

Configure Supervisor Across Multiple CUCM Peripherals in UCCE

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Introduction

This document describes the procedure to configure supervisors who want to monitor teams across multiple Cisco Unified Call Manager (CUCM) Peripheral Gateways (PG) in an Cisco Unified Contact Center Enterprise (UCCE) environment where there is more than one agent peripheral configured.

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE)
- Cisco Unified Call Manager (CUCM)

Components Used

The information in this document is based on these software versions:

- Cisco Unified Contact Center Enterprise (UCCE) Release 11.6(x)
- Cisco Contact Center Enterprise(CCE) Admin tool
- CUCM release 11.X

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, make sure that you understand the potential impact of any command.

Assign Supervisor Role to Agent Problem

In UCCE 11.6 , by default administrators can no longer use the configuration manager tool to select a person that already exists and assign it as a supervisor or agent when a person is already

assigned to another supervisor or agent. The error which tool generates is "The user is already a Supervisor".

This issue is documented and tracked in this defect [CSCvf89574](#) Person configuration support lack for Multiple Supervisors. The resolution in the form of patch can be downloaded from the link:

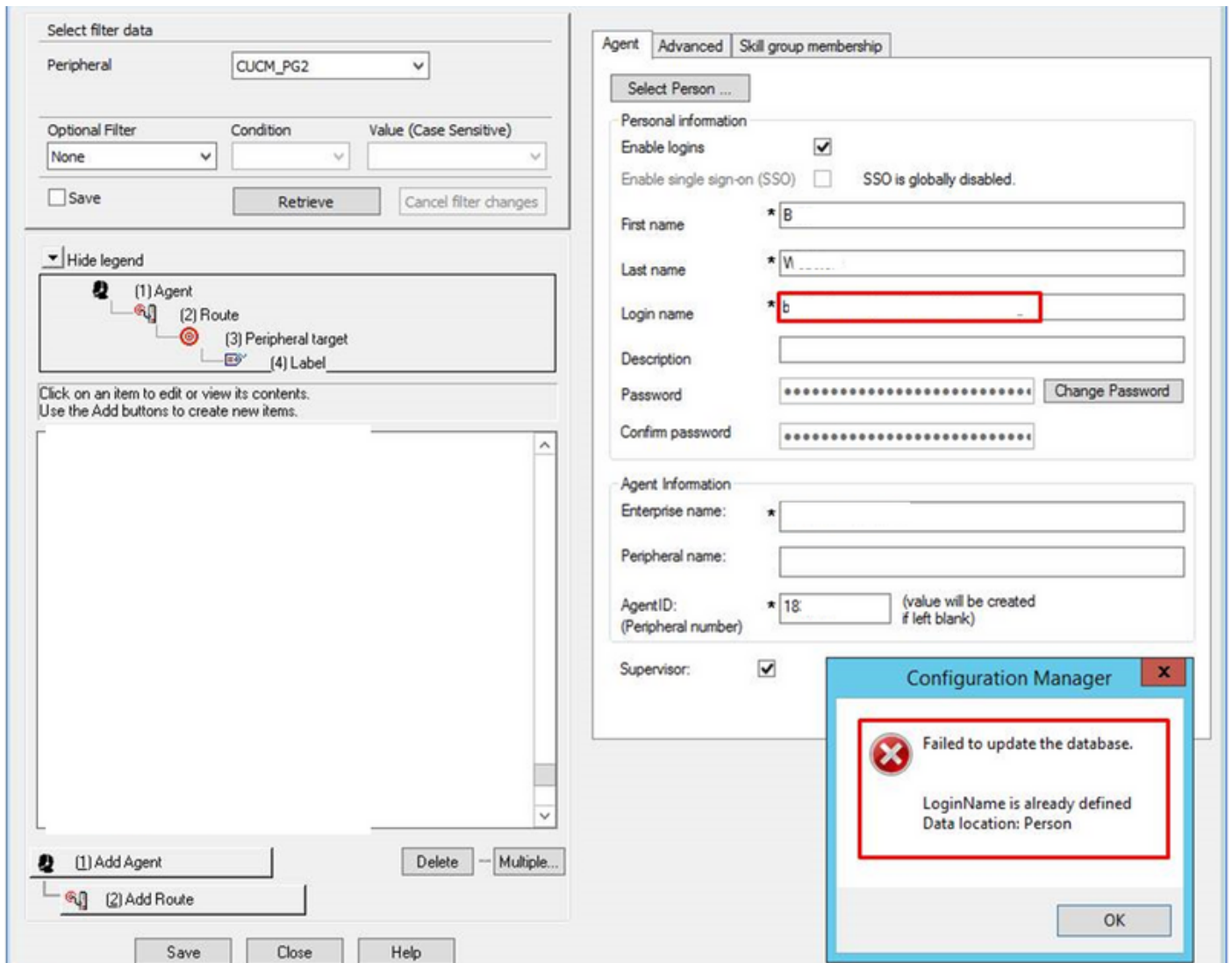
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/ucce_b_unified-contact-center-enterprise-engineering/ucce_b_unified-contact-center-enterprise-engineering_chapter_0100.html

After the patch installation administrator's tend to use these steps to configure supervisor to monitor teams across two peripheral's which always ends up in database update failure error.

