

Automatic login with Mini Client and Workstation Name

Function

In many call centres, free-seating is used. When logging on to the jtel system, the agent has to enter the telephone number of his current workplace.

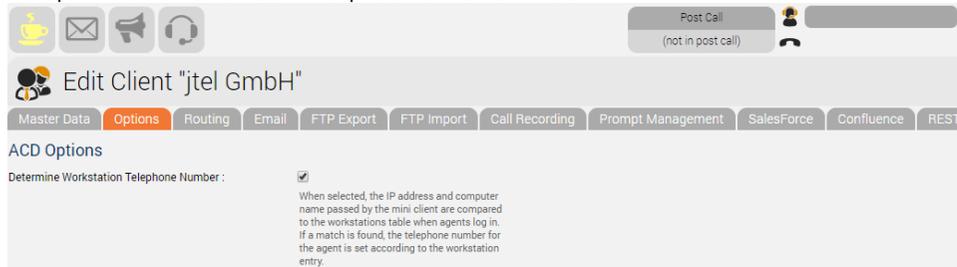
This can now be automated so that the user is automatically logged on to the phone assigned to a specific workstation.

For this purpose in the table "System settings ... Workstations" the assignment between workstation name or IP address and telephone number is maintained.

See also [Workstations](#).

Configuration

- The option "Determine workstation telephone number" is activated for the client



- The Windows login name is entered for the user:

The screenshot shows the 'Edit User' interface for user 'admin'. At the top, there are navigation tabs: 'User' (selected), 'Communication', 'Service Numbers', 'Reports', 'ACD Options', 'Groups', and 'Skills'. Below the tabs is the 'Master Data' section with the following fields:

- ID: 3
- First Name: Skill 10
- Surname: Admin
- User UID: admin
- Nick Name: (empty)
- Agent Number: 300 999999
- Department: IT
- Client Attribute: Deutschland (DE)
- Categories: A list of categories with 'Test Cat 1', 'Test Cat 2', and 'Test Cat 3' selected.

Below the 'Master Data' section is the 'Options' section with the following fields:

- Security Group: Client Administrators (Default)
- LDAP User Name: Administrator

A note below the LDAP User Name field states: 'If an LDAP user is configured, then users will be authenticated against the LDAP server configured in the client account when they log-on to the portal or use the SOAP interface.'

- In the "Workstations" table, the entries for the assignment of the telephone number to the workstation are configured. This is done either via the IP address or via the workstation name or both, whereby only one of the settings is actually required. We recommend leaving the IP address blank when in networks with DHCP.

The screenshot shows the 'Workstations' table with the following data:

| File | Computer Name | IP Address | Telephone Number | Comments | Action |
|-------|---------------|------------|------------------|-------------------|---------------|
| 12345 | | | 1234567890 | Len's Workstation | Edit Delete |

The table shows one record with the following details: File: 12345, Computer Name: (empty), IP Address: (empty), Telephone Number: 1234567890, Comments: Len's Workstation, and Action: Edit | Delete.

- The following settings are set in the configuration file of the mini-client:

- StatusChangeOnStartClient

Must be set for automatic login to take place

- StatusChangeOnStartClientID

Must be set to the corresponding status ID for the status change to occur

- AutomaticWorkstationLogin

Must be set to True

- UseRemoteWorkstationName

Optional - can be either True or False. If False, the name of the workstation on which the Mini-Client is running is used for login.

If True, -on a Terminal-Server-Session- the name of the remote client is used for the logon, i.e. the thin client on which the terminal session is running.

Mini Client Settings

```
<setting name="StatusChangeOnStartClientID" serializeAs="String">
  <value>2</value>
</setting>
<setting name="StatusChangeOnStartClient" serializeAs="String">
  <value>True</value>
</setting>
...
<setting name="AutomaticWorkstationLogin" serializeAs="String">
  <value>True</value>
</setting>
<setting name="UseRemoteWorkstationName" serializeAs="String">
  <value>True</value>
</setting>
```

Now the user is automatically registered on the system under the assigned telephone number.

Note: the phone number does not have to be entered for the user, only the assignment in the Workstations table is important.