在CCMP中配置Supervisor Active Directory整合

目錄

簡介

本文檔介紹配置步驟,以便管理員可以通過Cisco Unified Contact Center Management Portal(CCMP)將代理作為監督者。

必要條件

需求

思科建議您瞭解以下主題:

- 整合客服中心企業版(UCCE)
- CCMP

採用元件

本文中的資訊係根據以下軟體和硬體版本:

- UCCE 11.6.1
- CCMP 11.6.1

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除(預設))的組態來啟動。如果您的網路運作中,請確保您瞭解任何指令可能造成的影響。

背景資訊

為了使管理員能夠將座席帳戶提升為主管;使用CCMP整合配置環境(ICE)完成Supervisor Active Directory(AD)整合的步驟非常重要。 如果沒有此配置,如果CCMP管理員嘗試使代理成為主管,則 會彈出錯誤「Active Directory Domain Server is not configured on [AW]」,如下圖所示;

Details Person	Supervisor	Agent Teams	Skill Groups	Attributes	Advanced	History
Custom Data						
Supervisor						
Jomain Account						
Associate with Dor	main Account					
Login Name						
						Q

設定

附註:此處的配置步驟假定在CCMP ICE中Cisco CCE整合已經完成,可以成功執行基本操作 。此外,請確保在維護視窗中完成以下步驟。

1.開放**洲際網**;搜尋CCMP節點並啟動應用;

	Search
E	Everywhere 🗸
	ice 🔎
	Integrated Configuration Environment

2.完成資料庫連線和登入。

3.在集群配置模式下;按一下Configure Cisco Unified CCE Servers;如下圖所示;



4.在選擇任**務(Select Task)下**選擇「Modify an existing instance」(修改現有例項),然後單**擊**下 一步,如下圖所示;

Configure Cisco Unified CCE Servers
Select Task Please select an option and click next to continue Add a new instance Modify an existing instance Remove an existing instance

5.選擇適用的實例名稱,然後單擊「下一步」,如下圖所示;

附註:這裡「AW」是本檔案使用的測試實驗室的例項名稱。

	Configure Cisco Unified CCE Servers
X)	Select Unified CCE
	Please select the Unified CCE instance that you wish to modify
•	AW
	Cancel Previous Next

6.選擇「下一步」,直到出現「Supervisor Active Directory整合」選項螢幕,然後選擇「**是」**,然 後選擇「**下一步**」,如下圖所示;

Configure Cisco Unified CCE Servers
Supervisor Active Directory Integration Do you wish to allow Active Directory user accounts to be mapped to supervisors when configuring Unified CCE? Ves No
Cancel Previous Next

7.確保提供主要網域**控制器**和**次要網域控制器**詳細資訊以及**連線埠號**,然後按一下Next,如下圖所 示;

附註:根據實驗配置,此處僅提供主域控制器/全域性目錄及其埠號。格式將為 <FQDN/IP>:<**埠號**>

C Pit Pit Se	Configure Active Dire lease enter the addresses of y equired security settings to con himary Domain Controller: Secondary Domain Controller:	ctory Connections our primary and secondary do nect ad2012.seconds.csm:3268	omain controllers and configure the	
Pri	Yease enter the addresses of y equired security settings to con Yitmary Domain Controller: Secondary Domain Controller:	our primary and secondary do nect ad2012.secondare.3268	omain controllers and configure the	
Pri	himary Domain Controller: Secondary Domain Controller:	ad2012.a nnaim.e cm:3268		
Se	econdary Domain Controller:	1		
	Set Active Directory Authe Anonymous Delegation Encryption Server Bind	Intication Types (Advanced) Fast Bind Readonly Server Secure Sockets Layer	Secure	

8.選擇AD中主管使用者域帳戶所在的位置,然後按一下**下**一步,如下圖所示

	Configure Cisco Unified CCE Servers	×
X D	Select Supervisor Active Directory Location	
- T.	Select the location in active directory where your supervisor user domain accounts are located	
ľ	B-C semaira	
	Cancel Previous Next	

9.選擇Linked Unified CM服務器,然後單擊下一步,如下圖所示;

Configure Cisco Unified CCE Servers	×
Configure Linked Unified CM Servers Please select the Osco Unified CM servers that this Unified CCE is capable of routing calls to: Cucm 10	
Cancel Previous Next	

10.在「Summary」螢幕中按一下Next,如下圖所示;

	Configure Cisco Unified CCE Servers	×
20	Summary	
1.	ICM Configuration Summary	^
``	Overview	
	ICM Instance Name: pin ICM Deployment Type: Standard ICM Version: 188.1 Authentication Mode: Local Redundancy Type: SingleSided Provisonable: Yes	
	Primary Server Configuration Server [sprawler] (sprawler.samaira.com) • Primary Admin Workstation Component • Primary Provisioning Components	~
	Cancel Previous Next	

11.確保看到Success畫面,如圖所示,按一下Exit;



12.請務必按一下Save in ICE (依序選擇Save Icon),如下圖所示;



驗證

使用本節內容,確認您的組態是否正常運作。

1.搜索並點選管理門戶;如圖所示;

Search	
Everywhere 🗸 management portal]
Management Portal	

2. 登入管理入口網站,

Login

Jsername	
administrator	
assword	
******	Ŷ
Login	

3.從Resource Manager 中選擇Agent ,然後按一下Supervisor Tab ,然後選擇Supervisor 選項 ,然後搜尋登入名,按一下「查詢」,然後驗證消息「找到域帳戶」。 按一下Save將此帳戶設定為 Supervisor帳戶。,如圖所示;

stem Data	Supervisor	Agent Teams	Skill Groups	Attributes	Advanced	History
Supervisor						
∠						
omain Account						
Annual state with the						
Associate with D	omain Account					
Login Name						
ccmpuser@sar	maira.com					۹
Oomain accord	unt found					
		A	ctivate Win	dows		

4.首先系統會說已提交代理更新請求;黃色的指示符上顯示「Pending Active」,如下圖所示;

ent update request submitted							
etails	Person	Supervisor	Agent Teams	Skill Groups	Attributes	Advanced	History
ustom (Data						
Super	visor						
×							
Domain	Account						
Assoc	iate with Dom	ain Account					
4							
Login	Name						_
com	puser@samai	ra.com					Q
			A	ctivate Win	dows		
Save	Cancel	Pending Act	Go	Go to System in Control Panel to activate Windows.			

5.最後,幾秒鐘後狀態將更改為Ready,更改將被提交。



6.即使Administration & Data Server(AW)節點中的Configuration Manager現在也會確認此代理帳戶 現在是Supervisor,如下圖所示;

- Aş	yent Explorer
Ag Select filter data Perghamal Optional Filter Optional Filte	Apert Advanced Sold group membership Select Person Personal information Braids logna Braids logna Drable logna Braid name * [COMP Last name * [DST USER Last name * [Darge Password] Contemp searword ************************************

疑難排解

目前尚無適用於此組態的具體疑難排解資訊。