



CUSTOMER GUIDE
BUSYLIGHT

VERSION 1.13



REVISION HISTORY		
Version	Date	Description
1.12	2023-08-04	Added version
1.13	2023-08-09	Restructured documentation



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INTRODUCTION

The Professional Services Busylight application provides a visual indicator of the Five9 agent's state. It also has the capability of sounding an audible alert for an incoming call (when auto-answer is disabled for the Five9 agent).

This document explains how to configure a VCC Domain and an Agent's computer for use with Busylight.

REQUIREMENTS

Busylight works with the Kuando Busylight USB Device by Plenom with these assumptions:

- The device is not used with any other integration (e.g. Microsoft Teams, Zoom, etc.)
- The device is plugged into an active USB port on the computer.

Windows 7, Windows 10, or Windows 11 is required.

Microsoft .NET Framework 4.6.2 (or newer) is required.

The Agent is using a supported browser: Chrome, Firefox, or Edge.

Five9 Plus Bridge v10.2.1904 or higher is required.

COMPATIBILITY WITH HEADSET CALL CONTROL

If your Domain also has the PS Headset Call Control application, there will be overlap in the setup steps as they both share the Plus Bridge component. Here are some key points:

- 1 – Install MSI Packages
 - The Plus Bridge MSI package is the same package installed for both applications.
- 2 – Configure Plus Bridge Browser
 - The browser configuration is the same for both applications.
- 4 – Assign the "PlusBridge" Skill
 - The Skill is the same for both applications.



OVERVIEW

To use Busylight follow these steps:

1. Install MSI Packages
2. Configure Plus Bridge Browser
3. Configure Busylight Settings
4. Assign the “PlusBridge” Skill
5. Test the Busylight

1 – INSTALL MSI PACKAGES

Each Agent’s computer using Busylight must have both the Five9 Plus Bridge and the Busylight Connector MSI packages installed. These MSI packages can be deployed manually or remotely using automated software management utilities.

Install the following MSI packages:

1. <https://app.ps.five9.com/bin/downloads/plusbridge/five9-plus-bridge.msi>
2. <https://app.ps.five9.com/bin/downloads/busylight/five9-busylight-connector.msi>

2 – CONFIGURE PLUS BRIDGE BROWSER

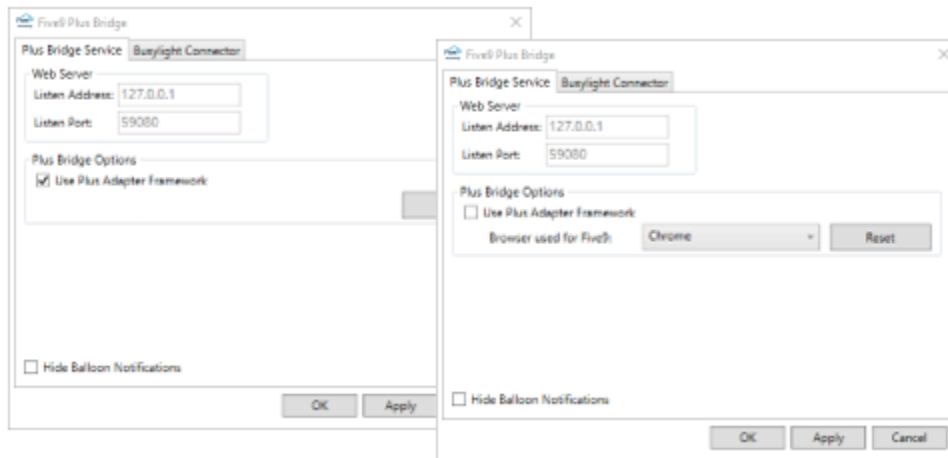
If you are using Agent Desktop Toolkit Plus (ADT+) skip this section. This step is only for Agent Desktop Plus (ADP).

You can configure Plus Bridge for use with ADP by either “Configure Manually” or “Configure Using Windows Registry”.

CONFIGURE MANUALLY

The Five9 Plus Bridge application must be configured for ADP. To do this:

1. Right click on the Five9 Plus Bridge icon in the system tray and select “Configure”
2. On the “Plus Bridge Service” tab:
 - a. Deselect the “Use Plus Adapter Framework”
 - b. Select the Browser that the Agent will be using when logging into ADP. If the desired browser isn’t listed it may not be installed.
 - c. Press “OK”



CONFIGURE USING WINDOWS REGISTRY

Instead of configuring manually you can use the provided sample Windows registry file. This registry file can be used to disable the “Use Plus Adapter Framework” and set the Browser setting to the browser.

