

为UCCX配置扩展和连接功能

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简介

本文档介绍如何为Cisco Unified Contact Center Express(UCCX)配置扩展和连接功能。

借助扩展和连接功能，Unified Contact Center Express座席和主管可以使用任何设备从远程位置工作。此功能使用户（座席或主管）能够灵活地使用连接到PSTN或移动或其他PBX网络的设备应答或进行呼叫。

通过利用Cisco Unified Communications Manager(CUCM)的CTI远程设备和持久连接功能扩展和连接功能

先决条件

要求

Cisco 建议您了解以下主题：

- 思科统一通信管理器 (CUCM)
- Cisco Jabber
- Cisco Unified Contact Center Express

使用的组件

本文档中的信息基于以下软件和硬件版本：

- 思科统一通信管理器(CUCM)12.5
- 思科Jabber 12.5.1
- 思科统一联络中心快捷版(UCCX)12.5(1)

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您使用的是真实网络，请确保您已经了解所有命令的潜在影响。

配置

配置

步骤1.使用这些参数创建最终用户。

1. 启用移动性。
2. 将这些角色添加到访问控制组：

- 标准CCM最终用户
- Standard CTI Enabled

The screenshot displays the 'End User Configuration' interface. At the top, there is a header bar with the title 'End User Configuration' and three action buttons: 'Save' (with a floppy disk icon), 'Delete' (with a red 'X' icon), and 'Add New' (with a blue plus icon). Below the header, the 'Status' section shows 'Status: Ready' with an information icon. The 'User Information' section includes 'User Status' set to 'Enabled Local User' and 'User ID*' set to 'remoteuser'. The 'Permissions Information' section shows a list of groups: 'Standard CCM End Users' and 'Standard CTI Enabled'. To the right of this list are two buttons: 'Add to Access Control Group' and 'Remove from Access Control Group'. A 'View Details' link is located at the bottom right of the permissions section.

步骤2.创建思科统一客户端服务框架(CSF)设备。

1. 将设备与步骤1中创建的最终用户关联。
2. 将线路关联到同一最终用户。

Phone Configuration

Save Delete Copy Reset Apply Config Add New

Modify Button Items

- 1 Line [1] - 1400 (no partition)
- 2 Line [2] - Add a new DN
- 3 Line [3] - Add a new DN
- 4 Line [4] - Add a new DN
- 5 Line [5] - Add a new DN
- 6 Line [6] - Add a new DN
- 7 Line [7] - Add a new DN
- 8 Line [8] - Add a new DN

Product Type: Cisco Unified Client Services Framework
Device Protocol: SIP

Real-time Device Status

Registration: Unknown
IPv4 Address: None

Device Information

- Device is Active
- Device is trusted

Device Name* csfdevice1

Description

Device Pool* g711New

Common Device Configuration < None >

Phone Button Template* Standard Client Services Framework

Common Phone Profile* Standard Common Phone Profile

Calling Search Space < None >

AAR Calling Search Space < None >

Media Resource Group List < None >

User Hold MOH Audio Source < None >

Network Hold MOH Audio Source < None >

Location* Hub_None

AAR Group < None >

User Locale < None >

Network Locale < None >

Built In Bridge* Default

Device Mobility Mode* Default

Owner User Anonymous (Public/Shared Space)

Owner User ID* remoteuser

Users Associated with Line

	Full Name	User ID
<input checked="" type="checkbox"/>	remoteuser,	remoteuser

Associate End Users Select All Clear All Delete Selected

步骤3.创建CTI远程设备。

1. 选择步骤1中创建的最终用户。
2. 添加行。将该行与步骤1中创建的最终用户关联。
3. 在CTI Remote Device Configuration页面。单击“Associated Remote Destinations”下的“Add a New Remote Destination”。
4. 要将远程目标与Cisco Jabber客户端一起使用，必须将目标名称配置为JabberRD。
5. 在“远程目标配置”窗口中，在“目标”字段中输入用户的外部号码。
例如，外部号码是具有路由模式前缀的代理的移动号码（如果有）。

