Cisco Unified Contact Center Enterprise Agents

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Add Users to Local Security Group

Configuration users can configure Agents, Supervisors or Teams and perform other configurations only after they are added to the `UcceConfig` group on the local machines.

You need to add the Unified CCE configuration users to the `UcceConfig` group in all the local Distributor machines.

Procedure

Step 1 Click **Server Manager** > **Tools** > **Computer Management**.

Step 2 Select **Local Users and Groups**.

Step 3 Double-click **Groups**.

Step 4 Right-click **UcceConfig**. Select **Properties**.

Step 5 Click **Add** and enter the user name in the **Edit the object names to select** text box. Click **Check Names** to validate the user name.

Step 6 After the user name is successfully validated, click **OK**.

Step 7 Click **Apply** and **OK** in the **Properties** dialog box.

Step 8 Close the **Computer Management** and **Server Manager** windows.

Agent Administration

This section provides information about the Unified CCE agent, including associating the agent with database records and agent desk settings.

Agents

An agent is an individual who handles customer contact within your contact center. In a Unified CCE configuration, you can create two types of agents:

Agent type	Description
Voice-only agents	Agents can receive telephone calls. You can also configure voice-only agents to receive non-voice requests such as chat and email.
Multichannel agents	Agents can receive voice calls and requests from other media. You can also configure multichannel agents to *only* receive non-voice requests such as chat and email. **Note** You must have Cisco multichannel software installed as part of your Unified CCE configuration to create multichannel agents.

Note In most cases, the Cisco Unified Communications Manager (Unified CM) peripheral on the Generic CUCM peripheral gateway (PG), which is set up with your initial Unified CCE installation, tracks and records the state and activity of all voice and non-voice agents. You can configure a non-voice PG rather than a Unified CM PG to monitor state and activity of agents configured as non-voice agents. However, this is optional, and is not necessary if you have a Unified CM peripheral on the Generic CUCM PG.

Database Records for Voice-Only Agents

In the Unified ICM database, you must associate each agent with two database records.

Unified ICM database record	Description
Person record	Identifies the individual. Person records must exist for all Unified CCE agents. Every agent in your configuration must have a single Person record. You can then associate this record with one or multiple Agent records, as described below.
Agent record	Identifies the agent working on a particular peripheral. There must be a one-to-one correspondence between each Agent record and its associated peripheral. However, in Unified CCE, if an agent is going to be working on several peripherals, you can create several Agent records and associate these with the same Person record. In this way, a single agent can work on several different peripherals.

When you create an Agent record, you have the option of associating it with an existing Person record (select **Select Person**). If you do not associate the Agent record with an existing Person record, a new Person record is automatically created when you create the agent.

Before you assign an agent as a supervisor, ensure that the agent has an Active Directory account.

Database Records for Multichannel Agents

Unified CCE agents who use multichannel software are associated with three different database records:

- The Person record in the ICM Unified CCE database
- The Agent record in the ICM Unified CCE database
- The Agent record in the database for the multichannel application

Agent Desk Settings Configuration

You must associate each Agent record with an *agent desk setting.* You use the agent desk settings configuration to associate a set of permissions or characteristics with specific agents. These settings are comparable to Class of Service settings on a PBX or ACD. Desk settings are associated with an agent when the agent is configured in the Unified ICM database. The desk settings are global in scope and you can apply them to any configured agent on any peripheral within an ICM Unified CCE configuration.

If desktop settings are not associated with a configured agent, the agent is assigned the peripheral default settings. The peripheral default settings depend on the default setting for the Generic CUCM PG the agent is logged in to.

Related Topics

Agent Feature Configuration with Agent Desk Settings List Tool

Using Multichannel Gadgets in Cisco Finesse

The Agent is logged into both voice and multichannel Media Routing Domains in Cisco Finesse desktop using the multichannel gadgets and the Agent is also configured for Logout non-activity time in the Unified CCE Agent Desk Settings Configuration.

In this scenario, if the Agent is idle, which means the Agent is Not Ready in the Voice Media Routing Domain, the Peripheral Gateway logouts out the Agent from the voice Media Routing Domain after the configured Logout non-activity timer has elapsed. The Cisco Finesse desktop closes the Agent's session and this terminates the Agent's multichannel Media Routing Domain session, although the Agent may be actively working on a multichannel task.

As a result, the Agent's multichannel Media Routing Domain state and tasks state both are remained in the same state before the Agent logged out of voice Media Routing Domain.

