

CCIE Collaboration (<http://labs.ine.com/workbook/toc/ccie-collaboration>) » UCCX (Unified Contact Center Express)

Integration on UCCX with CallManager

« [Unity Connection HQ MWI Restrictions \(/workbook/view/ccie-collaboration/task/unity-connection-hq-mwi-restrictions-MzA3OQ%3D%3D\)](/workbook/view/ccie-collaboration/task/unity-connection-hq-mwi-restrictions-MzA3OQ%3D%3D) | [UCCX Custom Scripting \(/workbook/view/ccie-collaboration/task/uccx-custom-scripting-MzA4MQ%3D%3D\)](/workbook/view/ccie-collaboration/task/uccx-custom-scripting-MzA4MQ%3D%3D) »

Last updated: November 13, 2017

Tasks

- Add second line 2201 on HQ Phone 1.
- Add second line 2202 on HQ Phone 2. Edit Line 2102 for the same
- Integrate HQ UCCX with HQ CallManager Cluster using following information.

```
JTAPI User Details:  
RMCM User Details:  
Codec:
```

- Configure the following CUCM, UCCX and ICD script to accommodate the customer requirements for HQ listed below

```
CTI Route Point:  
CTI Ports:  
Jtapi Prefix:  
Jtapi password:  
Rm username:  
Rm password:
```

- Use One-Button Login feature on IP phones.
- Both agent should become ready for the next call immediately after the existing call is disconnected.
- You should be able to dial UCCX CTI Route point from HQ/SiteB/SiteC and from PSTN Phone Line 1.
- Use the ICD script.

Note:

It is not required to meet Region requirements.

Configuration: [Click to collapse](#)

