

# 配置延伸并且连接UCCX的功能

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## 简介

本文描述如何配置延伸和连接功能Cisco Unified Contact Center Express的(UCCX)。

使用所有设备，使用延伸和连接功能， Unified Contact Center Express代理程序和Supervisor能从远程位置工作。此功能提供用户(代理程序或Supervisor)灵活性应答或做呼叫使用连接对PSTN或对移动或其他PBX网络的设备。

通过利用CTI Cisco Unified Communications Manager (CUCM)的远程设备和持久连接功能扩大并且连接功能

## 先决条件

### 要求

Cisco 建议您了解以下主题：

- 思科统一通信管理器 (CUCM)
- Cisco Jabber
- Cisco Unified Contact Center Express

### 使用的组件

本文档中的信息基于以下软件和硬件版本：

- Cisco Unified Communications Manager (CUCM) 12.5
- Cisco Jabber 12.5.1
- Cisco Unified Contact Center Express (UCCX) 12.5(1)

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您使用的是真实网络，请确保您已经了解所有命令的潜在影响。

# 配置

## 配置

步骤1.创建与这些参数的一最终用户。

1. 启用移动性。
2. 添加这些角色到访问控制组：

- 标准的CCM最终用户
- 启用的标准CTI

The screenshot displays the 'End User Configuration' interface. At the top, there is a header bar with the title 'End User Configuration' and three action buttons: 'Save' (with a floppy disk icon), 'Delete' (with a red 'X' icon), and 'Add New' (with a blue plus icon). Below the header, the 'Status' section shows 'Status: Ready' with an information icon. The 'User Information' section includes 'User Status' set to 'Enabled Local User' and 'User ID\*' set to 'remoteuser'. The 'Permissions Information' section shows a list of groups: 'Standard CCM End Users' and 'Standard CTI Enabled'. To the right of this list are two buttons: 'Add to Access Control Group' and 'Remove from Access Control Group', along with a 'View Details' link.

步骤2.创建Cisco Unified客户端服务框架(CSFS)设备。

1. 关联设备给在Step1创建的最终用户。
2. 关联线路给同一最终用户。

**Phone Configuration**

Save Delete Copy Reset Apply Config Add New

Modify Button Items

- 1 Line [1] - 1400 (no partition)
- 2 Line [2] - Add a new DN
- 3 Line [3] - Add a new DN
- 4 Line [4] - Add a new DN
- 5 Line [5] - Add a new DN
- 6 Line [6] - Add a new DN
- 7 Line [7] - Add a new DN
- 8 Line [8] - Add a new DN

**Product Type:** Cisco Unified Client Services Framework  
**Device Protocol:** SIP

**Real-time Device Status**

**Registration:** Unknown  
**IPv4 Address:** None

**Device Information**

- Device is Active
- Device is trusted

Device Name\* csfdevice1

Description

Device Pool\* g711New

Common Device Configuration < None >

Phone Button Template\* Standard Client Services Framework

Common Phone Profile\* Standard Common Phone Profile

Calling Search Space < None >

AAR Calling Search Space < None >

Media Resource Group List < None >

User Hold MOH Audio Source < None >

Network Hold MOH Audio Source < None >

Location\* Hub\_None

AAR Group < None >

User Locale < None >

Network Locale < None >

Built In Bridge\* Default

Device Mobility Mode\* Default

Owner  User  Anonymous (Public/Shared Space)

Owner User ID\* remoteuser

**Users Associated with Line**

	Full Name	User ID
<input checked="" type="checkbox"/>	remoteuser,	remoteuser

Associate End Users Select All Clear All Delete Selected

### 步骤3.创建CTI远程设备。

1. 选择在Step1创建的最终用户。
2. 添加线路。关联线路给在Step1创建的最终用户。
3. 在CTI远程设备配置页。单击添加一新的远程目的地在相关的远程目的地下。
4. 为了使用远程目的地以Cisco Jabber客户端必须配置目的地名称作为JabberRD。
5. 在远程目的地配置窗口，请在目的区域输入用户的外线号码。