To work on the multichannel Media Routing Domain tasks, agent has to login again to Cisco Finesse desktop.

Note Do not configure Logout non-activity time in Unified CCE Agent Desk Settings configuration, if you are using the Cisco Finesse desktop to login Agents in both voice and multichannel gadgets as mentioned above.

Agent Teams and Supervisors

You can organize Unified CCE voice agents into *teams*. A team is a collection of agents grouped for reporting purposes.

Note A single agent can belong to only one team.

Unified ICM/CCE software allows you to group individual agents into agent teams that supervisors can manage. Agent teams are assigned to a specific peripheral, so you must assign all agents of a given team to the same Unified CM peripheral.

Unified ICM/CCE software lets you assign both Primary and Secondary supervisors to an individual team; set up your teams with both a Primary and a Secondary supervisor. This setup helps to accommodate Supervisor and Emergency assist scenarios.

Supervisors listed on the agents team list are able to view real-time statistics (using your reporting application). Supervisors can, for example, barge-in, intercept, silently monitor, and log out agents in the associated team.

For reporting purposes, you can report on agent teams and agents grouped into teams. Also, supervisors can run reports on their teams. (For more information about reporting, see Cisco Unified Contact Center Enterprise Reporting User Guide.)

Each team you set up must have an agent supervisor associated with it. You can then configure supervisory agent features, to allow the supervisor to improve monitor agent activity and assist agents on their team. When you create an agent supervisor, you must enter the following information for the supervisor:

- Windows Domain name to which the agent team belongs
- Windows User ID for the supervisor
- Windows password for the supervisor

When configuring agent teams, be aware of the following rules:

- An agent can be a member of only one agent team.
- An agent team can have only one Primary Supervisor.
- A supervisor can be a supervisor of any number of agent teams.
- A supervisor for an agent team can also be a member of that agent team.
- All agents belonging to an agent team and all supervisors for that agent team must be on the same peripheral.
- A supervisor cannot be using the Windows administrator account when logging in as supervisor.

For more information on team limits, see the appendix on system requirements in the *Solution Design Guide for Cisco Unified Contact Center Enterprise* at http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html.

Agent teams and Multichannel Applications

You can group voice agents into teams using the Unified ICM/Unified CCE Administration User Interface. However, there is no team feature in Enterprise Chat and Email; therefore, you cannot group Enterprise Chat and Email agents into teams.

For more information about supervisory features, see *CTI OS System Manager Guide for Cisco Unified ICM*.

Related Topics

Desktop Feature Config

Single-Line Versus Multi-line Behavior

The following table details single-line behavior versus multi-line behavior.

Action	Single-line behavior	Multi-line behavior
Accept a routed call while call is on second line?	Yes	Yes, when Non ACD Line Impact is set no impact for the deployment.
Supervisor Monitor using Unified CM-based silent monitor	Yes	Yes. **Note** Non-ACD lines do not support Unified CM-based silent monitoring.
Call park	Supported on unmonitored second line	Not supported because all lines are monitored.
Join Across Lines (JAL)/Direct Transfer across Lines (DTAL)	Not supported	**Note** Use of JAL and DTAL phone features is deprecated. Do not use these features in new deployments.
Shared line	Supported on unmonitored line; no configuration limitations	Supported on non-ACD lines. Sign-in is allowed for only one agent on a shared extension when shared lines exist between multiple devices.However, one agent can have two phones that share a second common line. The agent cannot sign into both phones at the same time. Unified CCE does not support shared lines for ACD lines.
Call Waiting / Busy trigger > 1	Supported with caveats. For more information, see the section *Direct Agent Dialing* in the *Solution Design Guide for Cisco Unified Contact Center Enterprise* https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html	State Agent Login rejected if Busy trigger is not 1, and max calls is not 2 for each of the non-ACD lines.

Action	Single-line behavior	Multi-line behavior
Reporting on second line calls	Use CDRs in Unified CM	Termination Call Detail Records for call to or from an agent's Non ACD line with an unmonitored device or another agent's Non ACD line is reported with a Non ACD Peripheral Call Type. Reporting for all calls on the Non ACD line is captured in the Agent Interval table for that agent.
Number of configured lines on phone	No limit described (only monitoring one line)	Maximum of four lines. Agent login will be rejected. Config Alert generated.

For more information about enabling the Cisco Round Table phones, see *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide*. For more information about configuring the Cisco Round Table phones, see *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide* and the Cisco Unified Communications Manager documentation.