



CUSTOMER GUIDE
HEADSET CALL CONTROL

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 Headset Call Control application provides Agents the ability to answer and hang up on a Five9 call using their headset device.

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

REQUIREMENTS

Headset Call Control works with Plantronics and Jabra headsets with these assumptions:

- The device is listed in the [Supported Headset Reference](#).
- 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 BUSYLIGHT

If your Domain also has the PS Busylight 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 Headset Call Control follow these steps:

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

1 – INSTALL MSI PACKAGES

Each Agent’s computer using Headset Call Control must have both the Five9 Plus Bridge and the Headset Call Control 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. For Plantronics headsets:
 - a. <https://app.ps.five9.com/bin/downloads/plantronics/five9-plantronics-connector.msi>
 - b. If Plantronics HUB software is not already installed, it must be installed:
 - i. <https://app.ps.five9.com/bin/downloads/plantronics/plantronics-hub-sdk-native-runtime.msi>
 - ii. <https://app.ps.five9.com/bin/downloads/plantronics/plantronics-hub-sdk-runtime.msi>
3. For Jabra headsets:
 - a. <https://app.ps.five9.com/bin/downloads/jabra/five9-jabra-connector.msi>

2 – CONFIGURE PLUS BRIDGE BROWSER

If you are using Agent Desktop Toolkit Plus (ADT+) skip this section. This is 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”.

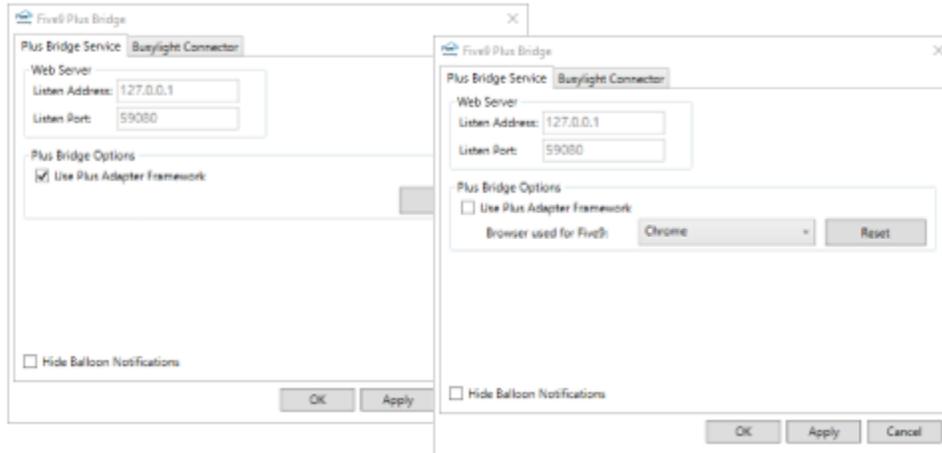
CONFIGURE MANUALLY

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 HEADSET CALL CONTROL SETTINGS

The Headset Connector settings can be accessed on the Plantronics or Jabra connector tab of the Plus Bridge Configuration screen. This can be opened by right-click -> Configure on the Five9 Plus Bridge icon in the system tray.



MINIMUM TALK TIME

The Minimum Talk Time setting is used to ignore the headset button for the first x seconds of a call. This setting prevents a user from inadvertently hanging up on a call within the first x seconds of a call (i.e. they press the button multiple time to answer the call).

HEADSET (JABRA ONLY)

For the Jabra Headset Connector, the specific Jabra headset device must be selected. If it is not selected by the user, the integration will not work properly.

PLAY RINGTONE (JABRA ONLY)

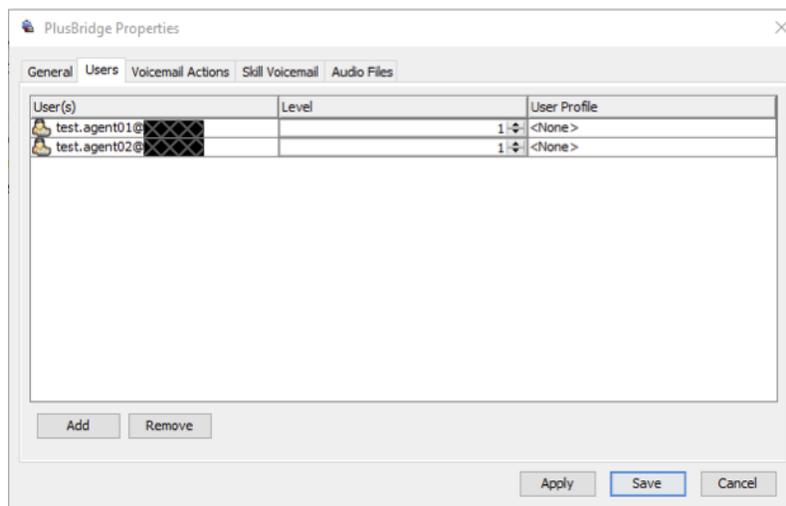
For the Jabra Headset Connector, the integration can play a built-in ringtone sound when a call is presented to the user. The corresponding “Repeat for x seconds” allows the user to specify how long they would like the ringtone to last.