For Chrome (32-bit):

https://app.ps.five9.com/bin/downloads/plusbridge/plusbridgesettings_adp_chrome.reg

For Chrome (64-bit):

https://app.ps.five9.com/bin/downloads/plusbridge/plusbridgesettings_adp_chrome_x64.reg

For Microsoft Edge:

https://app.ps.five9.com/bin/downloads/plusbridge/plusbridgesettings_adp_microsoftedge.reg

To restore the “Use Plus Adapter Framework” settings, use the following:

https://app.ps.five9.com/bin/downloads/plusbridge/plusbridgesettings_plusadapter.reg

3 – CONFIGURE BUSYLIGHT SETTINGS

The Busylight settings can be accessed on the “Busylight Connector” tab of the Plus Bridge Configuration screen. To get to this screen, do these steps on the Agent’s computer:

1. Right click on the Five9 Plus Bridge icon in the system tray and select “Configure”
2. Click the “Busylight Connector” tab

AGENT STATE

The Busylight Connector provides a visual indicator for each of the following:



- Logged Out
- Not Ready
- Ready
- On Call (Talking, Conference etc.)
- On Hold
- After Call Work

Five9 Plus Bridge

Plus Bridge Service Busylight Connector

Actions

Agent State Logged Out

Lamp Color Logged Out

Lamp Style Not Ready

Call Notification Ready

Notification Type On Call

On Hold

After Call Work

☐ Enabled

OK Apply Cancel

LAMP COLOR

Once you select the Agent State that you want to configure, the current Lamp Color will be displayed.

Color options supported are:

- Off
- LimeGreen
- Green
- Turquoise
- Cyan
- OceanBlue



- Blue
- Purple
- Magenta
- Raspberry
- Red
- Orange
- Yellow
- White

Five9 Plus Bridge

Plus Bridge Service Busylight Connector

Actions

Agent State Not Ready

Lamp Color Yellow

Lamp Style

Call Notification

Notification Type

Enabled

OK Apply Cancel

LAMP STYLE

Similar to Lamp Color, once you select the Agent State that you want to configure, the current Lamp Style will be displayed.

Lamp Style options are:

- Solid
- Pulse (fade in/fade out)



CALL NOTIFICATION

If the agent is configured with Auto-Answer turned off, the Busylight Connector can be configured to play a pre-defined audio sound while also flashing the indicator in a specified color.

There are three different call alert types that can be configured:

- Incoming Call (normal inbound calls)
- Queued Call (calls queued for that specific agent – i.e. DID route)
- Priority Queued Calls (calls queued to a “Priority” skill as defined in the PlusBridge.PrioritySkills call variable)

There are nine different audio sounds that are included in the Busylight device.

To enable one of these notifications, select the Notification Type and then place a check in the “Enabled” checkbox. From there you can select the Alert Sound and Lamp Color from the dropdowns. Also make sure to adjust the Volume to the desired level.



Five9 Plus Bridge

Plus Bridge Service Busylight Connector

Actions

Agent State Not Ready

Lamp Color Yellow

Lamp Style Solid

Call Notification

Notification Type Incoming Call

Lamp Color Incoming Call

Alert Sound Priority Queued Calls

Enabled

Volume: [Slider]

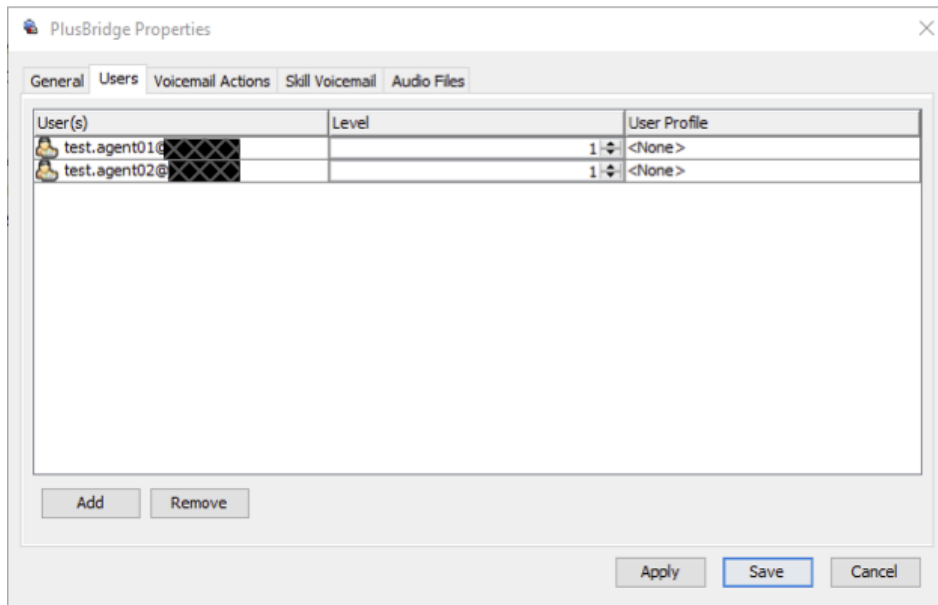
OK Apply Cancel

4 – ASSIGN THE “PLUSBRIDGE” SKILL

Do not assign the “PlusBridge” skill until the previous steps have been completed on the Agent’s computer.

Each Agent using Busylight must have the “PlusBridge” Skill assigned for Busylight to function. This Skill should have been already created by your assigned Five9 Deployment Resource during the provisioning process for Busylight.

This Skill (“PlusBridge”) does not need to be assigned to any specific Campaign and is not used for routing a call. It just needs to be created and then added to each agent using Busylight functionality.

