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Workspace Desktop Edition Deployment Guide

Interaction Workspace SIP Endpoint

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You can install an optional SIP Endpoint that can be added as a privilege to enable the agent workstation to handle SIP Voice-over-IP calls. The Interaction Workspace SIP Endpoint does not have an interface; instead, it adds interface elements to the Voice Interaction window, including muting and volume control for both the microphone channel and the speaker channel of the selected audio device(s) on the agent workstation.

Tip

Any USB headset that is supported by the Windows Operating System should work normally with Interaction Workspace SIP Endpoint.

Other SIP Voice features include: automatic gain control, beep tone, auto-answer, unavailable headset detection, log-level support, Real-time Transport Protocol (RTP) support, and speaking detection.

The options related to Interaction Workspace SIP Endpoint is started and stopped by Interaction Workspace. Both applications employ a keep-alive mechanism that allows each to detect when the other is no longer running. If the SIP Endpoint detects that Interaction Workspace is no longer running, it waits for any active calls to end, and then exits. If Interaction Workspace detects that the SIP Endpoint is no longer running, it starts a new instance of Interaction Workspace SIP Endpoint.

The Interaction Workspace SIP Endpoint can be configured at any level of the configuration-layer hierarchy, from Tenant to agent. Interaction Workspace employs the following privilege for activating the Interaction Workspace SIP Endpoint:

- Use SIP Endpoint

USB Headset Configuration

You can use the following options to configure Interaction Workspace to use a headset:

- `sipendpoint.genesyslab.device.use_headset`
- `sipendpoint.genesyslab.device.headset_name`

If these options are set, and the corresponding USB headset is connected to the agent workstation at start-up time, the headset is selected automatically.

If the configured USB headset is not connected to the agent workstation, then the behavior depends on the following configuration option in the `interaction-workspace` section of the Interaction Workspace Application object:

- `sipendpoint.enforce-configured-headset-usage`

This option specifies whether the agent must plug in the specified USB headset to complete logging in. By default, when it is set to false, and if the headset is not plugged in at start-up time, the default audio devices that are available on the workstation, if any, are selected. When it is set to true, and if the headset is not plugged in when the agent logs in, Interaction Workspace waits for the headset to be plugged in before finalizing the login of the voice channel. The behavior of other medias, such as e-mail and chat, are not affected by this option.

Interaction Workspace SIP Endpoint enables agents to switch to a pre-configured Not Ready state if the USB headset becomes unplugged after the agent has logged in to the SIP Voice Media. The agent will remain logged in to other eServices media such as e-mail and chat.

Use the following configuration options in the `interaction-workspace` section of the Interaction Workspace Application object to control the behavior of this feature:

- `sipendpoint.headset-unplugged.not-ready-reason`--Specifies the Not Ready reason to be set to the SIP DN if the USB headset that is used by the agent becomes unplugged.
- `sipendpoint.headset-unplugged-set-not-ready`--Specifies whether the SIP DN of the agent is set automatically to Not Ready if the USB Headset that is used by the agent becomes unplugged.
- `sipendpoint.headset-replugged-set-ready`--Specifies whether the SIP DN of the agent is set automatically to Ready if the USB Headset that is used by the agent is plugged back in.

Interaction Workspace SIP Endpoint can be configured to retain volume setting of the USB headset between agent sessions.

Use the following configuration options in the `interaction-workspace` section of the Interaction Workspace Application object to control the behavior of this feature:

- `sipendpoint.retain-volume-settings-between-sessions`--Specifies whether the volume settings are saved for both microphone and speaker, when the agent logs out.

Session Border Controller

Interaction Workspace SIP Endpoint supports connecting to SIP Server through a Session Border Controller (SBC) (refer to *SIP Server 8.1 Deployment Guide*). You must configure Interaction Workspace to connect to SIP Server through an SBC instead of directly to SIP Server.

If you do not configure Interaction Workspace to connect to SIP Server by using an SBC, Interaction Workspace SIP Endpoint connects directly to SIP Server to register the agent SIP Endpoint by using the `TServer/sip-address` and `TServer/sip-port` options of the corresponding SIP Server application. When you configure Interaction Workspace to connect by using an SBC you decouple the address and port information that is sent to the SIP REGISTER from SIP Server and Interaction Workspace obtains the host address and port from the configuration.

Configure the following two options in the `interaction-workspace` section of the Application, Tenant, Agent Group, or User object.

- `sip-endpoint.sbc-register-address`--Specifies the address of your SBC to which Interaction Workspace SIP Endpoint connects.
- `sip-endpoint.sbc-register-port`--Specifies the port on your SBC to which Interaction Workspace SIP Endpoint connects.