

Configure a "One Button Login" for IP Phone Agents

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Introduction

This document explains the procedure that allows IP Phone Agents to login without a prompt for a username, password, and extension in a Cisco Unified Contact Center (UCC) Express or Enterprise environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Customer Response Solutions (CRS) ICD or Cisco Unified Intelligent Contact Management (ICM) Enterprise
- CallManager administration

Components Used

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

- Cisco CallManager 4.1, 4.2, 4.3, 5.0 and 6.0

Note: One button login is not supported with any version of Cisco CallManager Express (CME).

- Cisco CRS 4.0(5), 4.5(2) and 5.0(1) or Cisco ICM 7.2(1)

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.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Background

When IP Phone Agents log in to their respective phone, the username, password, and extension must be manually keyed. This allows CallManager administrators to map the parameters to a particular IP phone so the agent is never required to enter the parameters. One button login can be used in conjunction with extension mobility.

There are some caveats the administrator should consider prior to implementing this solution:

- **Security** Anyone with physical access to the IP phone can log in as the agent in question. This might or might not be a concern for the individual administrator.
- **Moves/Changes** Any time the agent changes the password, or if the agent moves to a different phone, the CallManager administrator must update the parameters to reflect the change. Therefore, any move and change in the agents should be coordinated with the CallManager administrator.

Procedure

When you configure the IP Phone Service to allow IP Phone Agents to log in, use this URL, as noted in the Cisco Desktop Product Suite Installation Guide. See the Installing Desktop Applications > Configuring Cisco CallManager IP Phones to Work with IP Phone Agents section of this guide.

```
http://xxx.xxx.xxx.xxx:yyyy/ipphone/jsp/sciphonexml/IPAgentInitial.jsp
```

The xxx.xxx.xxx.xxx represents the IP address of the machine where the Cisco Desktop Service is loaded and yyyy is 6293 for UCC Express and 8088 for UCC Enterprise.

When an IP Phone agent chooses this service, CallManager provides a prompt for the agent ID, password, and extension. Add an additional IP Phone Service just for one button login with a slightly different URL (<http://xxx.xxx.xxx.xx:yyyy/ipphone/jsp/sciphonexml/IPAgentLogin.jsp>) and add parameters for the ID, password, and extension in order to implement this procedure. You want two IP Phone Services set up so if an agent has a problem using the one button login service (i.e. because the password was changed), the agent still has the regular IP Phone Agent service to use. Note that one button login service should only be used for initial login. Once the agent is on non-IP Phone Agent screen, the regular IP Phone Agent service should be used to get back to the Skill Statistics screen and other IP Phone Agent screens. When the IP Phone Service is added to each agent phone, specify the values of these parameters. The procedure in this section assumes that you are creating the additional one button login IP Phone Agent IP Phone Service from the start. If the one button login IP Phone Agent Service is already created, skip to step 12.

