Configure CTI Service

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Configure CTI Service Workflow

The CTI Service provides Jabber with the location of the UDS device service. The UDS device service provides Jabber with the devices that are associated with the user, for example: a softphone or deskphone devices.

Procedure

	Command or Action	Purpose
Step 1	Add a CTI Service, on page 1	Create a CTI UC service to provide Jabber with the location of the CTI service.
Step 2	Apply a CTI Service, on page 2	Apply the CTI UC service to the service profile.

Add a CTI Service

The CTI service provides Jabber with the address of the UDS device service. The UDS device service provides a list of devices associated with the user.

Procedure

Step 1 Open the **Cisco Unified CM Administration** interface.

Step 2 Select **User Management** > **User Settings** > **UC Service**.

The **Find and List UC Services** window opens.

Step 3 Select **Add New**.

The **UC Service Configuration** window opens.

Step 4 In the **Add a UC Service** section, select **CTI** from the **UC Service Type** drop-down list.

Step 5   Select **Next**.

Step 6   Provide details for the CTI service as follows:

     a)   Specify a name for the service in the **Name** field.

       The name you specify displays when you add services to profiles. Ensure the name you specify is unique, meaningful, and easy to identify.

     b)   Specify the CTI service address in the **Host Name/IP Address** field.

       Enter the address in the form of a hostname, IP address, or fully qualified domain name (FQDN). This value corresponds to the Unified CM publisher that's running the CTI Manager service. You'll create a second service for the subscriber.

     c)   Specify the port number for the CTI service in the **Port** field.

Step 7   Select **Save**.

What to do next

Create a second CTI service for the Unified CM subscriber.

Add the CTI service to your service profile.

Apply a CTI Service

After you add a CTI service on Cisco Unified Communications Manager, you must apply it to a service profile so that the client can retrieve the settings.

Before you begin

- Create a service profile if none already exists or if you require a separate service profile for CTI.

- Add CTI services for the Unified CM publisher and subscriber.

Procedure

Step 1   Open the **Cisco Unified CM Administration** interface.

Step 2   Select **User Management** > **User Settings** > **Service Profile**.
     Find and List Service Profiles window opens.

Step 3   Find and select your service profile.
     Service Profile Configuration window opens.

Step 4   Navigate to **CTI Profile** section, and select up to three services from the following drop-down lists:

- **Primary**

- **Secondary**

- **Tertiary**

Step 5   Select **Save**.