TELSTRA IP TELEPHONY CUSTOMER GROUP ADMINISTRATOR BUSY LAMP FIELD (BLF) FEATURE GUIDE



The Busy Lamp Field (BLF) feature offers the user the ability to "watch" the status of another user's Line.

Similar in appearance to the TIPT Shared Call Appearance feature, the primary difference is that you do not have control of the line as you do with Shared Call appearance. With BLF you select a group of users to be monitored, you don't configure a shared identity on the users phone.

This provides a virtually instantaneous ability to add or remove users from your list and have it reflected on your phone without the need of constantly updating configuration and rebooting the device.

BLF will support a maximum of 47 monitored users. There can only be one BLF URI per handset.

The feature has the ability to show information about:

- Inbound calls
- Outbound calls
- Ringing
- Busy
- Speed Dial the Monitored user
- CLI of other party of the Monitored user's call

The BLF service is an optional pack that can be licensed to a user who has a Basic, Standard or Executive service pack.

A Customer Group Administrator is required to perform a few functions in order for the BLF service to become operational.

ASSIGNING THE BLF SERVICE TO A USER

A Customer Group Administrator is required to assign the BLF service to the user who requires monitoring of other users.

To assign the service:

1. Log onto CommPilot with your Customer Group Administrator logon details

- 2. On the *Group Profile* menu page Click Users
- 3. Click **Search** to display a list of users in your group
- 4. Click Edit or any item on the row for the user you are required to add BLF
- 5. Click Assign Services
- 6. Select the **TIPT BLF Pack V7service** pack from the *Available Service Packs* column
- 7. Click Add>
- 8. To save your changes Click **Apply** or **OK**



ASSIGNING USERS TO BE MONITORED BY A BLF USER

- 1. Click Client Applications
- 2. Click Busy Lamp Field

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	<u>Group</u> > <u>Users</u> : DCUser1	Welcome Sales Group Administrator [Legout]
Options: Profile Incoming Calls	Client Applications Basic	Advanced
Outsoins Calls Call Control Callers of an Chent Applications Massacing Utilities	Attendant Console Provide a vave-based clinic - a monitors phone status and details for specific users in your provide Every camp Clinic Allower and the status via a SIP Attendant Console Phone CompPiot Call Manager Provide a vare-based clinit for a user instead of using star codes or pressing the flash houb. The case, Control or vare-based clinit for a user instead of using star codes or pressing the flash houb. The case, Control or vare-based clinit for a user instead of using star codes or pressing the flash houb. The case, Control or vare-provide Access your Coulook contact Information from your CommPilet Call Manager.	BroadWorks Agent BroadWorks Agent a client that enables users to perform typical call center agent activities, call supervisors for the agent. BroadWorks Supervisor Providence in a call center supervisor soft client allowing call control, advanced reporting and service configuration. Allows the user to manage call center agents. BroadWork Receptionist - Enterprise BroadWork Aussistant - Enterprise BroadWork Aussistant - Enterprise BroadWork Aussistant - Enterprise a stochar for Microadt Outlook and Intermet Explore that enables users to perform basic call control, and configure commonly und service.

- 3. Enter the List URI: sip: using an alphanumeric string in the format of username_blf (e.g. 0395680001_blf, or bob.smith_blf)
- 4. Check the box to Enable Call Park notification
- 5. Click **Search** to list all users or enter search criteria and click **Search**
- 6. Select the users to be monitored from the Available Users column
- 7. Click **Add>** to add the selection or Add All> to add all users to the *Monitored Users* column
- 8. Click **OK** to save changes

	<u>Group</u> > <u>Users</u> : DCUser1	Welcome Sales Group Administrator [Logout]
Options: Profile Incoming Calls Outering Calls Calling Dians Client Applications	Busy Lamp Field Busy Lamp Field allows you to create a list of users to monitor via your SIP Attendant Console Phone and assign a SIP URI to the list. OK Apply Cancel List URIt silp:	
<u>Messaging</u>	Enter search criteria below User ID V Starts With V	+ Search
	Available Users Add > Remove < Add All >> Remove All OK Apply Cancel	Monitored Users Caro, Jane (DCUser3) Sales, Leigh (DCUser2) Move Up Move Down

The Phone will automatically update to reflect the users that are being monitored.

The CGA is then required to rebuild the configuration file

- 1. On the Group Resources menu page Click Identity/Device Profiles
- 2. Click Search and select the User's phone
- 3. Verify the Identity/Device Profile Type is correct
- 4. Select the Files tab. Verify that a Configuration File has been assigned (default)
- 5. Click **Rebuild the File** to rebuild the device configuration file. You will need to wait 3-6 minutes before resetting the phone
- 6. Click Reset the Phone
- 7. Click OK

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A BLF USER ASSIGNING OR CHANGING OTHER USERS TO BE MONITORED

- 1. A user is required to log onto CommPilot with their username and password
- 2. Click Client Applications
- 3. Click Busy Lamp Field
- 4. Click **Search** to list all users, or
- 1. Enter search criteria and click Search
- 2. Select the users to be monitored from the Available Users column
- 3. Click **Add>** to add the selection or Add All> to add all users to the *Monitored Users* column
- To remove a monitored user/s
- 1. Select the users to be removed from the *Monitored Users* column
- 2. Click **Remove>** to remove the selected users or Remove All> to remove all users to the *Available Users* column
- 3. Click **OK** to save changes