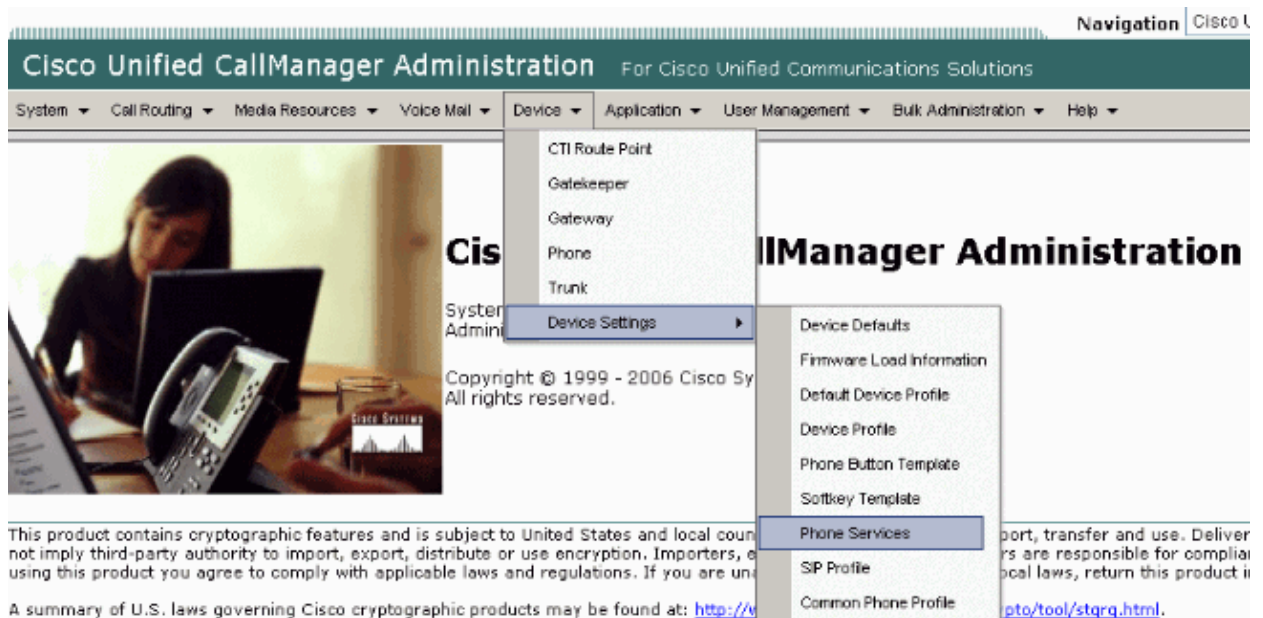
1. For CallManager earlier than 5.0, in CallManager Administration, choose **Feature > Cisco IP Phone Services**, as shown in Figure 1A.

Figure 1A: Cisco CallManager 4.1 Administration



For CallManager 5.0 and later, in CallManager Administration, choose **Device > Device Settings > Phone Services**, as shown in Figure 1B.

Figure 1B: Cisco CallManager 5.0 Administration



The Find and List IP Phone Service window appears.

Note: The screen shots in the next steps might appear differently between versions of CallManager. See your Product Documentation.

2. Click **Add a New IP Phone Service**, as shown in Figure 2.

Figure 2: Find and List IP Phone Services



The Cisco IP Phone Services Configuration window appears.

3. In the Service Name field, enter a name appropriate for the site, as shown in Figure 3.

4. Enter a Service Description, as shown in Figure 3.

5. In the Service URL field, enter

http://xxx.xxx.xxx.xx:yyyy/ipphone/jsp/sciphonexml/IPAgentLogin.jsp, where xxx.xxx.xxx.xxx is the IP address of your Cisco Agent Desktop server and yyyy is 6293 for UCC Express and 8088 for UCC Enterprise..

This is almost the exact same URL described in the Cisco Desktop Product Suite Installation Guide. The difference is the last portion of the URL. For this procedure, point to **IPAgentLogin.jsp** instead of **IPAgentInitial.jsp**.

Figure 3: Cisco IP Phone Services Configuration



6. Click **Insert**.

The Cisco IP Phone Services Configuration page refreshes with the new information.

7. Create parameters for **Ext**, **Pwd**, and **ID**, which represent the extension of the agent, password, and login ID, respectively.

8. Click **New**, as shown in Figure 4.

Figure 4: Cisco IP Phone Services Configuration

The screenshot shows the Cisco CallManager Administration web interface. At the top, there is a navigation bar with links: System, Route Plan, Service, Feature, Device, User, Application, and Help. Below this is the header "Cisco CallManager Administration For Cisco IP Telephony Solutions" and the Cisco Systems logo. The main heading is "Cisco IP Phone Services Configuration". To the right of the heading are three links: "Add a New IP Phone Service", "Back to Find/List IP Phone Services", and "Dependency Records". The main content area displays "IP Phone Service: One Button Login (IP Phone Agent Login Service)One Button Login" with a status of "Insert completed". Below this are three buttons: "Update", "Delete", and "Update Subscriptions". The "Service Information" section contains two input fields: "Service Name*" with the value "One Button Login" and "Service Description" with the value "IP Phone Agent Login Service". Below these is the "Service URL*" field with the value "http://192.168.252.44:6293/ippbone/jsp/sciphonexml/IPAgentLogin.jsp". The "Service Parameter Information" section has a "Parameters" table with a large empty text area. To the right of this table are three buttons: "New", "Edit", and "Delete". A red arrow points to the "New" button.

