Genesys Softphone for Agents and Supervisors

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Genesys Softphone is an application that enables your computer and phone or headset to connect to the public phone system. This article tells you how to use Genesys Softphone on your workstation, including how to start Genesys Softphone, activate and register users, view device and user status, and make and receive calls.

Related documentation:

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For most Genesys Multicloud CX users, Genesys Softphone is in Connector Mode and starts automatically when Windows starts up, you do not have to start Genesys Softphone yourself.

If you right-click the Softphone system tray icon, you are given one menu option, **Exit**. Selecting this option stops Softphone. You must restart Softphone to enable you to log in to Workspace.

Important

The Genesys Softphone UI described in the Standalone mode section is not available in Connector Mode.

Softphone status indicators

Genesys Softphone displays different icons in the system tray to let users know its status and if there are any warnings or errors.

If you see a warning icon, hover your mouse pointer over the icon to read a tooltip summary of the problem. This tooltip will include the type of protocol your Genesys Softphone is configured to implement: "SIP" or "WebRTC". Specify which type is displayed when reporting an incident to your Administrator.

System tray Softphone status icons

Icon	Condition
	Waiting for agent login
	Agent logged in and Softphone registered
	Activation or registration error
	Headset issue
	Voice quality is currently degraded

Icon	Condition
	Microphone is muted

Genesys Softphone in Standalone Mode

If your system does not use Connector Mode, you can start the Genesys Softphone by double-clicking the Genesys Softphone shortcut on your desktop or by selecting it in your **Start** Menu.

To open the Genesys Softphone UI, right-click the Genesys Softphone () icon from the Icon Tray and select **Open**.
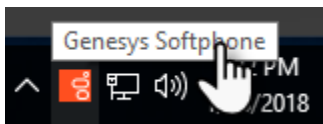
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System tray Softphone status and warning icons

Icon	Condition
	Registered
	Registration error
	Headset issue
	Voice quality is currently degraded
	Microphone is muted

Activating and registering the user

When the Genesys Softphone first starts, it reads the user's information from the Softphone.cfg file, and automatically registers the user.

To verify that the user is registered, after starting the Genesys Softphone, right-click the Softphone icon from the Icon Tray and hover over the **Connectivity** menu. You can register or un-register a connection by clicking and toggling the check marks. The notification area shows that the Softphone

is active and ready to take calls.
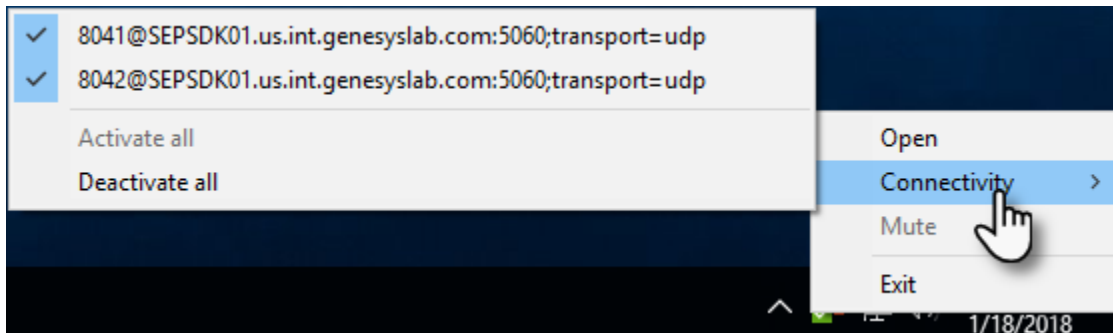
Selecting the input and output devices

The Genesys Softphone configures the input and output devices during start-up when it reads the list of devices from the Softphone.config file. However, if required, the softphone user can change the brand of device used while the Genesys Softphone is running.

To select an input or output device:

1. In the application, click the **devices** tab.
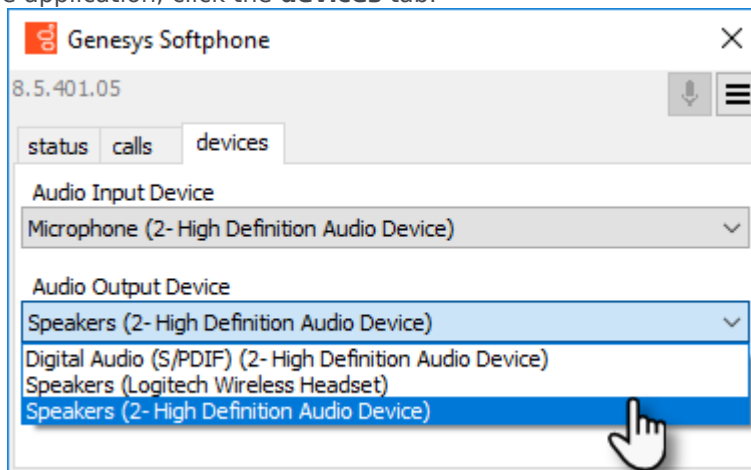
2. Select the appropriate microphone from the **Input Device** drop-down list.

3. Select the appropriate speaker from the **Output Device** drop-down list.

Viewing the Softphone users and status

Each Genesys Softphone instance can have up to six SIP user accounts configured.