默认情况下，选中“启用扩展和连接”字段。

Phone Configuration

Save Delete Copy Reset Apply Config Add New

Association

1	Line [1] - 1401 (no partition)
2	Line [2] - Add a new DN

Phone Type

Product Type: CTI Remote Device

Real-time Device Status

Registration: Registered with Cisco Unified Communications Manager 10.106.104.220
IPv4 Address:

Device Information

Device is Active
 Device is not trusted
Active Remote Destination: none
Owner User ID*: remoteuser
Device Name*: CTIRDremoteuser

Directory Number Configuration

Save Delete Reset Apply Config Add New

Status

Status: Ready

Directory Number Information

Directory Number*: 1401 Urgent Priority

Users Associated with Line

	Full Name	
<input checked="" type="checkbox"/>	remoteuser,	remoteuser

Associate End Users Select All Clear All Delete Selected

Remote Destination Configuration

Save Delete Copy Add New

Status: Ready

Line	Line Association
Line [1] - 1401 (no partition)	<input checked="" type="checkbox"/>

Remote Destination Information

Name: JabberRD

Destination*: 92401

Mobility User ID*: remoteuser

Enable Unified Mobility features

Remote Destination Profile*: -- Not Selected --

Single Number Reach Voicemail Policy*: Use System Default

Enable Single Number Reach
Ring this phone and my business phone at the same time when my business line(s) is dialed.

Enable Move to Mobile
If this is a mobile phone, transfer active calls to this phone when the mobility button on your Cisco IP Phone is pressed.

Enable Extend and Connect
Allow this phone to be controlled by CTI applications (e.g. Jabber)