9. Enter this information in the fields provided:

- a. Enter **Ext** in the Parameter Name field.
- b. Enter **Ext** in the Parameter Display Name field.
- c. Enter a logical description, such as **Agent Extension**, for the Parameter Description field.
- d. Leave the Default Value field blank.
- e. Check the **Parameter is Required** check box.

Note: For the Pwd parameter, if a password is not required for all agents, do not check this check box.

f. Click **Insert and Close**, as shown in Figure 5.

Figure 5: Configure Cisco IP Phone Service Parameter

Configure Cisco IP Phone Service Parameter for One Button Login ?

Status: Ready

Insert Insert and Close ←

Service Parameter Information

Parameter Name*
 ←

Parameter Display Name*
 ←

Default Value

Parameter Description*
 ←

Parameter is Required ←

Parameter is a Password (mask contents)

* indicates required item

10. Repeat steps 8 and 9 to enter these two parameters that remain:

a. Use this value for the Pwd parameter:

Parameter Name: Pwd
 Parameter Display Name: Pwd
 Default Value: (Leave blank unless you have the same password for all your agents, in which case you can enter that password here)
 Parameter Description: (Enter a logical description, such as "Agent password")

b. Use this value for the ID parameter:

Parameter Name: ID
 Parameter Display Name: ID
 Default Value: (Leave blank)
 Parameter Description: (Enter a logical description, such as "Agent ID")

Note: These values are displayed over multiple lines due to space limitations.

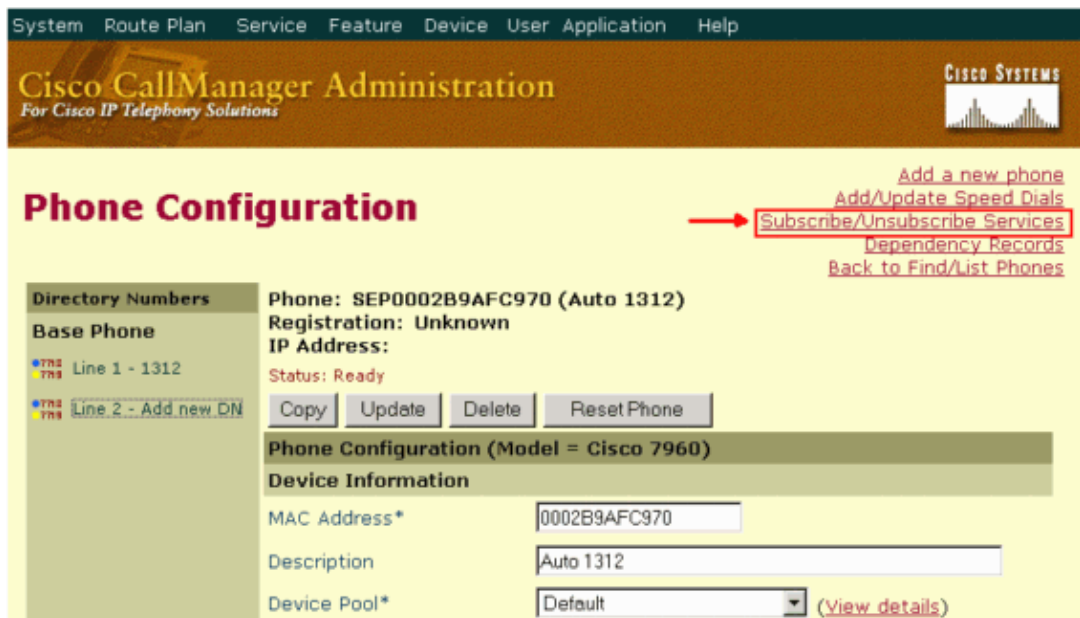
When finished, the Service Information and the Service Parameter Information sections look similar to Figure 6.

