

Boss Admin Scenarios on Microsoft Lync 2010

Introduced in “snom UC edition” Version 8.8.1.1

snom boss-admin feature description

Starting with version 8.8.1.1 snom supports extended boss-admin scenarios on Microsoft Lync 2010.

The new boss-admin is designed to improve telephony efficiency between the boss and admin (secretary). The feature enables the admin to see the in-call status of the boss and vice versa so that calls can be picked up calls and put on hold by any party.

Notes and limitations:

Currently, only snom phones have implemented this feature on the client side. This means for the scenario to work, both admin and boss need to have a snom phone (currently supported on snom 370 and snom 821).

On the server side, for these extended scenarios, a new container is used. This container needs to be created/allowed in Lync 2010.

Lync Server 2010 allows for applications to publish Enhanced Presence categories as detailed on MSDN. Microsoft, in collaboration with IP Phone Partners, has tentatively defined a publication category for purpose of sharing line state of boss identities and call retrieval in a boss/delegate configuration.

In order to enable boss shared line state and call retrieval, Lync administrators must execute the following at the command line at each backend where the capabilities are to be enabled –

```
sqlcmd -E -S se.fabrikam.com\RTC -Q "use rtc;exec RtcRegisterCategoryDef N'dialogInfo'"
```

(where 'se.fabrikam.com\RTC' is the URI of the presence back end)

More information from Microsoft will be available at a later date. Questions specific to the enablement of this feature in Lync Server 2010 should be directed to lynclgo@microsoft.com.

Supported scenario overview:

- *Monitor line state*

The boss' line (either being used by an admin "on-behalf-of" or by the boss himself) is visible to the boss and all of the associated admins. When a person is in a call (either the boss or an admin in an "on-behalf-of" call) the LED of the assigned function key is on. When a call is held by any party the LED will blink.

- *Call Pickup*

If the LED on the assigned button is blinking, this means a call is held. This call can be picked up by the boss or any associated admin. If multiple calls are on hold, the boss or admin can choose which one to pick up.

- *Make a call on-behalf-of*

The secretary is able to make a call "on-behalf-of" the boss. By making calls on the boss' behalf, the boss can see the line activity on his phone (associated delegate button). The boss can later on pick up a held call.

- *Safe transfer*
The admin and the boss have the option to perform a “safe transfer” meaning these transferred calls are not sent to voicemail or forwarded. They home back to the initiator after timeout.
- *Join conference call*
The admin is able to join a conference “on-behalf-of” the boss and transfer the call.
- *N to n relation*
An admin can have multiple bosses, a boss can have multiple admins and an admin can be the boss of another admin.

Functionality overview:

Boss' phone:

- *Assign buttons to admin*
The boss is able to select an admin from the group delegates in his contact list and assign this delegate to a function key. He can have multiple admins on multiple buttons (1 admin per button)
 - The corresponding LED will be on constantly if:
 - The associated delegate is in a call “on-behalf” of the boss
 - The boss is in a call on his own (as his “line” is busy)
 - The corresponding LED will blink if:
 - The boss puts the call on hold
 - The secretary puts a call on hold
 - The hold state will always overwrite the “in-a-call” state, meaning that if there is a call held by any party, the LED will blink (even though someone might be in an active call)
- *Pick up calls which are held*
If a call (made on the boss'-behalf) is held by the Admin, the boss can pick up the call. If there are multiple calls on hold, the boss can choose which call to pick up.
- *Do a safe transfer*
The boss can do a safe transfer (meaning the call will not go to voicemail and home back to him if it remains unanswered).
- *Easy transfer*
The boss can do a transfer to admins by pressing transfer and the corresponding button.
- *Quick access*
The button assigned to the admin, gives quick access to the admin's contact details and presence state (once pressed).

Admin's phone

- *Assign buttons to admin*
The admin can assign multiple boss' to multiple function keys (one boss per function key). This gives the admin direct access to presence and contact options of the boss. The associated LED then indicates the boss' line status.
 - o ON means the boss or another admin (making a call "on-behalf-of") is "in-a-call".
 - o BLINKING means that the boss or another admin has put a call on hold. (Irrelevant if someone is "in-a-call" or not)
- *Pickup of held calls*
If calls are held by any party (boss or other admin), the admin can pick up this call, or choose which call to pick up if multiple calls are held (irrelevant of the user is holding the call).
- *Make a call on-behalf-of*
The admin can make calls "on-behalf-of" the boss. In this case, the boss can see the "in-a-call" LED lit on his phone.
- *Dial into a conference and transfer to boss*
The admin can join a conference "on-behalf-of" a boss and transfer it to the boss.
- *Do a safe transfer*
The admin can do a safe transfer (meaning the call will not go to Voicemail and home back to the admin if it remains unanswered).
- *Quick access*
The button assigned to the admin, gives quick access to the admin's contact details and presence state (once pressed).

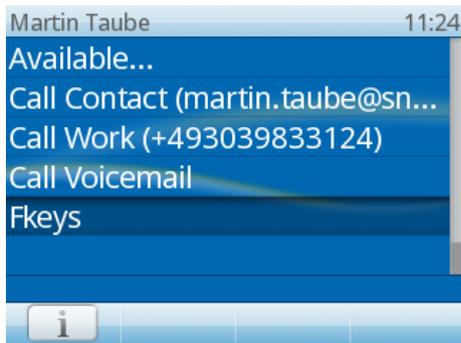
Configuration:

To enable the boss-admin functionality, a delegation needs to be set up in the Lync Client of the boss.

This brings up the groups "Delegates" (for boss') and the group "People I Manage Calls For" in the contact list (press left/right on the silver navigation key, to browse through groups).



By pressing the "i" Button, more information is available:



Then Select Fkeys.



Select the key to which the Boss/Admin should be assigned to (the text behind the number shows the current configuration).



Select Boss/Admin



The button is now configured