CTI Remote Device*: CTIRDremoteuser

步骤4.转到步骤1中配置的最终用户。

1. 关联CSF和CTI远程设备。
2. 选择主分机和IPCC分机。IPCC Extension是CTI远程设备的DN。

Device Information

Controlled Devices

CTIRDremoteuser
csfdevice1

Directory Number Associations

Primary Extension: 1400

IPCC Extension: 1401

步骤5.导航至rmcm应用程序用户。在设备关联中，关联CTI远程设备。

步骤6.在CCX中配置。

1. 要选择“持久连接”或“按呼叫呼叫”模式，请在CCX管理页下，导航到“系统”>“系统参数”>“持久连接”。

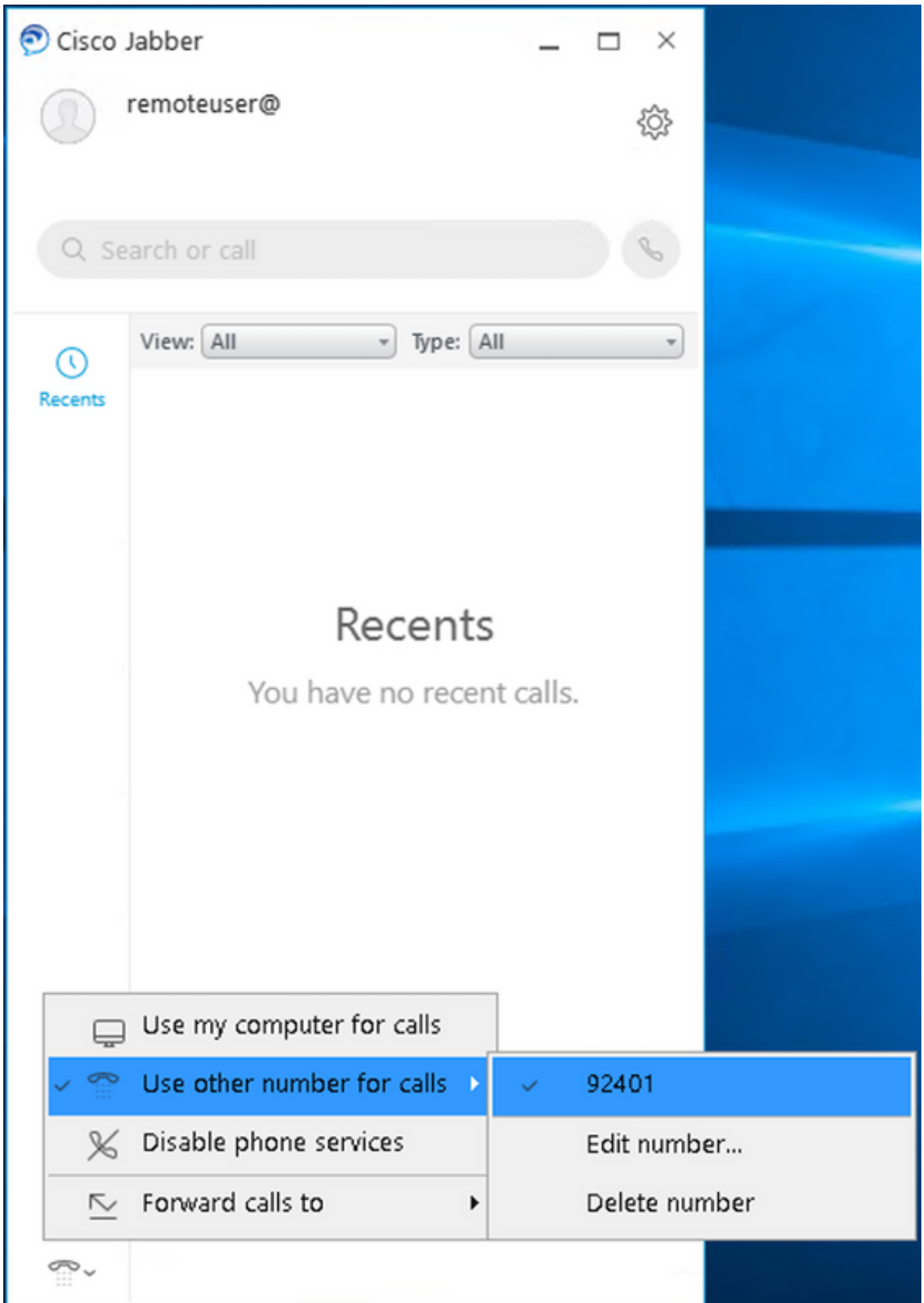
如果在永久连接上选择disable，则默认情况下会按呼叫模式启用呼叫。请参阅UCCX设计指南，了解持续呼叫和按呼叫模式呼叫之间的差异。

2. 配置所需技能、资源组、团队等的资源。

验证

步骤1.使用步骤1中最终用户的配置方式登录Jabber设备。

在**使用其他呼叫数**中，选择为远程目标配置的外部号码，如下图所示。



步骤2.检验CTI Remote设备是否显示已注册号码，以及外部号码是否显示为活动远程目标号码。

Phone Configuration

Save Delete Copy Reset Apply Config Add New

Status: Ready

Association

- Line [1] - 1401 (no partition)
- Line [2] - Add a new DN

Phone Type

Product Type: CTI Remote Device

Real-time Device Status

Registration: Registered with Cisco Unified Communications Manager 10.106.104.220
IPv4 Address:

Device Information

Device is Active
 Device is not trusted

Active Remote Destination: 92401

Owner User ID*: remoteuser

Device Name*: CTIRDremoteuser

Description:

Device Pool*: g711New [View Details](#)

Calling Search Space: < None >

User Hold MOH Audio Source: < None >

Network Hold MOH Audio Source: < None >

Location*: Hub_None

User Locale: < None >

Network Locale: < None >

Mobility User ID: remoteuser

Ignore Presentation Indicators (Internal calls only)

Number Presentation Transformation

Caller ID For Calls From This Phone

Calling Party Transformation CSS: < None >

Use Device Pool Calling Party Transformation CSS (Caller ID For Calls From This Phone)

Remote Number

Calling Party Transformation CSS: < None >

Use Device Pool Calling Party Transformation CSS (Device Mobility Related Information)

Protocol Specific Information

BLF Presence Group*: Standard Presence group

SUBSCRIBE Calling Search Space: < None >

Rerouting Calling Search Space: < None >

Associated Remote Destinations

Route calls to all remote destinations when client is not connected

Name	Destination
JabberRD	92401

[Add a New Remote Destination](#)

