

Configure Agent's Shared Extension On UCCX

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Background Information](#)

[Configure](#)

[UCCX System Parameter Configuration:](#)

[Preferred Device Selection From Finesse](#)

[Common scenarios of shared line login:](#)

[Verify](#)

[Troubleshoot](#)

Introduction

This document describes about Agent Device Selection feature. Agent Device Selection feature allows agents log in to finesse through the extension that is shared across multiple devices like Jabber, Desk Phone, Cisco IP Communicator or Extension Mobility profile.

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Express Release 12.5 SU1
- Cisco Unified Communications Manager 11.5.1

Components Used

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

This feature is available on UCCX 12.5 SU1 onwards, Multiple devices associated with same extension are not supported for UCCX versions lower than 12.5 SU1 per [release notes](#).

How to verify if agent has shared line.

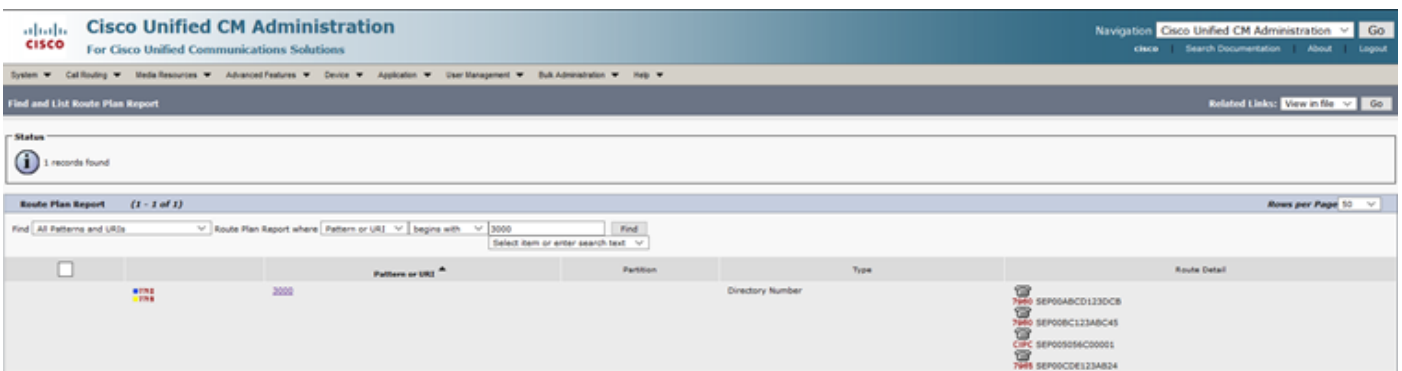
In order to check if a particular agent extension/ directory number has shared lines follow the steps.

Login to Cisco Unified CM Administration page

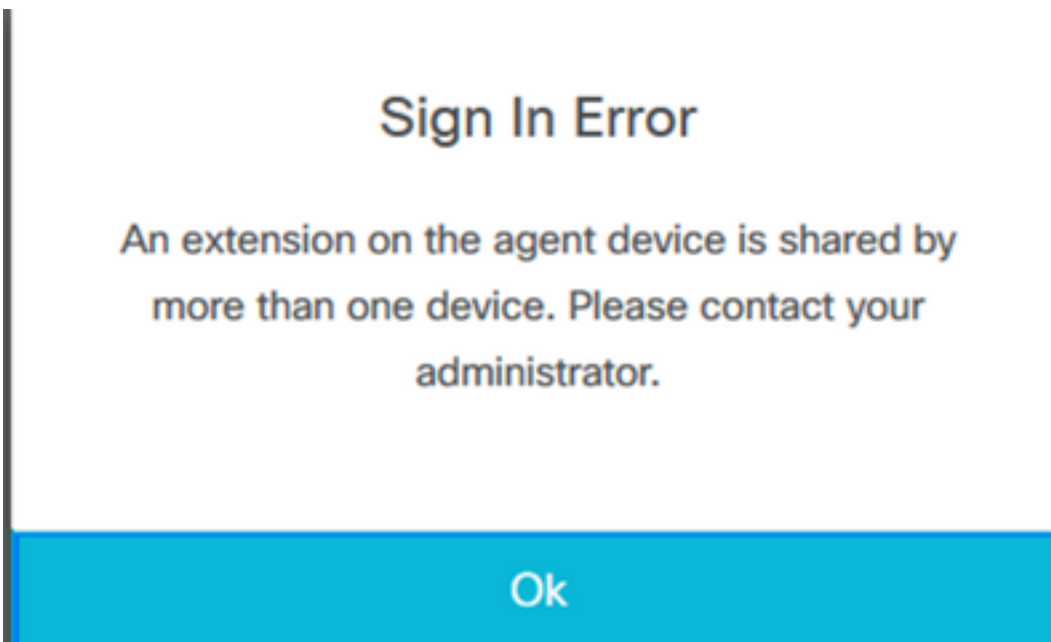
Call Routing -->Route plan report filter with directory number or directly in search bar give the agent extension number eg: 3000 and click find.

