent Desktop: Name from Farlon (used in history)
- user.farlon. WOBExternalNumber
 - Farlon Agent Desktop: True/False
- user.farlon. WOBDestinationId
 - Farlon Agent Desktop: Employee GUID
- user.farlon.WelcomePromptAgentId
 - Farlon Agent Desktop: Agent Id for play prompt
- user.farlon.WrapUpTime
 - Farlon Agent Desktop: Farlon WrapUp time (override the Cisco WrapUp timer)
- user.farlon.PlayWelcomePrompt
 - Farlon Agent Desktop: True/False
- user.farlon. ParkRetryCount
 - Farlon Agent Desktop: Count
- user.farlon. ParkAgentId
 - Farlon Agent Desktop: Agent ID of the parking agent
- user.farlon. ParkDestinationName
 - Farlon Agent Desktop: Name from Farlon
- user.farlon. ParkDestinationId
 - Farlon Agent Desktop: Employee GUID