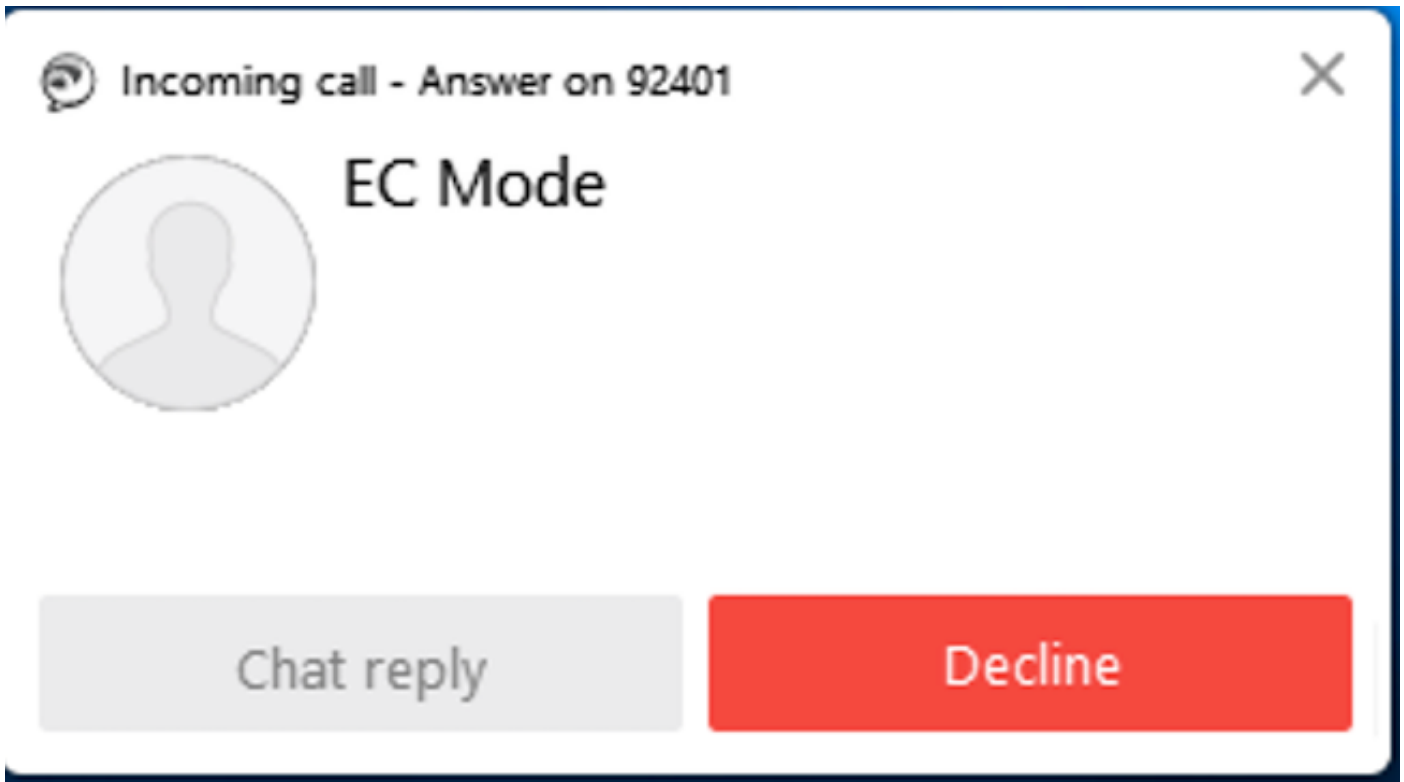
步骤3.验证Cisco Finesse桌面登录以在持续模式下扩展和连接功能的步骤如下