The corresponding page lists all the devices associated with the extension number. Agent can know type of device and how many devices are associated.

In the above as shown in the image there are 4 devices associated with same extension number 3000



Note: If the agent tends to log in to finesse with shared extension, below error message is presented on finesse screen and agent is not prompted to Log In

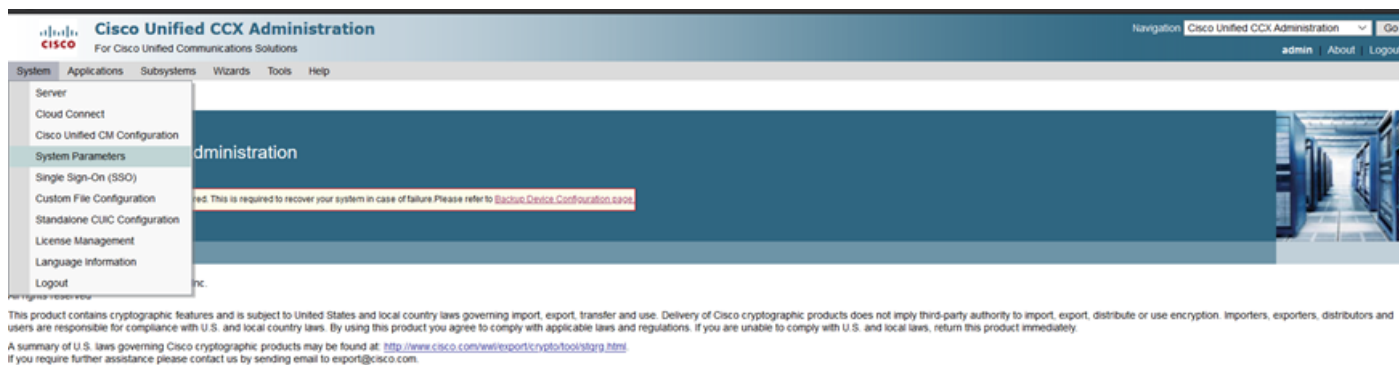


Configure

UCCX System Parameter Configuration:

Login to UCCX Administration page

Under **System-->System Parameters -->Agent Settings-->Agent Device Selection**



By default the value is set to disable. Make it Enable in order to use this feature.



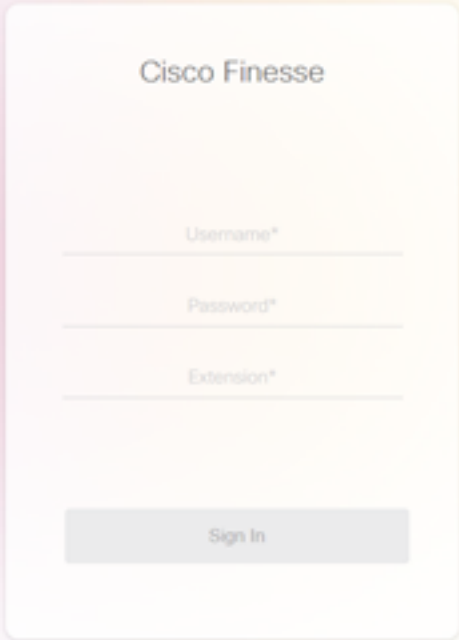
Note: After Enabling/Disabling this feature the CCX Engine restart is must on both nodes in case of HA.

Preferred Device Selection From Finesse

Step 1: Log into Finesse desktop with URL on supported browser

https://fqdn:8445/desktop/container/?locale=en_US

The mentioned URL prompts the agent with finesse log in screen as shown below.Fill in the details shown on screen.