Figure 6: Cisco IP Phone Services Configuration



11. Click **Update** in order to apply this service to the IP phones of the agent.
12. In CallManager Administration, choose **Device > Phones** and use the search criteria, for example: Directory Number, in order to locate the agent phones.
13. Select the phone to get to the Phone Configuration page, as shown in Figure 7.

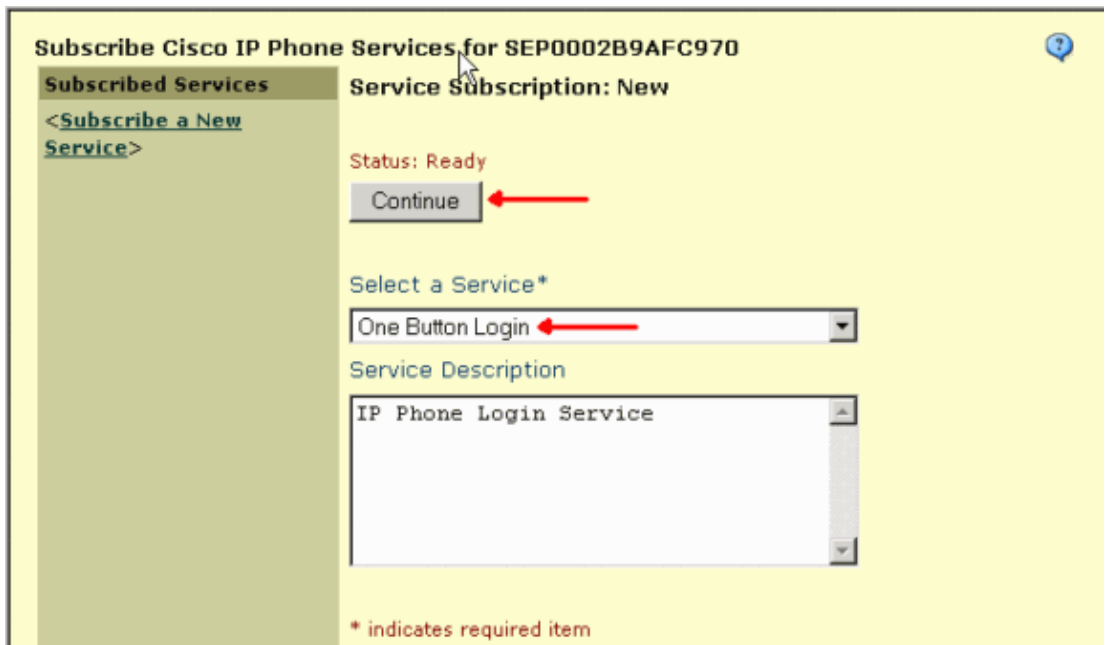
Figure 7: Phone Configuration



14. Click **Subscribe/Unsubscribe Services** in the upper right corner, as shown in Figure 7.

The Service Subscription window appears, as shown in Figure 8.

