

Bria Softphone Setup

Agent Connection

Open Bria (if not already running, type Bria into the windows Search bar (within taskbar), when it appears hit enter)

Click "Softphone"

Click "Account" in the top left corner.

Complete the details as shown

Click OK.

SIP Account

Account Voicemail Topology Presence Transport Advanced

Account name:

Protocol:

Allow this account for

Call

IM / Presence

User Details

* User ID: **Your agent number (followed by _078ScuZk)**

* Domain:

Password:

Display name:

Authorization name:

Domain Proxy

Register with domain and receive calls

Send outbound via:

Domain

Proxy Address:

Dial plan:

OK Cancel

Set Bria to Automatically start

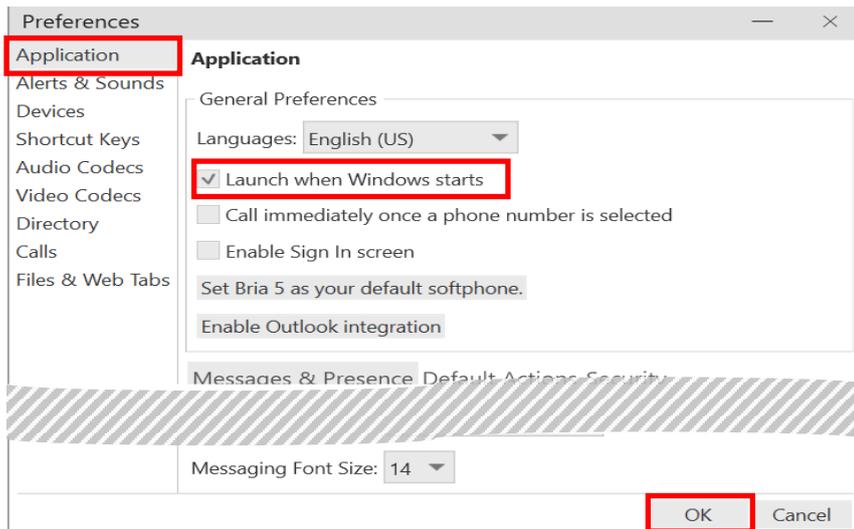
It is important your Bria softphone is running before you open the Contact Center Agent Interface, therefore it is recommended you set the Softphone to automatically start when logging into the computer.

Click "Softphone" then "Preferences" in the top left corner.

Click Application tab

Tick the "Launch when Windows Starts" box

Click OK



Configure your headset

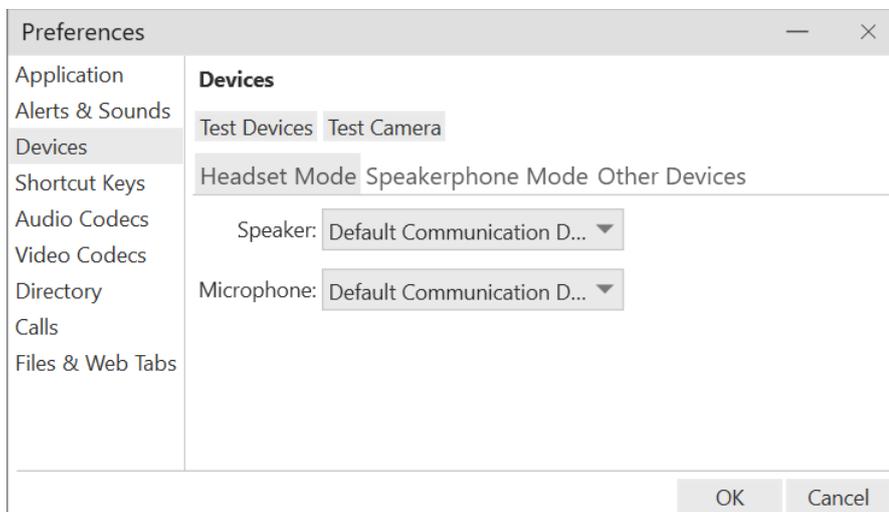
Plug in your USB headset

Click "Softphone" , then "Preferences" in the top left corner.

Click Devices, Headset mode as shown

In most cases having the Speaker & Microphone set to "Default Communication Device". In the event this doesn't work correctly, try directly selecting your headset from the drop down list.

If you require further assistance contact the Service Desk.