例如，外线号码是代理程序的移动编号有路由模式前缀的，如果其中任一。

默认情况下Enable (event)延伸和已连接字段被检查。

## Phone Configuration

Save Delete Copy Reset Apply Config Add New

### Association

- 1 Line [1] - 1401 (no partition)
- 2 Line [2] - Add a new DN

### Phone Type

**Product Type:** CTI Remote Device

### Real-time Device Status

**Registration:** Registered with Cisco Unified Communications Manager 10.106.104.220  
**IPv4 Address:**

### Device Information

Device is Active

Device is not trusted

Active Remote Destination none

Owner User ID\*

remoteuser

Device Name\*

CTIRDremoteuser

## Directory Number Configuration

Save Delete Reset Apply Config Add New

### Status

Status: Ready

### Directory Number Information

Directory Number\*

1401

Urgent Priority

### Users Associated with Line

	Full Name	
<input checked="" type="checkbox"/>	remoteuser,	remoteuser

Associate End Users

Select All

Clear All

Delete Selected

## Remote Destination Configuration

Save Delete Copy Add New

### Status

Status: Ready

### CTI Remote Device

Line	Line Association
Line [1] - 1401 (no partition)	<input checked="" type="checkbox"/>

### Remote Destination Information

Name JabberRD

Destination\* 92401

Mobility User ID\* remoteuser

Enable Unified Mobility features

Remote Destination Profile\* -- Not Selected --

Single Number Reach Voicemail Policy\* Use System Default

Enable Single Number Reach

Ring this phone and my business phone at the same time when my business line(s) is dialed.

Enable Move to Mobile

If this is a mobile phone, transfer active calls to this phone when the mobility button on your Cisco IP Phone is pressed.

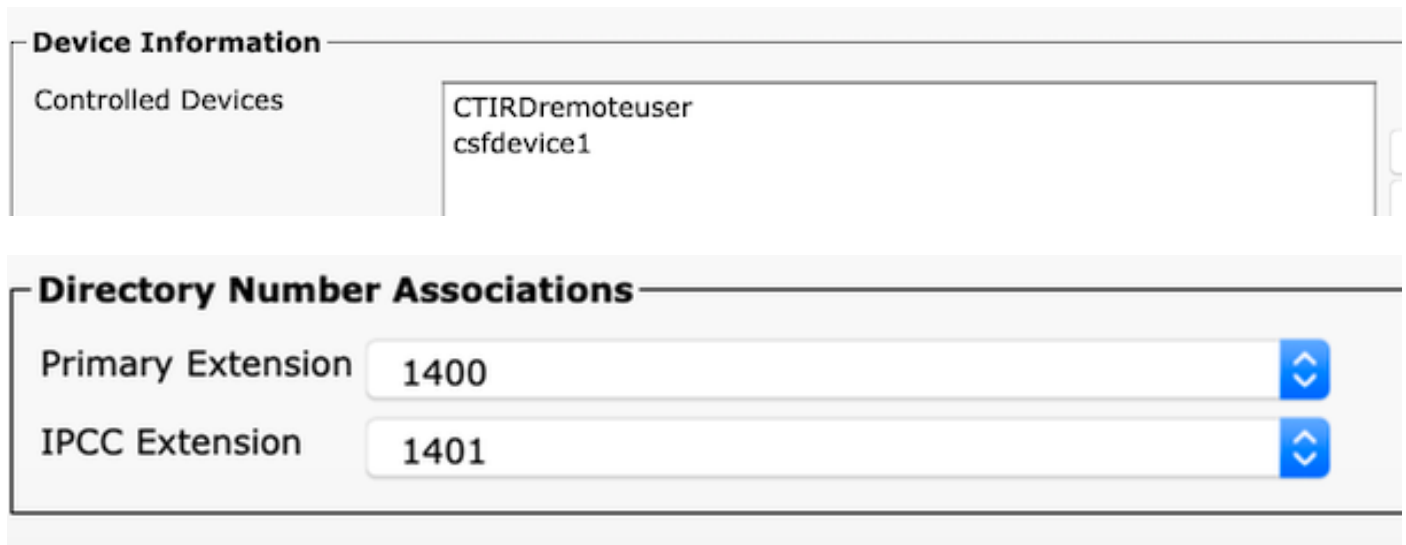
Enable Extend and Connect

Allow this phone to be controlled by CTI applications (e.g. Jabber)

