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# CSTA Connector for BroadSoft BroadWorks Deployment Guide

Hot Desking

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# Hot Desking

BroadWorks Connector makes this feature available to T-Server by using the Broadsoft hoteling feature.

Hoteling allows subscribers to associate their service profiles with a different device. Hoteling functionality is delivered through two separate subscribers, *Hoteling Host* and *Hoteling Guest*. To provide Hoteling Host functionality, subscriber accounts need to have the Hoteling Host service assigned to them in the BroadWorks configuration. Subscribers that have Hoteling Guest assigned can be associated with a Hoteling Host subscriber and use the Hoteling Host subscriber's device with their service profiles.

Once a guest subscriber has established a hoteling association with a host, it is assigned the host's endpoint (physical device), leaving the host without one. The guest subscriber's id is used in BroadWorks call reporting—for example: when a call is sent directly to the guest or when an ACD Queue diverts a call to them.

As part of establishing a hoteling session, the CSTA Connector sets unconditional forwarding from the Host subscriber to the Guest subscriber. When the hoteling session is cancelled, the CSTA Connector cancels the forwarding.

T-Server CTI clients initiate a hoteling guest/host association for Hot Desking by sending a PrivateService request.

## Call Centre Operation

Hoteling is used to support call centre operations by providing a pool of physical devices configured as hoteling hosts that can be used by a potentially larger number of agents configured as hoteling guests. These entities are configured in the Genesys Configuration Layer as Extensions and Agent Logins, respectively. It is important that the Hoteling Guests are only configured as Agent Logins and that no Extensions is configured for the Hoteling Guest.

T-Server CTI clients initiate a hoteling guest/host association by sending an AgentLogin request. The hoteling association is reported as the agent being logged in on the host DN. T-Server uses agent substitution to report all subsequent events using the host as the device ID. T-Server CTI clients terminate a hoteling guest/host association by sending an AgentLogout request.

**Note:** The TAgentLogin request does not assign the agent to an ACD Queue as BroadWorks CTI does not support this feature. T-Server CTI clients can still manipulate the agent's ACD Queue state using the TAgentReady and TAgentNotReady requests.

## Event Subscription

BroadWorks Connector identifies hoteling guest subscribers by using the MonitorDeviceType private extension in the CSTA StartMonitor request; they have a MonitorDeviceType type of acdAgent.

Initially, BroadWorks Connector only subscribes for HotelingGuest events on behalf of guest subscribers as follows:

- When BroadWorks Connector receives a HotelingGuest event indicating that the guest subscriber is associated with a hoteling host, it subscribes for all event types.
- When BroadWorks Connector receives a HotelingGuest event indicating that the guest subscriber is no longer associated with a hoteling host, the Connector deletes all event subscriptions except for HotelingGuest.