SIP Feature Server User's Guide

Control Your ACD Agent State from SIP Phones

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Agents can change their ACD Agent State using enabled desk phones made by Polycom, Yealink, and AudioCodes/Genesys (420HD model with firmware version 2.2.2 or higher only). Here's how:

Agents: Change your ACD state from a desk phone

Link to video

1. Login using your phone's menu.

2. Select one of the Agent States. Your choices are:

    - `not ready` (optional: also select a reason code such as Lunch or Break.)

    - `ready`

    - `after call work.`

3. Logout.

SIP Server synchronizes between your phone and your Agent Desktop when you finish using either tool.

Note: You can still change your ACD Agent State on your desktop computer, using Agent Desktop.

System Administrators: Configuration enables ACD state change on desktop phones

- This task enables ACD State change on Polycom, Yealink, and AudioCodes/Genesys desktop phones (model 420HD with firmware version 2.2.2 or higher only).

- This task requires system administration-level skills.

1. Create a profile.

2. Enable ACD in the profile, and add reason codes.

3. Create a device and associate the profile with it.

When an enabled phone connects to Feature Server, login and provisioning becomes available automatically.