

Workstations

Introduction

This menu item serves to facilitate the login for employees with alternating workstations and to ensure that the employee is logged in with the correct telephone set when logging in.

By assigning the IP address and the computer name to the telephone number as well as the determined user name of the user who is logged on to the workstation, the assignment to the employee / agent is done automatically.

This eliminates the need to enter the phone number in the Communication tab during user administration, allowing the user to freely change workstations.

Note: this feature requires the use of the MiniClient .EXE, which is capable of determining the local IP address and workstation name. This will not work when using a browser alone. The mini client .EXE must be configured accordingly. See also [Automatic login with Mini-Client and Workstation Name](#).

Editing Workstations

The workstations are configured as client administrators under the menu **System Settings ... Workstations**.

The following parameters are provided:

Parameter	Description
Computer Name	The computer name of the computer is entered. This can be determined in Windows on a command line (enter SET, setting COMPUTERNAME), or in the Control Panel.
IP Address	The IP address of the computer is entered. Note: it is important that the assignment is done by a DHCP reservation, or is static.
Telephone Number	The phone number of the physical device to which the workstation is physically assigned is entered.
Comment	Here, for example, an entry can be made for the location of the computer if there are several locations, rooms, home offices, etc.

Note: It is imperative to inform the administrator in case new workstations must be created, or relocation of workstations must be made.