

Delegation for IP Phones

Lync

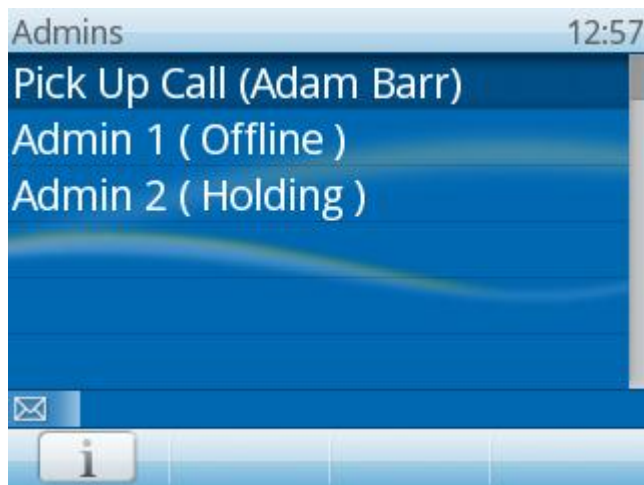


Figure 1 - The snom IP Phone user interface for Delegation capability.
(user interface may vary by IP phone model)

Extending the Boss/Admin experience to IP phones

IP Phone boss-delegate is a collection of features designed by the Microsoft Lync team which optimize the boss and delegate Lync roles in IP phones with Lync Server.

Boss-delegate features include many of the Delegation features found in the rich Lync client including calling on behalf of and delegate ringing.

In addition, boss-delegate IP Phones support shared boss line state and simple call retrieval of held calls within the pool of boss and delegate phones.

User Scenario

Great experience for boss & delegate

- In figure 1 above, Admin1, a delegate user, places a call on behalf of boss.
- Boss sees from the display on the IP phone that Admin1 is in a call on her behalf to Adam Barr.
- When Admin1 places the call on hold, Boss sees this and can simply pick up the held call. This transfers the held call to the endpoint with a simple key press.
- Admin1 in addition to all the other delegates to Boss) sees that Boss is now in a call.

In order to enable boss line state and call retrieval, administrators must execute the following at the command line at each backend where the capabilities are to be enabled where se.fabrikam.com is replaced with the FQDN of the back-end server

```
sqlcmd -E -S se.fabrikam.com\RTC -Q "use rtc;exec RtcRegisterCategoryDef  
N'dialogInfo'"
```

The list of IP phones supporting boss-delegate is maintained at the [Lync Devices page on TechNet](#). There is no support for shared boss line state or call retrieval in the Lync 2010 client.

Administration

Simple to manage

- Permission controls for these capabilities are managed within the boss-delegate settings found in Lync 2010.
- IP Phones implementing boss-delegate support multiple delegates per boss and multiple bosses per delegate.
- IP Phones may provide other capabilities relative to the boss-delegate relationship as specified by the IP Phone vendor.