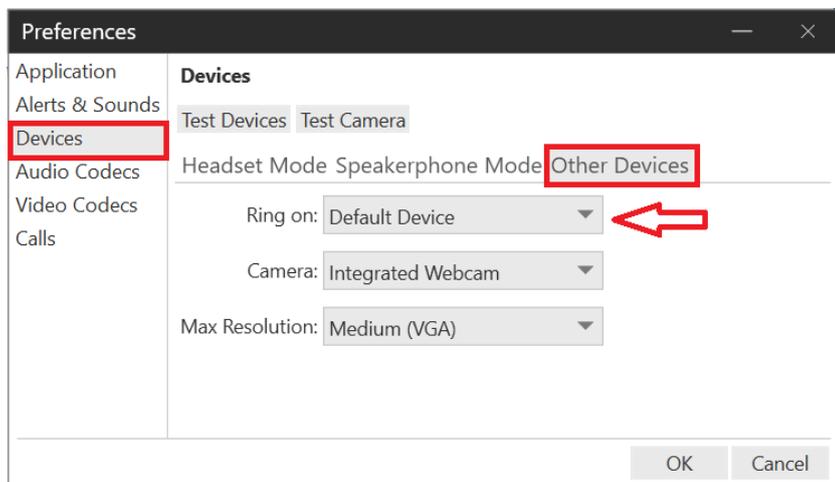
Ringing behavior

If you want calls to ring through your computer speakers, but still have the actual call use your headset:

Click "Softphone" then "Preferences" in the top left corner.

As shown, click Devices, Other Devices then set the "Ring On" device.

Click OK



Set Audio Codecs

Although the software will function without this step setting the Codecs will minimise the chance of odd sound glitches.

Click "Softphone" then "Preferences" in the top left corner.

As shown click Audio Codecs (1)

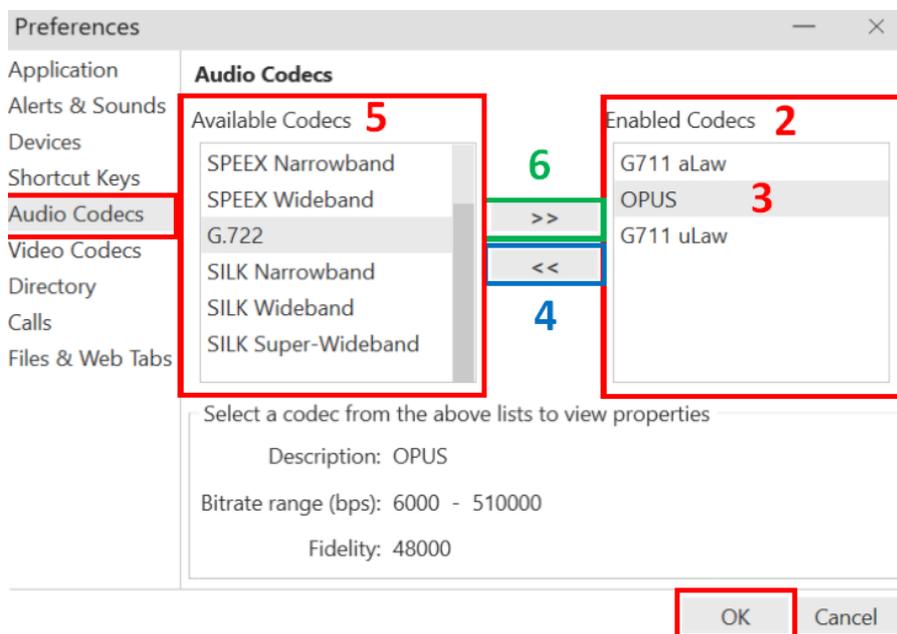
You will have a longer list of Enabled Codecs (2) than shown.

In turn, click on each Codec in the Enabled Codecs box (3) except "G711 aLaw", then click the left arrow (4) to move to the Available Codecs box, repeat until you are left only with "G711 aLaw" enabled.

In the Available Codecs box click "OPUS" then click the right arrow (6) to move it to the Enabled Codes box. Repeat for the "G711 uLaw" codec.

Note: the order the Enabled Codecs are shown in is important.

Click OK



Using the Bria Softphone

The Bria Softphone is used ONLY for answering calls.

All other call actions, dialing, transferring, hanging up etc are done within the agent interface. We suggest minimising the Softphone window as a popup will appear when the phone rings.

When the phone rings, click the Green “answer” button that will pop up

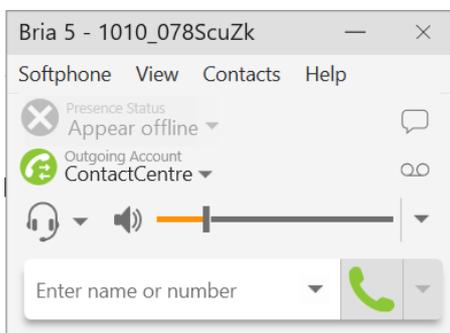
Controlling the Volume

The volume you hear at through your headset is controlled by the interaction of 3 settings, it may take a bit of adjusting to get the right balance for you.

The controls are:

- The inline controls of your headset
 - most headsets have volume adjustment and a mute button built in either in the cord or on the headset itself. These will work, be careful not to accidentally lean on the mute button
- The Bria software volume control
 - Use the slide bar to adjust the output volume Bria is sending to your headset
- Your normal computer volume & sound controls
 - You can use these to adjust the base settings that the other controls work from, including setting your headset to be the “Default Communication Device”

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