1. 使用在步骤1和CTI RD扩展中创建的最终用户的凭证登录Cisco Finesse桌面。

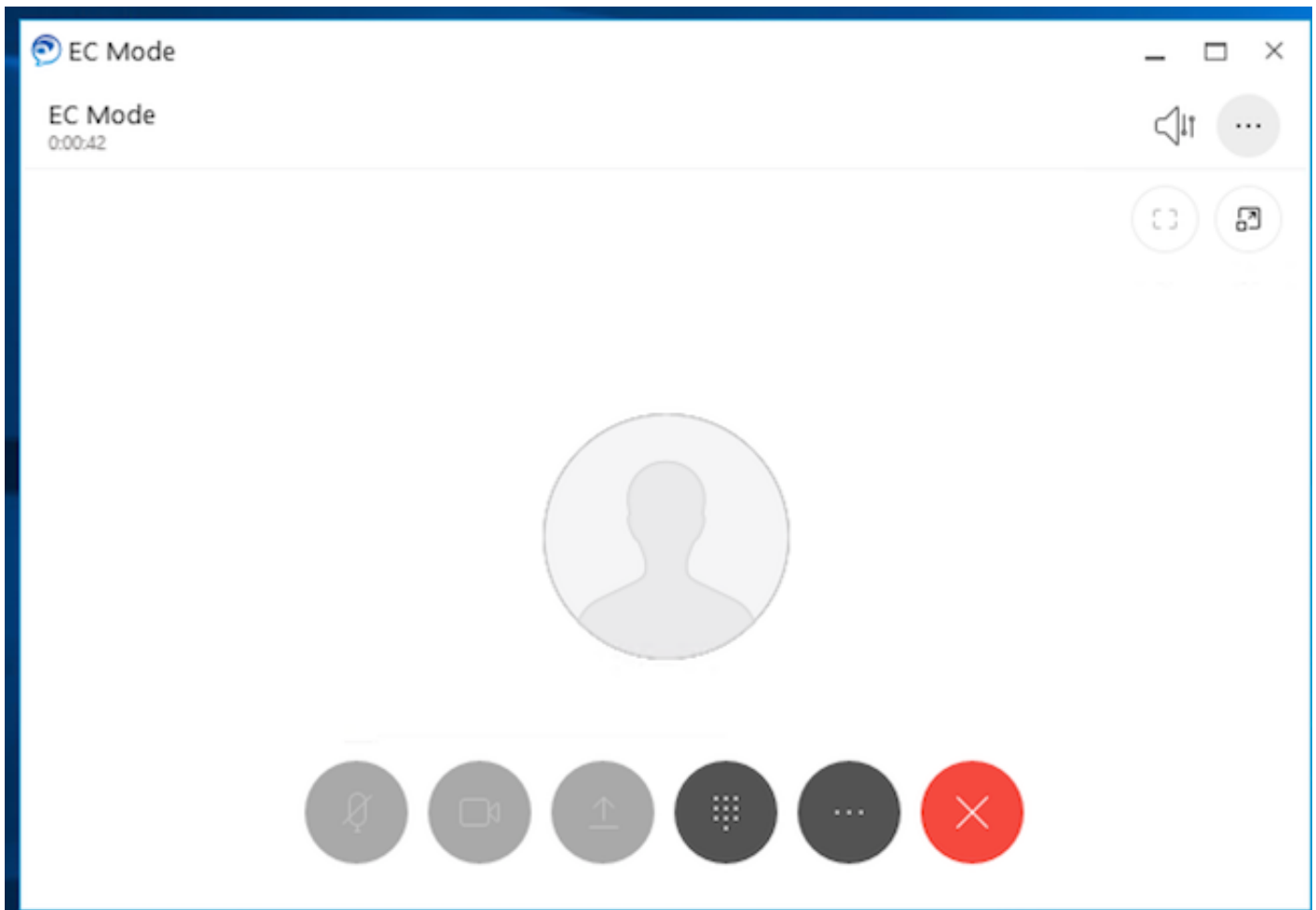
2. 在finesse上单击登录按钮时，验证CTI RD的外部号码是否收到呼叫。

3. 同时，Jabber设备显示“EC模式”，并指示呼入呼叫在外部号码上。

注意：在按呼叫模式呼叫中，外部号码在座席登录期间不会收到此呼叫。



4. 在外部设备应答呼叫后，Jabber显示EC模式。



5. 在Cisco Finesse桌面中，将状态更改为“就绪”。验证是否能够使用Cisco FireSe Desktop应答呼叫。

故障排除

目前没有针对此配置的故障排除信息。

相关信息

- [《Cisco Unified Contact Center Express解决方案设计指南》](#) 中的Home Agent with Extend and Connect。
- [在Cisco Unified Contact Center Express管理和操作指南中扩展和连接](#)
- [Extend and Connect in Cisco Unified Communications Manager功能配置指南。](#)