



IMPLEMENTATION GUIDE  
HEADSET CALL CONTROL

VERSION 1.13



## REVISION HISTORY

Version	Date	Description
1.0.0	2021-10-11	Initial Document
1.12.0	2023-08-07	Update resources and provisioning
1.13.0	2023-08-08	Restructure documentation



Introduction .....	4
Use Case .....	4
Overview .....	4
1 – Submit an Asset Provisioning Request .....	4
Provisioning Request Template .....	4
Sending the Provisioning Request .....	5
2 – Create the VCC Skill.....	5
3 – Configure Agent Desktop Toolkit Plus .....	5
Ensure Agent Desktop Toolkit is Available.....	6
Configure the JS Customization .....	6
4 – Provide the Customer Guide.....	6
Resources.....	6



## 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 documentation explains how to deploy Headset Call Control to a Customer's Domain.

## USE CASE

The Headset Call Control integration can address the following use cases:

- Provide the ability for an agent to answer or disconnect a call using the button on their Plantronics or Jabra headset

## OVERVIEW

In order to deploy Headset Call Control for a Customer follow these steps:

1. Submit the Solution Support Service Request
2. Create the VCC Skill
3. Configure Agent Desktop Toolkit Plus
4. Provide the Customer Guide

## 1 – SUBMIT AN ASSET PROVISIONING REQUEST

This section explains how to request provisioning of this asset for a Domain.

### PROVISIONING REQUEST TEMPLATE

Gather the required information for submitting the Asset Provisioning Request and fill out the template below. The number of licenses should match the number identified in the SOW.

Here is the template for the request:

Subject:

Headset Call Control Provisioning: {Customer Domain Name}

Description:

Domain Name: {Customer Domain Name}

Domain ID: {Customer Domain ID}

Number of Licenses: {# of Headset Call Control Licenses}

License Slugs: PLSBRG, HDST

## SENDING THE PROVISIONING REQUEST

The method of submitting the Asset Provisioning Request is different depending on whether you're a Five9 Partner or a Five9 employee.

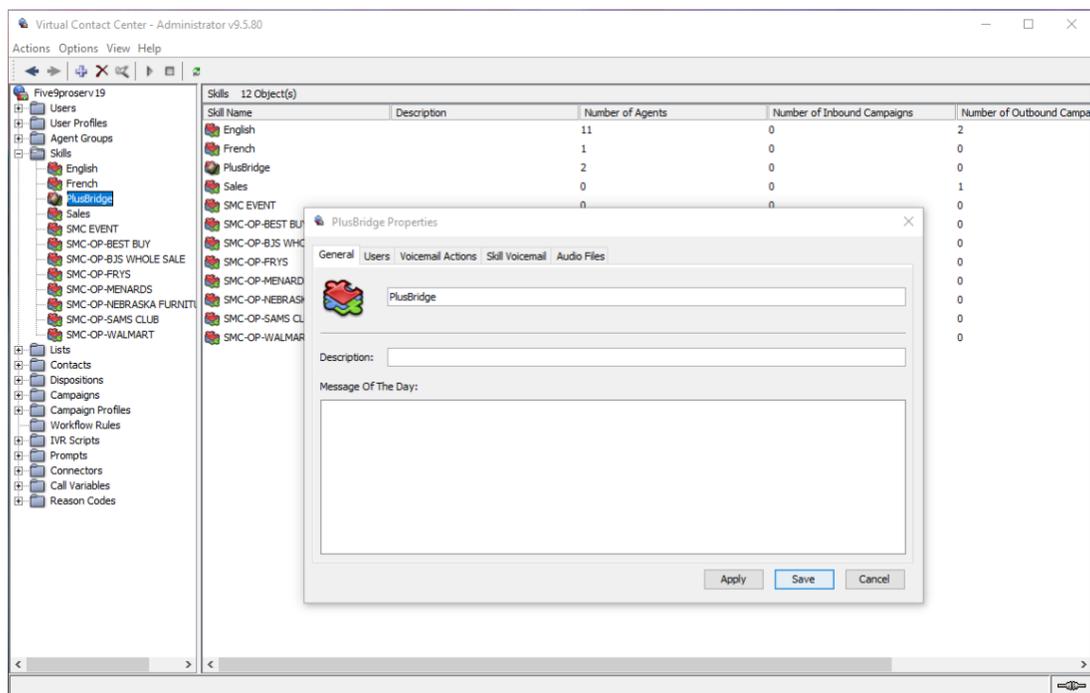
Partners will send the request by email to [PartnerPE@five9.com](mailto:PartnerPE@five9.com) or your assigned Partner Platform Engineer resource and follow the templates below. After submitting your request the Partner Enablement Team may reach out for additional information. The assigned Five9 Partner Platform Engineer will submit the request on behalf of the Partner.