To view the number of users configured and their statuses, right-click the Softphone icon, and click **Open**. The **Genesys Softphone** window displays. Click the **status** tab.
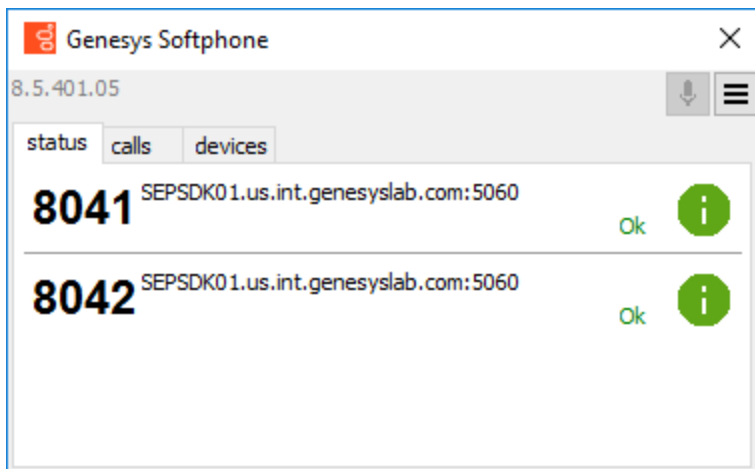
Making and receiving calls

You can make and receive calls from the **calls** tab.

From this tab, you can perform the following operations:

- Answer an incoming call—click the button of an *alerting* call to answer. If you were on another call, that call will be placed on hold.

- Hold a call—when you switch to another call, the currently active call is placed on hold.

- Retrieve a call—click the the line button of a call on hold to retrieve that call.

- Hangup a call—click the hangup button to terminate a call. You can terminate calls that are on hold.

- Dial and make a call—you can make a call by selecting an originating account (connection) from the connections combo box, entering a destination number, and clicking **Call**. Making a new call while another call is active places the existing call on hold.
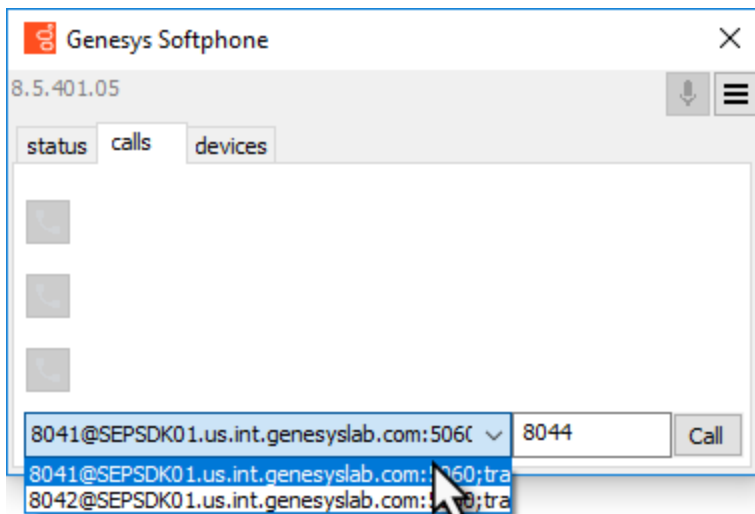
Muting the microphone

The microphone button shows the current mute status, either muted or un-muted. Clicking the microphone button changes the status.
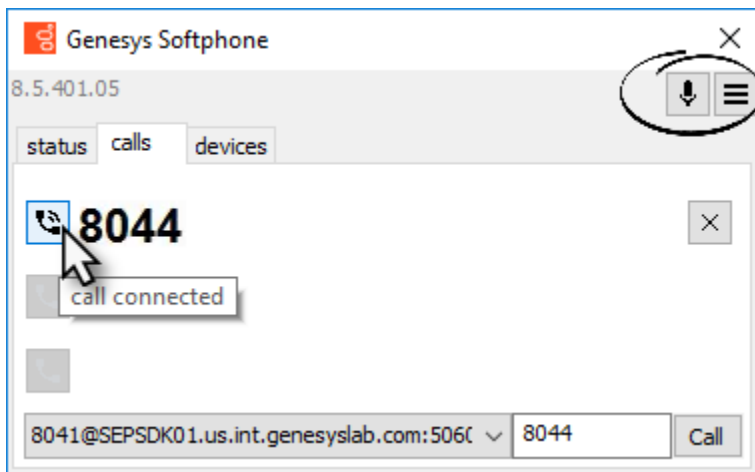
Mute/un-mute functionality works on the application level and not the system level:

- The mute button is only available when there is an active call.

- Muting the microphone in the Softphone is done on the session level. The mute status does not depend on the selected devices nor on device presence and status. A session may be muted even if a microphone is not plugged in.

You may also mute/un-mute the microphone from the tray icon menu. To mute/un-mute the input device:

1. Right-click the Softphone icon, and click **Mute**.

2. From the same menu, click **Un-mute** to un-mute the input device.

> ## Important
> The mute menu item is clickable only when the Genesys Softphone is in an active session.