CTI Remote Device\* CTIRDremoteuser

步骤4.去在Step1配置的最终用户。

1. 关联CSFS和CTI远程设备。
2. 选择主要的和IPCC分机。IPCC分机是CTI远程设备的DN。



The screenshot displays two configuration sections. The first section, titled "Device Information", contains a "Controlled Devices" field with the text "CTIRDremoteuser" and "csfdevice1" listed below it. The second section, titled "Directory Number Associations", features two dropdown menus: "Primary Extension" set to "1400" and "IPCC Extension" set to "1401".

步骤5.导航给rmcm应用程序用户。在设备关联中，请关联CTI远程设备。

步骤6.在CCX的配置。

1. 为了由呼叫模式选择持久连接或呼叫，在CCX管理页面下，请导航对**System > System参数 >持久连接**。

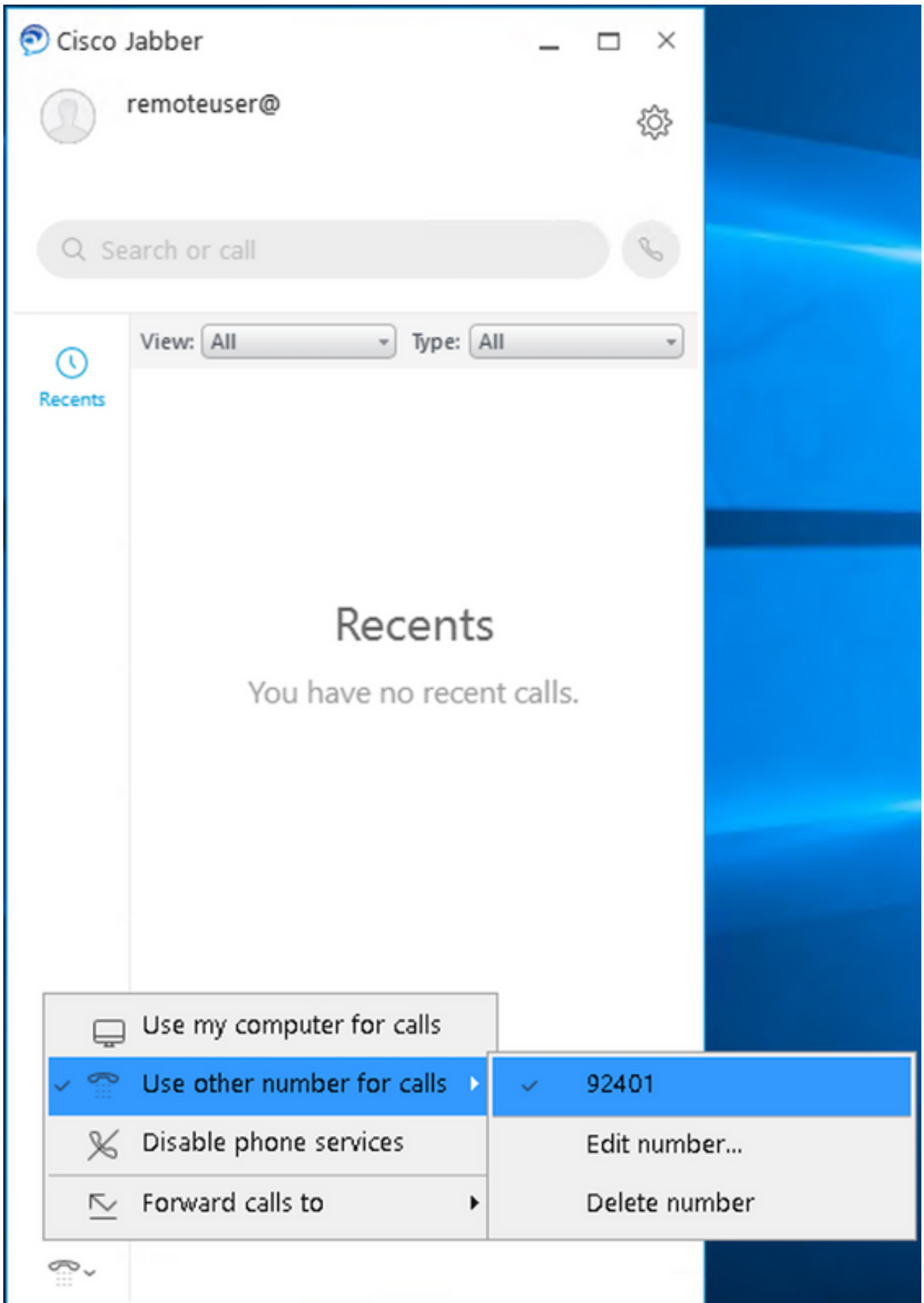
如果选择在持久连接的禁用，默认情况下由呼叫模式启用呼叫。要了解在不变和呼叫之间的区别的参考的UCCX设计指南由呼叫模式。