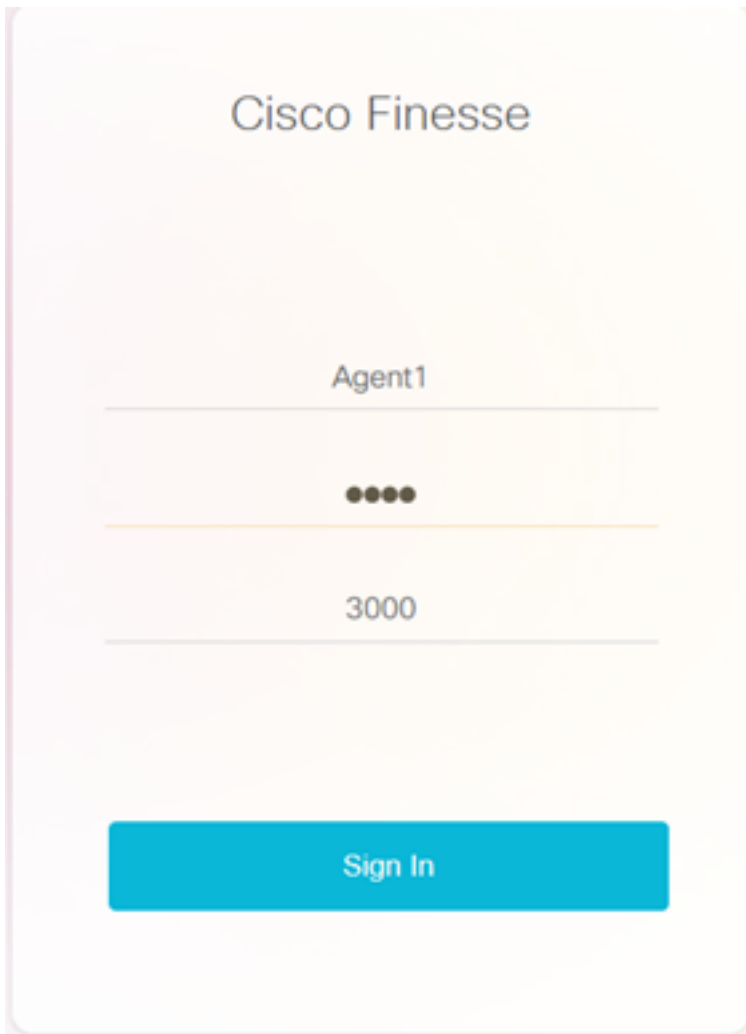
The image shows a login form for Cisco Finesse. The form is centered on a light-colored background with a subtle gradient. It features three input fields labeled "Username*", "Password*", and "Extension*", each with a horizontal line below it. Below the input fields is a "Sign In" button. The text "Cisco Finesse" is displayed at the top of the form area.

Username : End user configured in CUCM Administration page

Password : Password of end user

Extension: Directory number associated with the agent device

As shown in image are the details of the agent



Step 2: Click on **Sign In**, agent is presented with a dialog box as **“Select Your preferred device”** which presents list of devices associated with same extension number .

Agent can select any device of their choice to log In.

Maximum 5 devices with same extension at a time can be seen in the dialog box.

Select Your Preferred Device

Current Extension: 5553

Cisco 7965 (SEP222222225553) ✓
IP Comm. (555555555553)
Jabber Desktop (CSF5553)
Cisco 7961 (SEP111111115553)

 Refresh

Cannot find your device?
Sign in to the device and click Refresh.