Five9 employees will send the request by using the “/opsrequest” command in the Five9 Slack. After executing the command navigate to Professional Services then PS Solutions Support and click Request.

## 2 – CREATE THE VCC SKILL

NOTE: This Skill is the same skill used for Busylight. If this Skill has already been added, skip this section.

In VCC Admin, create a new skill: PlusBridge



## 3 – CONFIGURE AGENT DESKTOP TOOLKIT PLUS

If the Customer's implementation is not Agent Desktop Toolkit Plus (ADT+) skip this section.

NOTE: This ADT+ customization is the same URL used for Headset Call Control. If the URL is already configured, skip this section.



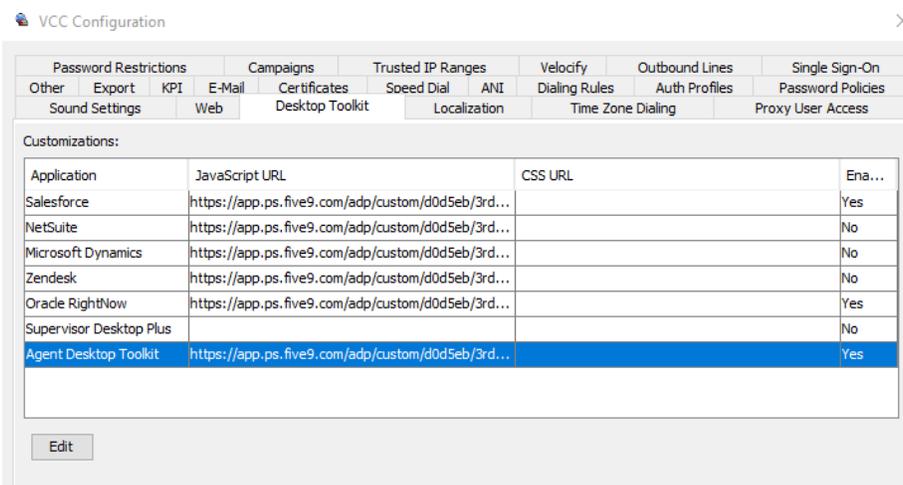
## ENSURE AGENT DESKTOP TOOLKIT IS AVAILABLE

In VCC Admin → Actions → Configure ensure there is a tab called “Desktop Toolkit”. On that tab, make sure “Agent Desktop Toolkit” is listed and can be edited. If not, submit a case to support to enable the “External JS/CSS” flag in SAT.

## CONFIGURE THE JS CUSTOMIZATION

In VCC Admin → Actions → Configure → Desktop Toolkit tab, select the adapter used by the Agents and add this URL: <https://app.ps.five9.com/adp/custom/d0d5eb/3rdparty.bundle.js>, but do not select the “Enable” option at this time.

NOTE: If an entry is already in place, DO NOT REPLACE the value. Notify PS Custom Solutions immediately. The existing customization will need to be merged. This will need to be stated in the Headset Call Control SOW for this customer as this may require additional work not covered in the standard Headset Call Control SOW.



## 4 – PROVIDE THE CUSTOMER GUIDE

Ensure the Customer has a copy of the “PS Headset Call Control – Customer Guide”, refer to the [Resources](#) section for access.

## RESOURCES

Visit the Documentation Portal for access to documentation including the Implementation Guide, Customer Guide, and information on getting support:

<https://docs.ps.five9.com/asset/hdst>