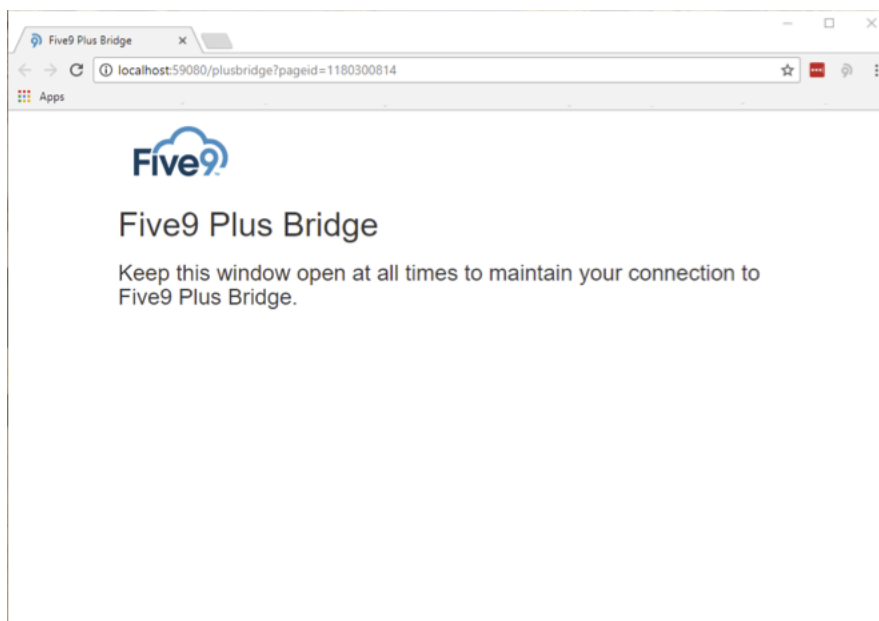


5 – TEST THE BUSYLIGHT

USING AGENT DESKTOP PLUS

Skip this section if you are using Agent Desktop Toolkit Plus (ADT+). This is for Agent Desktop Plus (ADP).

1. Open the browser the Agent will be using
2. Confirm the Five9 Plus Bridge window opens (also called the CtiPlusBridge window), and keep this window open until it automatically closes. If this window is closed the Plus Bridge will relaunch the window to reestablish its connection.





3. Login to Five9 as the Agent
4. Confirm the Five9 Plus Bridge tab automatically closes
5. The Busylight should now reflect the Agent's state

NOTE: When the Agent logs out the Five9 Plus Bridge window will launch again and close automatically.

USING AGENT DESKTOP TOOLKIT PLUS

Skip this section if you are using Agent Desktop Plus (ADP). This is for Agent Desktop Toolkit Plus (ADT+).

1. Login to the Five9 Agent application
2. A small Five9 Plus Bridge popup should appear briefly and then close
3. The Busylight should now reflect the Agent's state

DEFAULT AGENT STATE SETTINGS REFERENCE

The Agent's state will be according to this table when using the default Busylight settings:

Agent State	Busylight Color
Logged Out	Off
Not Ready	Yellow
Ready	Green
On Call	Red
On Hold	Red (Pulsing)
After Call Work	Orange

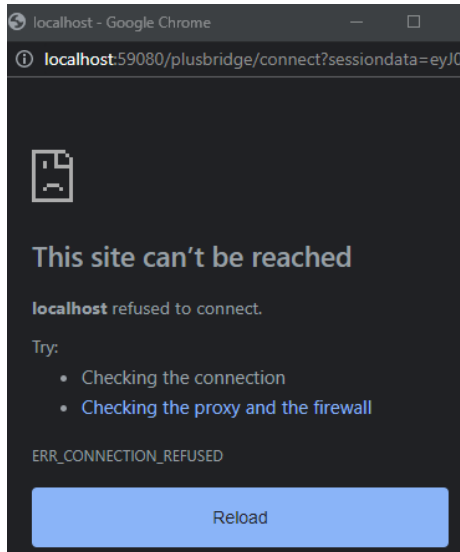
TROUBLESHOOTING

The most common issues involve the CtiPlusBridge browser window:

- CtiPlusBridge does not pop up upon login
 - Verify that the 3rdparty.bundle.js is properly configured
 - Verify that the agent has been assigned the PlusBridge skill
 - Verify that there aren't any popup blockers preventing the /plusbridge/connect request



- CtiPlusBridge popup receives “This site can’t be reached”



- Verify PlusBridge application is running in the system tray
- Ensure the Windows user is able to open port 59080
- Check “C:\ProgramData\Five9\Five9 Plus Bridge\logs\plusbridge-app.log” for Nancy.Hosting.Self errors:

Please either enable `UrlReservations.CreateAutomatically` on the `HostConfiguration` provided to the `NancyHost`, or create the reservations manually with the (elevated) command(s):

```
netsh http add urlacl url="http://+:59080/" user="Everyone"
```

RESOURCES

During implementation work with your assigned Five9 deployment resource for any support or information you need. After the implementation is complete submit a request to cases@five9.com.