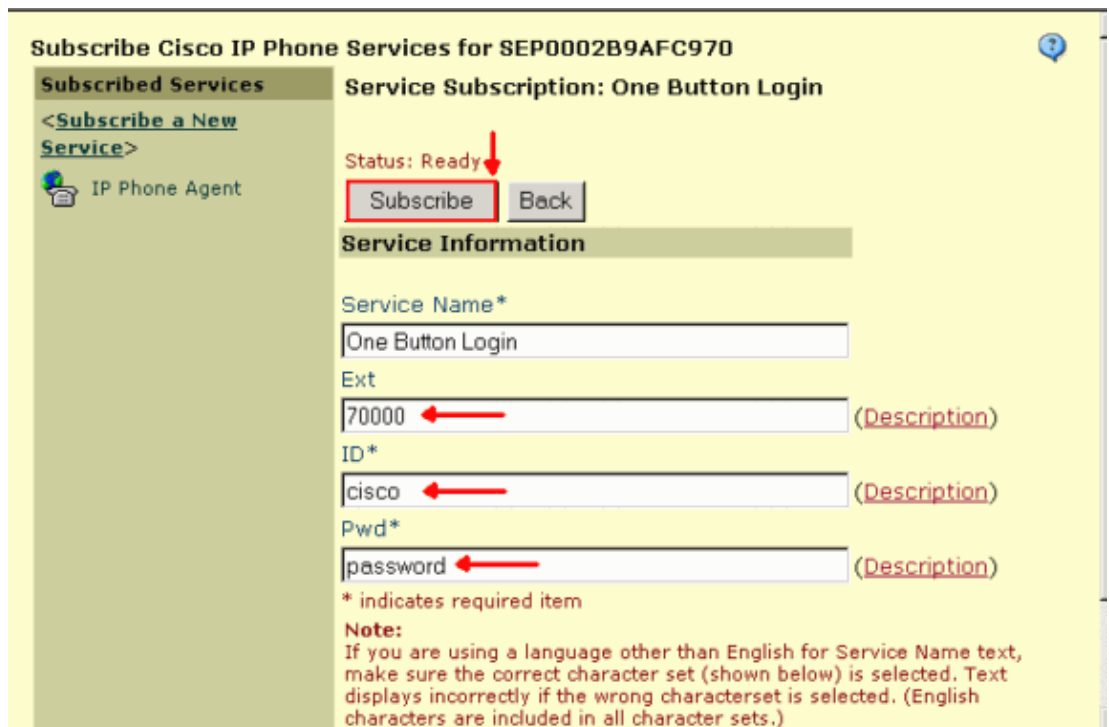
Figure 8: Service Subscription



15. Choose the **One Button Login** service from the drop-down list in the Select a Service field.
16. Click **Continue**.

The Service Subscription — Subscribe window appears, as shown in Figure 9.

Figure 9: Service Subscription -- Subscribe



17. Enter the extension in the Ext field, the agent ID in the ID field, and the password in the Pwd field.
18. Click **Subscribe**.

Subscribe to regular IP Phone Agent service as documented in the Cisco Desktop Product Suite Installation Guide. See the Installing Desktop Applications > Configuring Cisco CallManager IP Phones to Work with IP Phone Agents > Assigning the IP Phone Service to IP Agent Phones section of this guide.

19. Click **Services** on the IP phone.

The One Button Login service option and regular IP Phone Agent service options should be available. If not, reset the phone.

20. Choose the **One Button Login** and regular IP Phone Agent services and test the login to make sure everything works properly.
21. Once the procedure is verified with the first agent, repeat steps 12 and 20 for each of the contact center agents in order to grant access to the One Button Login and regular IP Phone Service.

If a new agent needs to work at this station at a later time, the agent can either use the standard method (enter the UserID, Password, and Extension each time the agent logs in) in order to log in to the IP Phone Agent, or the CallManager administrator can change the ID and Pwd parameters for the One Button Login for the phone to match the new agent.

For extension mobility agents, the steps are the same as for regular agents except that it is the extension mobility phones that subscribe to the services instead of the hard phones. The one button login and regular IP Phone Agent services are only available after the agent has logged into extension mobility.

Troubleshooting

This section describes common problems encountered when you use a one button login, and provides information on how to troubleshoot the problems.

Problem 1

The agent is unable to login and receives an error message when the one button login service is used.

Complete these steps in order to troubleshoot:

1. Cross check by using a regular IP Phone Agent service in order to login. If it fails, the issue is not with how one button login is configured. Refer to Cisco Desktop Product Suite Service Information. See the Troubleshooting > IP Phone Agent Problems section of this guide.
2. Make sure the URL is valid. Check that the IP address and port are correct, and use IPAgentLogin.jsp.
3. Make sure all three parameters (ID, Ext, and Pwd) are specified.

Note: All are case sensitive.

4. Check the device used by the agent to make sure the correct ID, password and extension are entered into the appropriate parameter fields. Re-enter them again to be sure.
5. Check the IPPA service log/debug files which can provide information on why the login failed.

Problem 2

The agent receives an error screen when the one button login service is selected when already logged in.

One button login service can only be used for agents that are not already logged in and not on a call. If the agent is already logged in, the agent should use the regular IP Phone Agent service to get to the IP Phone Agent screens, such as the Skill Statistics screen.

Related Information

- **Cisco Desktop Product Suite Installation Guide**
 - **Technical Support & Documentation – Cisco Systems**
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