For example on peripheral PG1, an agent is configured with login name b.XXXX@domain.com and is selected a supervisor, as shown in the image.

The screenshot displays the 'Agent Explorer' application window. On the left, the 'Select filter data' section has 'Peripheral' set to 'CUCM_PG1'. Below it, a legend shows a hierarchy: (1) Agent, (2) Route, (3) Peripheral target, and (4) Label. The main right pane is titled 'Agent' and contains several sections: 'Personal information' with fields for 'First name' (B), 'Last name' (W), and 'Login name' (b); 'Agent Information' with fields for 'Enterprise name' (W), 'Peripheral name', and 'AgentID'; and a 'Supervisor' checkbox which is checked. Red boxes highlight the 'CUCM_PG1' dropdown, the 'Login name' field, and the 'Supervisor' checkbox.

On peripheral PG2 if administrator wishes to build an agent with same details it fails with the error "LoginName is already defined , Data location: Person", as shown in the image.



Solution

In order to workaround this scenario, here is an example on how to configure the supervisor who can monitor teams across both peripherals.

Step 1. On peripheral PG1, configure and agent with login name b.XXXX@domain.com and make it as a supervisor, as shown in the image.

Agent Explorer

Select filter data

Peripheral: CUCM_PG1

Optional Filter: None Condition: Value (Case Sensitive)

Save Retrieve Cancel filter changes

Hide legend

(1) Agent (2) Route (3) Peripheral target (4) Label

Click on an item to edit or view its contents. Use the Add buttons to create new items.

Agent Advanced Skill group membership

Select Person ...

Personal information

Enable logins ☒

Enable single sign-on (SSO) ☐ SSO is globally disabled.

First name * E

Last name * W

Login name * b

Description

Password Change Password

Confirm password

Agent Information

Enterprise name: * W

Peripheral name:

AgentID: * (value will be created if left blank)

Supervisor: ☒

Step 2. On peripheral PG2, instead of manually add the user with same login name, on the agent tab, click on **Select Person** option, choose the desired agent and mark it as the supervisor.

Agent Explorer

Select filter data

Peripheral: PG2_2

Optional Filter: None Condition: Value (Case Sensitive)

Save Retrieve Cancel filter changes

Hide legend

(1) Agent (2) Route (3) Peripheral target (4) Label

Click on an item to edit or view its contents. Use the Add buttons to create new items.

PG2_2_1_test PG2_2_2_test UNASSIGNED

Agent Advanced Skill group membership

Select Person ...

Personal information

Enable logins ☒

Enable single sign-on (SSO) ☐ SSO is globally disabled.

First name * Agent

Last name * 1

Login name * Agent1@ucce.com

Description agent1

Password Change Password

Confirm password

Agent Information

Enterprise name: * PG2_2_2_test

Peripheral name:

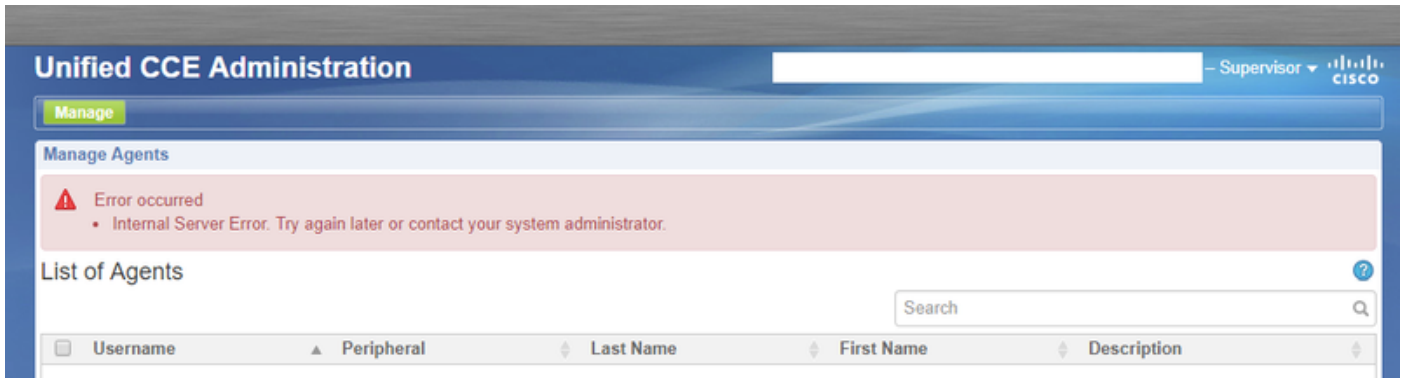
AgentID: * 47483650 (value will be created if left blank)

Supervisor: ☒

This way supervisor with same login name will be able to now monitor teams from both PG's.

Note: This supervisor which now has been associated to more than one person will not be

able to use Manage User site in CCEAdmin. When the supervisor tries to use this option, an "Internal Server Error" is generated



This is a limitation of UCCE admin page. This limitation is tracked in this defect [CSCvm37836](#) - Update workaround for [CSCvf89574](#) in the ES Readme.

The workaround for this limitation is to use the Cisco Unified Contact Center Management Portal (CCMP) tool instead of the CCEAdmin tool.