Back

Continue

Select Your Preferred Device

Current Extension: 3000

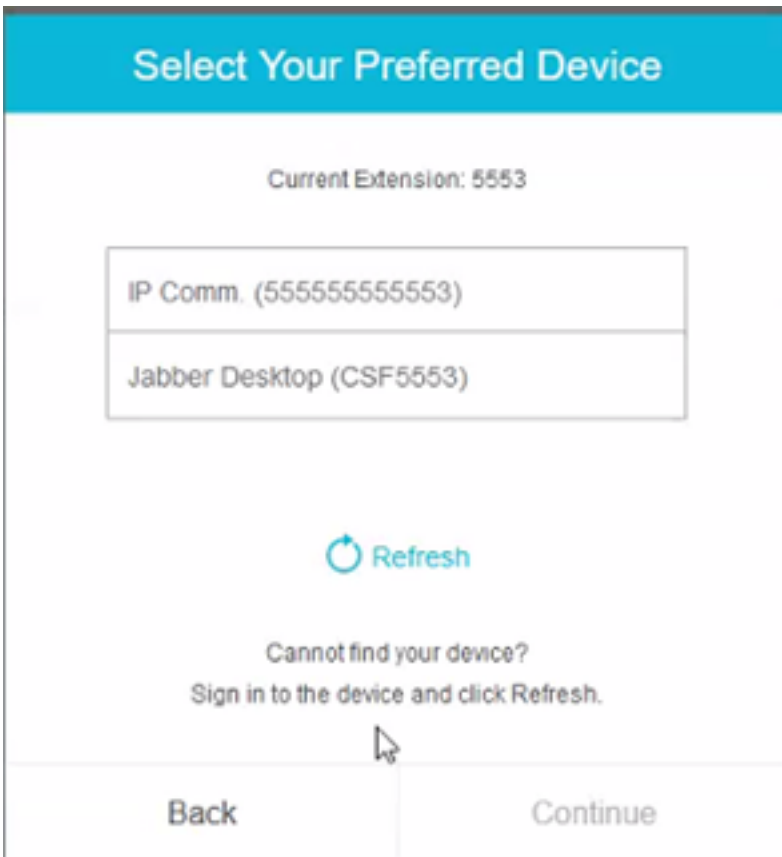
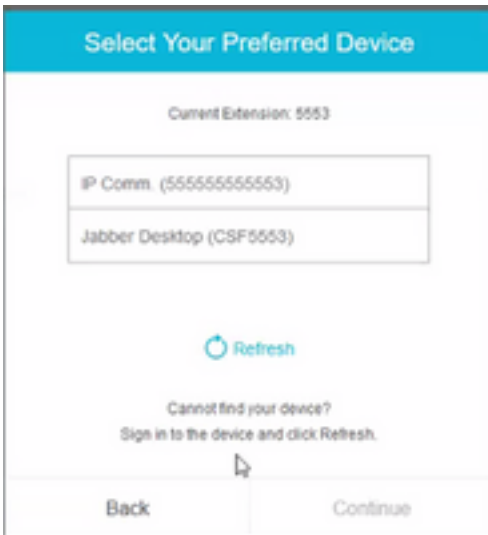
Cisco 7960 (SEP00BC123ABC45)
Cisco 7960 (SEP00ABCD123DCB)
IP Comm. (SEP005056C00001)

 Refresh

Cannot find your device?
Sign in to the device and click Refresh.

Back

Continue



- Before login into finesse ensure that the device is ready. If not the device will not appear under list.
- A device has to be associated under rmcm application user controlled devices in order to see it on Preferred device list

Step 3: Agent can select preferred device per their requirement and click continue to log In to finesse.

Select Your Preferred Device

Current Extension: 3000

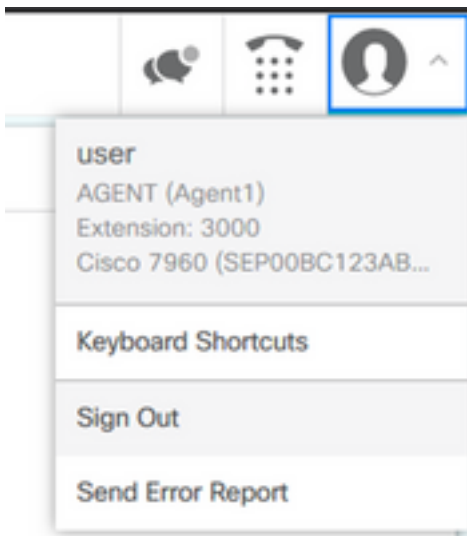
Cisco 7960 (SEP00BC123ABC45) ✓
Cisco 7960 (SEP00ABCD123DCB)
Cisco 7965 (SEP00CDE123AB24)
IP Comm. (SEP005056C00001)

 Refresh

Cannot find your device?
Sign in to the device and click Refresh.