2. 配置需要的技能、资源组、团队和等的资源。

## 验证

步骤1.登陆闲聊有使用的设备最终用户如何在Step1配置。

在使用中**呼叫其他编号**，选择为远程目的地配置的外线号码，如此镜像所显示。



步骤2.验证CTI远程设备显示已注册，并且外线号码出现作为活动远程目的地编号。

## Phone Configuration

Save Delete Copy Reset Apply Config Add New

Status: Ready

### Association

- Line [1] - 1401 (no partition)
- Line [2] - Add a new DN

### Phone Type

Product Type: CTI Remote Device

### Real-time Device Status

Registration: Registered with Cisco Unified Communications Manager 10.106.104.220  
IPv4 Address:

### Device Information

Device is Active  
 Device is not trusted

Active Remote Destination: 92401

Owner User ID\*: remoteuser

Device Name\*: CTIRDremoteuser

Description:

Device Pool\*: g711New [View Details](#)

Calling Search Space: < None >

User Hold MOH Audio Source: < None >

Network Hold MOH Audio Source: < None >

Location\*: Hub\_None

User Locale: < None >

Network Locale: < None >

Mobility User ID: remoteuser

Ignore Presentation Indicators (Internal calls only)

### Number Presentation Transformation

#### Caller ID For Calls From This Phone

Calling Party Transformation CSS: < None >

Use Device Pool Calling Party Transformation CSS (Caller ID For Calls From This Phone)

#### Remote Number

Calling Party Transformation CSS: < None >

Use Device Pool Calling Party Transformation CSS (Device Mobility Related Information)

