

ECS and BroadWorks Unification

Unified ECS Installation

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- Many clients deploy the Evolve Contact Suite (ECS) solution along with Evolve IP's Unified Communications (UC) solution that provides the underlying foundation for call recording, handsets, and enterprise-class telephony functionality (commonly referred to as "BroadWorks"). This complete solution that seamlessly unites the contact center and the underlying UC platform is considered a "Unified" ECS installation.
- Unified ECS enables the Contact Center and the rest of the organization (all the users outside of the Contact Center) to streamline their everyday operations. The entire organization can operate as a single entity to improve productivity and the customer experience.
- With the release of ECS v5.2.5, the Unified installation is enhanced to empower Agents to handle calls using any of the following: ECS Agent application, a physical Handset, and / or UC-One (operating as a softphone).
- The specific details of this functionality and key information for Agents can be found below.

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New Features Available

Feature	BroadWorks Unification introduced in v5.2.5	BroadWorks Unification in versions 5.2.4 and earlier
Broadworks Enterprise Directory <ul style="list-style-type: none">• View the Directory that shows all members of the enterprise including those outside the contact center• See Phone Presence (on a call / not on a call) for all members of the enterprise• Use ECS Agent to Call / Transfer to any person or object (auto-attendant, hunt group, etc.) in the enterprise	X	X
Agent's ACD State set to "Backoffice" when Agent uses Handset or UC-One for non-ACD calls (Phone Presence)	X	X
Answer call using Handset or UC-One	X	X
Answer call on Handset using ECS agent	X	
Hang Up call using ECS Agent, Handset or UC-One	X	X
Blind Transfer call using ECS Agent, Handset or UC-One	X	
Warm Transfer call using ECS Agent, Handset or UC-One*	X	
Conference call using ECS Agent, Handset or UC-One*	X	
Hold call using ECS Agent, Handset or UC-One	X	
Resume call using ECS Agent, Handset or UC-One	X	
Auto Answer call using Handset	X	
Register ECS Agent softphone ("Internal VoIP") to BroadWorks	X	

*NOTE: A Warm Transfer or Conference Call must be completed from the device where it was initiated.

What Agents Need to Know

Activity	BroadWorks Unification Release 5.2.5	BroadWorks Unification Current
Answer a Call	Answer using the Handset Answer using ECS Agent will also answer the Handset Answer using UC-One (cannot Answer on the ECS Agent)	Handset or UC-One

Handle a Callback	<p>Answer using ECS Agent or Handset and ECS will dial the contact</p> <p>Answer using UC-One (cannot Answer on the Agent application) and ECS will dial the contact</p>	Answer the Agent application, handset / UC-One will ring, answer the handset / UC-One, the system will dial the customer
Transfer a call	<p>ECS Agent or Handset or UC-One</p> <p><u>Notes:</u></p> <ul style="list-style-type: none"> Once the transfer is started, it must be completed from the same device Must use ECS Agent if you wish to transfer a call to another Agent, Supervisor, Business Process, or Channel 	Agent application only
Conference a call	<p>ECS Agent or Handset or UC-One</p> <p><u>Notes:</u></p> <ol style="list-style-type: none"> Once the conference is started, it must be completed from the same device Must use Agent application if you wish to conference with another Agent, Supervisor, Business Process, or Channel 	Agent application only
Place Call on Hold (Pause) and Resume the Call	ECS Agent or Handset or UC-One	Agent application only
End Call	ECS Agent or Handset or UC-One	Agent application or handset or UC-One
Handle a Preview Campaign Call	<p>Answer using ECS Agent or the Handset and ECS will dial the contact</p> <p>Answer on UC-One (cannot Answer on the Agent application) and ECS will dial the contact</p>	Answer the Agent application, handset / UC-One will ring, answer the handset / UC-One, the system will dial the customer
Handle a Power / Predictive Campaign Call	ECS Agent or Handset or UC-One	Handset or UC-One
Place a Call using the Dial Pad	Enter the number on the dial pad, click dial, Handset or UC-One will ring, answer using Handset or UC-One, and ECS will dial the contact	Enter the number on the dial pad, select dial, handset / UC-One will ring, answer the handset / UC-One, the system will dial the customer

Known Limitations

Dialing an ECS Extension from a Handset or UC-One	Cannot dial the ECS extension of an Agent, Supervisor or Business Process (BP) from a Handset or UC-One. From these devices, only a 10 digit DID or the extension of a BroadWorks user can be dialed.
Dialing extensions outside of ECS	Cannot dial the extension of a non-contact center user from the Dialpad in the Agent application. These calls must be placed using the Directory tab.
Placing Calls on Hold	<p>Cannot put the call on hold using the Agent application and resume the call using the Handset or UC One.</p> <p>A call placed on hold via the Handset, can be resumed via the Handset or Agent application.</p> <p>A call placed on hold via the UC One, can be resumed via UC One.</p>
On Hold Music	<p>A caller placed on hold using the Handset will hear the BroadWorks hold music configured in OSSmosis.</p> <p>A caller placed on hold using the Agent application will hear the ECS hold music configured in Setup.</p>
Handling multiple queue calls	Agents can be configured to handle up to two queue calls at a time. When handling multiple ACD calls at the same time, all call control (hold, transfer, conference, etc.) must be done using the Agent application.