Back

Continue



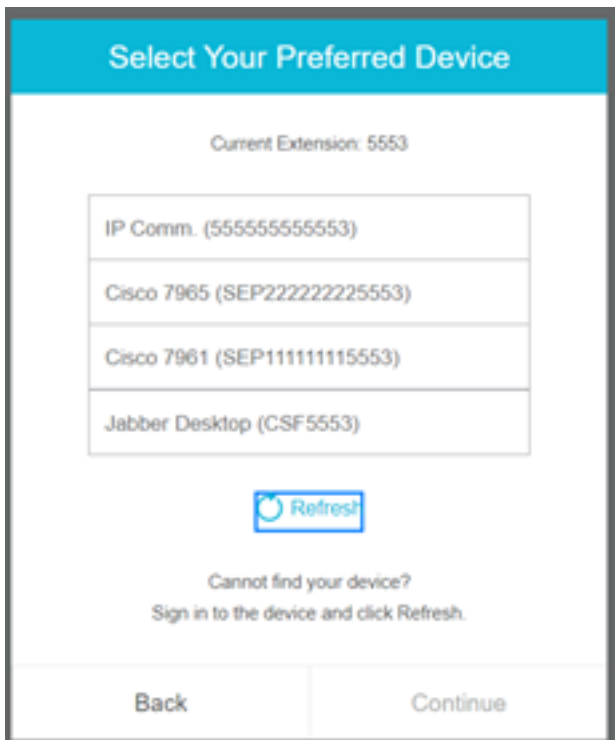
The image shows a user profile dropdown menu. At the top, there are three icons: a speech bubble, a telephone handset, and a person icon with an upward arrow. The person icon is selected and highlighted with a blue border. Below the icons, the menu is open, showing the following items:

- user
- AGENT (Agent1)
- Extension: 3000
- Cisco 7960 (SEP00BC123AB...
- Keyboard Shortcuts
- Sign Out
- Send Error Report

Common scenarios of shared line login:

Scenario 1:

In case there are more than 5 devices with same extension .The list shows any of the 5 devices if agent didn't see the device which they prefer to log in then logout of any unused devices among the list of 5 and click on refresh button on the list.



Scenario 2:

In case the agent prefers to use other device instead of currently logged in device then they have to sign out of finesse and re-log in with appropriate preferred device in the list. The preferred device from which agent logged out shall be presented on top of list. This is because the browser caches the selected device.

Scenario 3:

Select your Preferred Device dialog box shall not be presented in scenario where the currently logged in agent attempts to log in into different browser or new tab. The agent shall not be presented with log in screen and automatically makes agent logged in with previously logged in device.

Scenario 4:

If there is only 1 device reachable, dialog box is not presented. The agent logged into finesse with device.

Scenario 5:

If there are no reachable devices then the dialog box appears with continue icon disabled.

Select Your Preferred Device

Current Extension: 1080

No devices found.

Sign in to the device and click Refresh, or check if the extension entered is valid. Otherwise, contact your administrator.

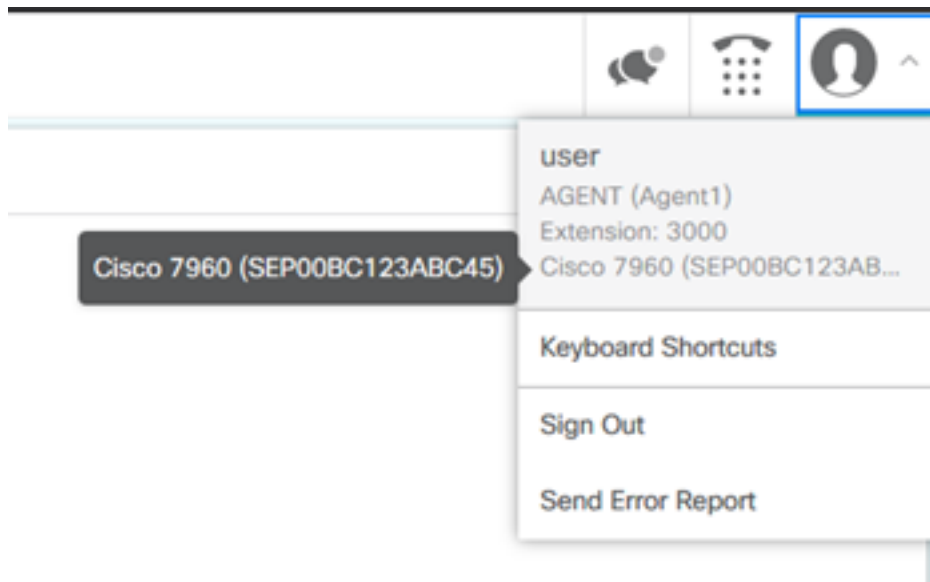
 Refresh

Back

Continue

Verify

Agent can check the selected device in identity gadget at top right corner of Finesse Desktop.



Troubleshoot

There is currently no specific troubleshooting information available for this configuration.