### Protocol Specific Information

BLF Presence Group\*: Standard Presence group

SUBSCRIBE Calling Search Space: < None >

Rerouting Calling Search Space: < None >

### Associated Remote Destinations

Route calls to all remote destinations when client is not connected

Name	Destination
JabberRD	92401
<a href="#">Add a New Remote Destination</a>	

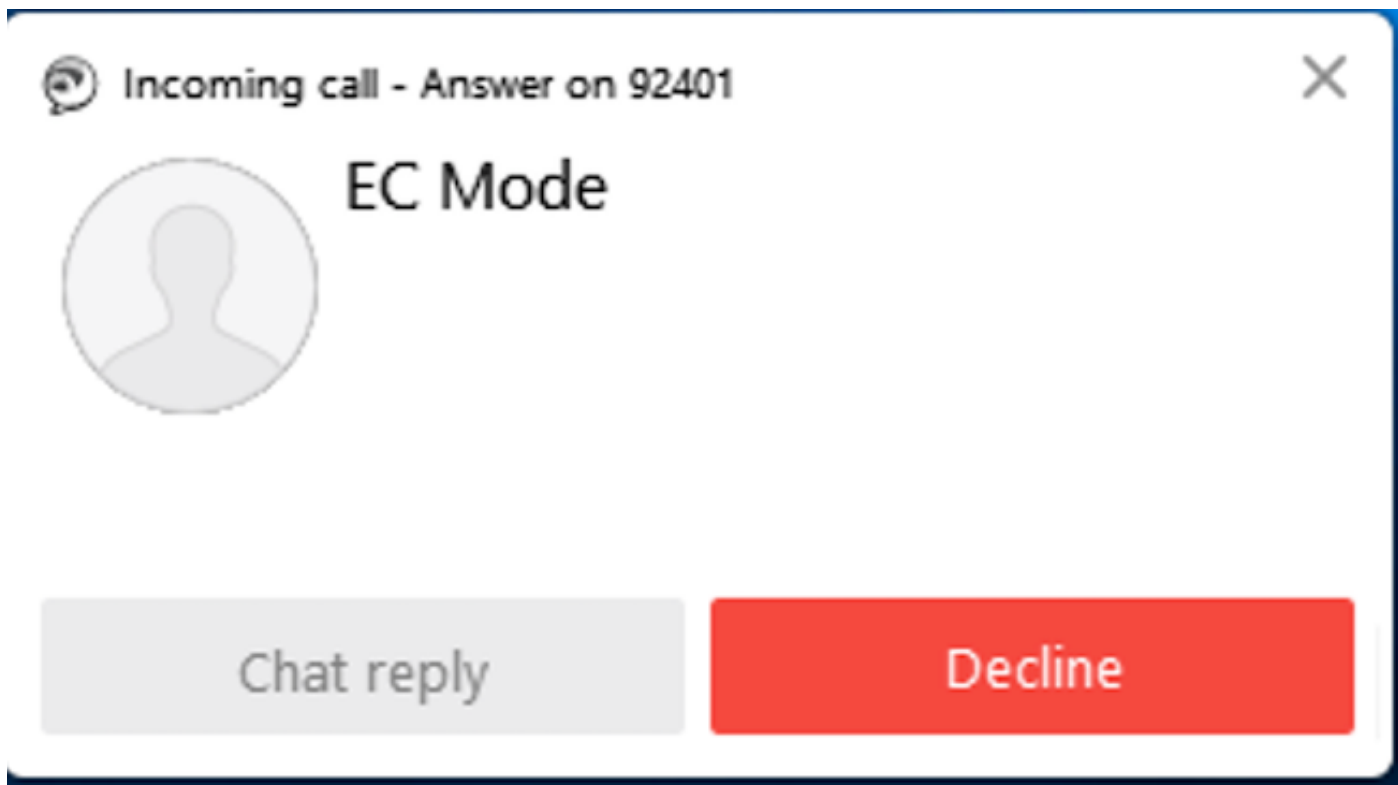
第 3 步：验证Cisco精良桌面登录的步骤扩大和连接在不变模式的功能下面

1. 登陆到Cisco精良桌面使用在Step1和CTI RD分机创建的最终用户的凭证。