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 Headset Call Control must have the “PlusBridge” Skill assigned for Headset Call Control to function. This Skill should have been already created by your assigned Five9 Deployment Resource during the provisioning process for Headset Call Control.

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 Headset Call Control functionality.



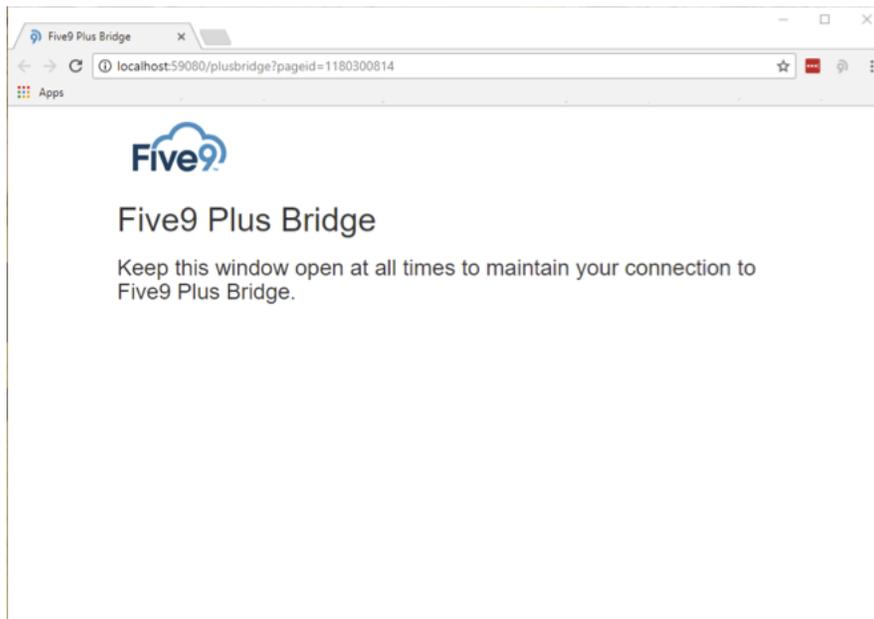


5 – TEST THE HEADSET

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 headset should not be able to control the call

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 headset should now be able to control the call

SUPPORTED HEADSET REFERENCE

The following headsets are supported by Headset Call Control:

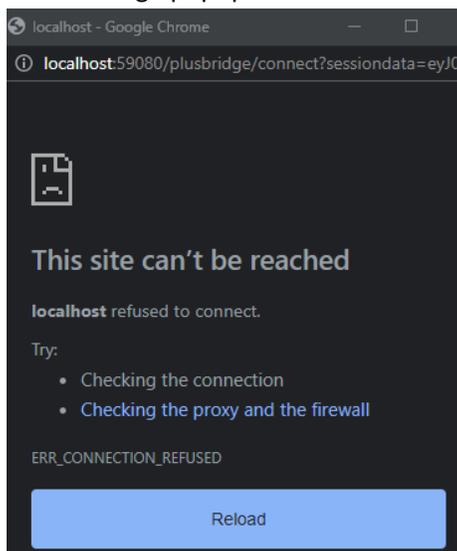


- Plantronics Savi 400 Series
- Plantronics Savi 700 Series
- Plantronics Savi 8200 Series
- Plantronics EncorePro 500 USB Series
- Plantronics EncorePro 700 USB Series
- Plantronics Voyager Focus UC
- Plantronics Voyager 5200 UC
- Plantronics Voyager 6200 UC
- Jabra Engage 50/65/75
- Jabra Evolve 30/40/75/80
- Jabra Evolve2 40/65/75/85
- NXT UC-7500 Series

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.