EPOS

EPOS and Genesys WDE

EPOS USB Busylight set-up

Introduction

This document describes how to set up the EPOS USB Busylight when working with Genesys WDE, and how to assign different colors to each presence status.

EPOS USB Busylight

The EPOS USB Busylight increases worker productivity by silently yet clearly communicating someone's current status. This sleek desktop accessory's 5-color LED can be programmed to indicate when someone is on a call, focusing on a task, and more. It also features a customizable ringer to ensure no one accidentally misses a call.

To learn more about the EPOS USB Busylight, you can visit the product webpage.

Using the EPOS USB Busylight with Genesys WDE

The EPOS Plugin must be installed in order for the EPOS USB Busylight to recognize an employee's status with Genesys WDE. This plugin enables interoperability features like call control and presence recognition.

To install the latest version of the EPOS plugin for Genesys WDE, follow this link.

Additionally, if EPOS Connect is installed, the Genesys WDE softphone must be selected as the default in EPOS Connect's settings. The EPOS USB Busylight will then be able to recognize the user's presence status.

For more information and to install the latest version of EPOS Connect, follow this link.

Genesys WDE can also be set as the default softphone in EPOS Connect by the IT administrator using the device management freeware EPOS Manager.

Use this link to get more information and sign up for EPOS Manager.

If EPOS Connect is not installed, the EPOS USB Busylight will still work with Genesys WDE – however, it will not be possible to customize the colors and the ringtone.

Presence status in Genesys WDE

The following presence statuses are available in Genesys WDE:
· Ready
· Not Ready
· After Call Work
· Do Not Disturb

By default, the EPOS USB Busylight assigns the following colors to each status:
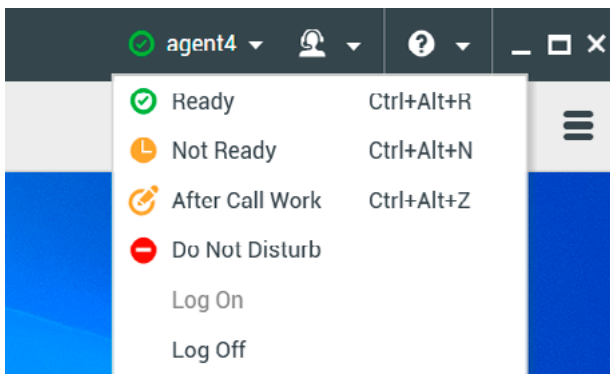· Green for Ready
· Yellow for Not Ready
· Red for After Call Work and Do Not Disturb
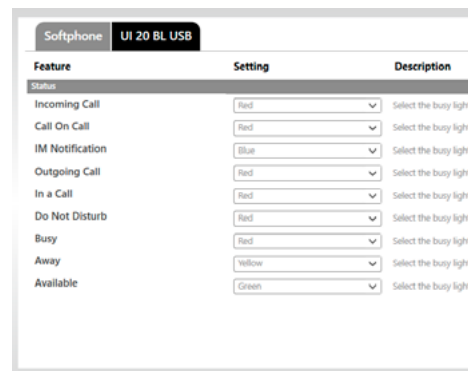
EPOS

Customizing LED colors through EPOS Connect

To change the Busylight's default settings and assign a different color to each Genesys WDE presence status, EPOS Connect must be installed on the end user's PC. EPOS Connect also provides the option to customize other settings, such as ringtone and the definition of specific colors for different types of events and statuses.

Since status names differ between Genesys WDE and EPOS software, some mapping is required in order to assign the desired color to a specific Genesys WDE status using EPOS Connect. You can also use EPOS Connect to customize the LED color for specific events, such as instant messaging or incoming calls.

The images below compare the presence statuses available in Genesys WDE to the presence statuses and events available in EPOS Connect.

Presence status in Genesys WDE

Presence status and events in EPOS Connect

Below, you can see the equivalent terminology used by Genesys WDE and EPOS Connect to refer to each status.

Genesys WDE	EPOS Connect
Ready	Available
Not Ready	Away
After Call Work	Busy
Do Not Disturb	Do Not Disturb

When the Genesys WDE presence status is set to "**After Call Work**," for example, the EPOS USB Busylight will display the color assigned to the "**Busy**" status in EPOS Connect.

If the IT Administrator configured the color assignments using EPOS Manager, then the settings will be locked and the end user will not be able to change them on their own.

EPOS