2. 当您点击在精良时的登录按钮请验证CTI RD的该外线号码收到呼叫。

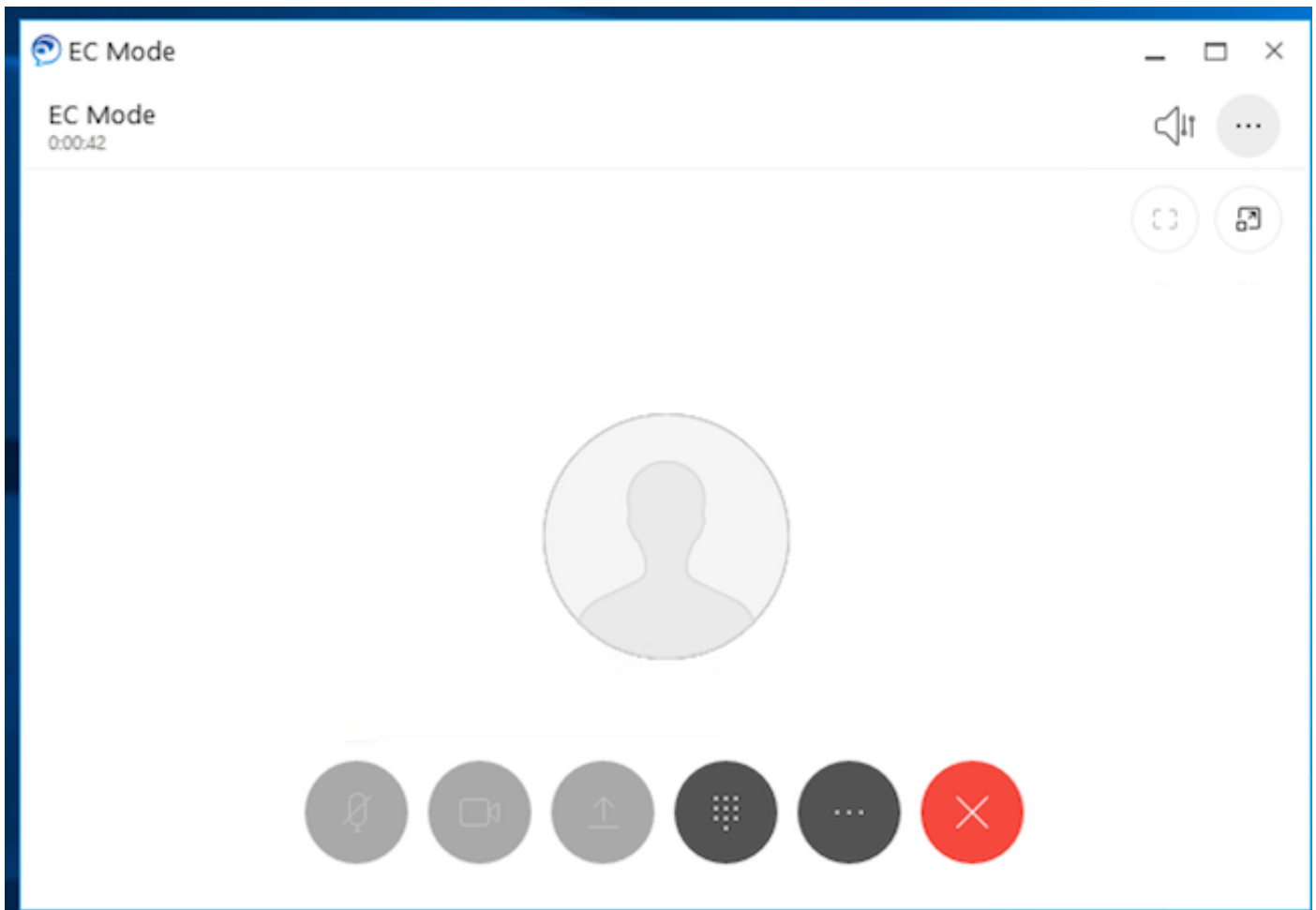
3. 同时，Jabber设备显示“EC模式”与征兆呼入呼叫在外线号码。

**Note:**在座席登录期间，在呼叫模式的呼叫，外线号码不收到此呼叫。



4. Jabber在呼叫以后显示EC模式应答在外部设备。





5.在Cisco精良桌面中，请更改状态准备。使用Cisco精良桌面，验证能的那应答呼叫。

## 故障排除

目前没有针对此配置的故障排除信息。

## 相关信息

- [与延伸的](#)在解决方案设计指南的[家庭代理程序和连接](#)Cisco Unified Contact Center Express的。
- [延伸和连接](#)在Cisco Unified Contact Center Express管理和操作指南
- [延伸和连接](#)在功能配置指南Cisco Unified Communications Manager的。