

How IPCC Express Works with Extension Mobility

Document ID: 51910

Questions

Introduction

How do I configure multiple agents to share a single phone?

Related Information

Introduction

This document describes how to configure multiple agents to share a single phone. Implement the Extension Mobility feature in Cisco CallManager software in order to resolve this issue.

Q. How do I configure multiple agents to share a single phone?

A. This is a desk sharing issue. You cannot configure multiple agents to share a single phone in a Cisco IP Contact Center (IPCC) environment.

You can however, achieve the phone sharing objective with Extension Mobility, a built-in feature of Cisco CallManager. Agents log in to the Extension Mobility IP phone to configure the phone as a private extension on a temporary basis. All IP phones served by a single CallManager cluster can participate in Extension Mobility, whether the cluster serves a single building or offices in several cities.

Once logged in, the phone adopts the personal phone number(s) of the agent, speed dials, services links, and other agent-specific properties. After logout, the phone adopts the default profile it is configured to use. Refer to *Installing and Configuring Extension Mobility Using Either: Extended Services 2.2; CRA 2.2 or CRS 3.0(2) and CallManager 3.2* for more information.

When you run Extension Mobility in IPCC Express, implement these actions with respect to device association:

- ◆ Associate RMUser with all phones that an agent has the potential to use for phone needs.
 - ◆ Associate the agent with the agent Extension Mobility profile.
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Related Information

- [Why Does Installing Cisco Extension Mobility Fail with CRS under Cisco CallManager 3.3\(2\)?](#)
 - [Installing and Configuring Extension Mobility Using Either: Extended Services 2.2; CRA 2.2 or CRS 3.0\(2\) and CallManager 3.2](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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