HQ - Publisher

Device > Phone > HQ Phone 2 > Add New Line

Repeat the above procedure for HQ Phone 1 Line 2

<https://t.me/learningnets>

User Management > End User > hqone

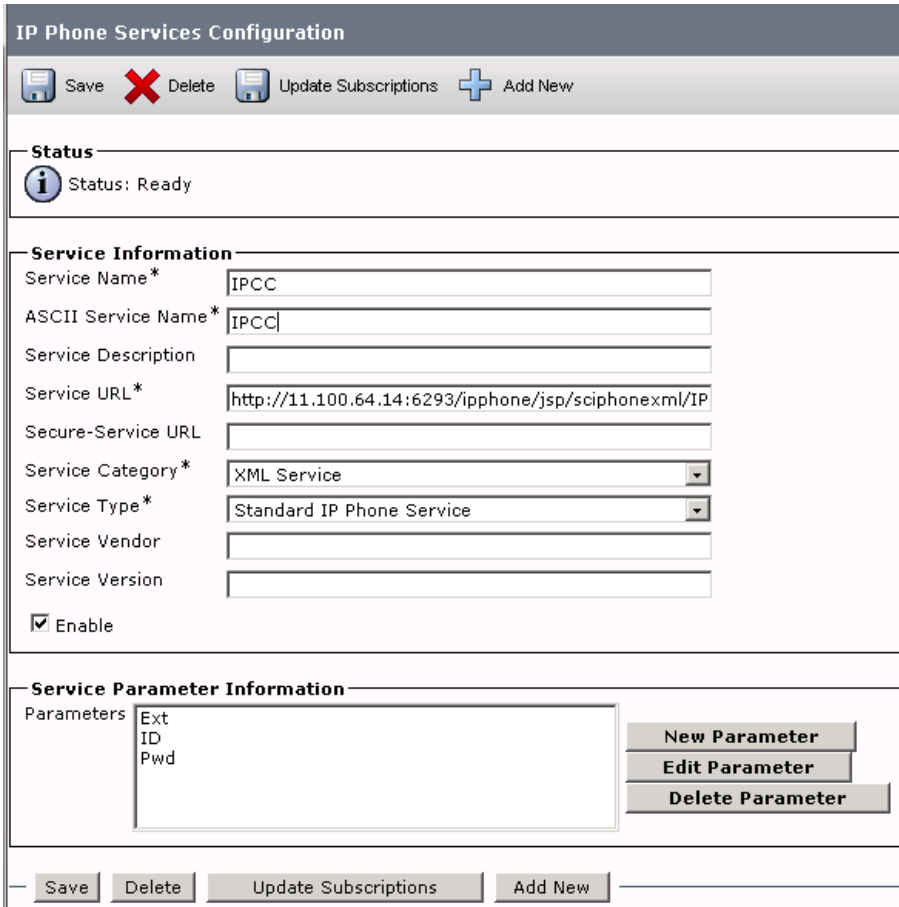
User Management > End User > hqtwo

Device > Device Settings > Phone Services

<http://142.100.64.14:6293/ipphone/jsp/sciphonexml/IPAgentInitial.jsp>

<http://142.100.64.14:6293/ipphone/jsp/sciphonexml/IPAgentLogin.jsp>

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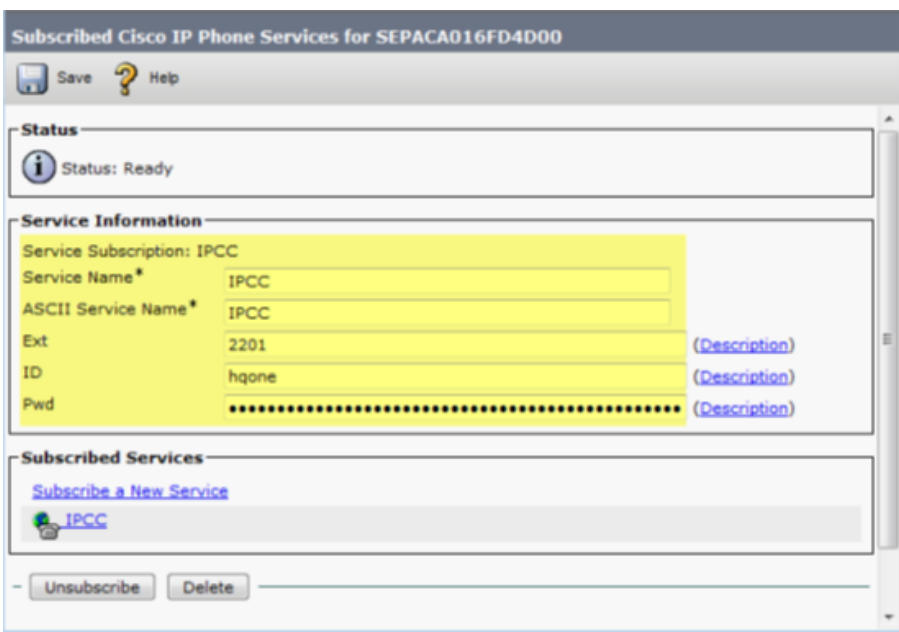


The screenshot shows the 'IP Phone Services Configuration' page. At the top, there are buttons for 'Save', 'Delete', 'Update Subscriptions', and 'Add New'. Below this is a 'Status' section with an information icon and the text 'Status: Ready'. The 'Service Information' section contains several fields: 'Service Name*' (IPCC), 'ASCII Service Name*' (IPCC), 'Service Description', 'Service URL*' (http://11.100.64.14:6293/ipphone/jsp/sciphonexml/IP), 'Secure-Service URL', 'Service Category*' (XML Service), 'Service Type*' (Standard IP Phone Service), 'Service Vendor', and 'Service Version'. There is also a checked 'Enable' checkbox. The 'Service Parameter Information' section has a 'Parameters' list with 'Ext', 'ID', and 'Pwd', and buttons for 'New Parameter', 'Edit Parameter', and 'Delete Parameter'. At the bottom, there are buttons for 'Save', 'Delete', 'Update Subscriptions', and 'Add New'.

Device > Phone > HQ Phone 1 > Related Links: Subscribe/ Unsubscribe Services > Go

Select IPCC > Click Next

Do for HQ Phone 1 and HQ Phone 2



The screenshot shows the 'Subscribed Cisco IP Phone Services for SEPACA016FD4D00' page. At the top, there are buttons for 'Save' and 'Help'. Below this is a 'Status' section with an information icon and the text 'Status: Ready'. The 'Service Information' section is highlighted in yellow and contains: 'Service Subscription: IPCC', 'Service Name*' (IPCC), 'ASCII Service Name*' (IPCC), 'Ext' (2201), 'ID' (hqone), and 'Pwd' (masked with dots). Each field has a '(Description)' link to its right. The 'Subscribed Services' section has a link 'Subscribe a New Service' and a button 'IPCC'. At the bottom, there are buttons for 'Unsubscribe' and 'Delete'.

Repeat the above procedure for HQ Phone 2 as well.

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HQ - UCCX

System > Cisco Unified CM Configuration

Passwords for jtapi and rm = C1sc0123

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The screenshot displays the Cisco Unified CCX Administration interface. It is divided into three main configuration sections:

- AXL Service Provider Configuration:** Shows selected and available AXL service providers with IP addresses 11.100.64.12 and 11.100.64.11. Below this is the 'Cluster Wide Parameters' section with fields for 'User Name' (admin) and 'Password'.
- Unified CM Telephony Subsystem - Unified CM Telephony Provider Configuration:** Shows selected and available CTI managers with the same IP addresses. The 'Cluster Wide Parameters' section includes 'User Prefix' (jtapi), 'Password', and 'Confirm Password'.
- RmCm Subsystem - RmCm Provider Configuration:** Shows selected and available CTI managers with the same IP addresses. The 'Cluster Wide Parameters' section includes 'User Id' (rm), 'Password', and 'Confirm Password'.

HQ UCCX Server

Navigation > Cisco Unified CCX Serviceability

Login to UCCX using admin or uccxadmin account

Tools > Control Center - Network Services

HQ UCCX Subsystems > Cisco Unified CM Telephony > Call Control Group > Add New

The screenshot shows the 'Cisco Unified CM Telephony Call Control Group Configuration' interface. It includes a navigation menu at the top and a status bar indicating 'Status : Ready'. The configuration is organized into two main sections:

- Group Information:** Contains fields for 'Group ID*' (2), 'Description*' (CCIE-CALL), 'Number Of CTI Ports*' (5), 'Media Termination Support*' (radio buttons for Yes and No, with No selected), and 'Group Type*' (radio buttons for Inbound and Outbound, with Inbound selected).
- Directory Number Information:** Contains fields for 'Device Name Prefix*' (CCIEG) and 'Starting Directory Number*' (2301).

Device Pool DP-Phones
 DN Calling Search Space None
 Location Hub_None
 Partition None
Show Less...

Advanced Directory Number Information

Alerting Name ASCII HQ UCcx
 Redirect Calling Search Space Redirect Party
 Media Resource Group List None

Directory Number Setting

Voice Mail Profile None
 Presence Group Standard Presence group
 Require DTMF Reception Yes No
 AAR Group None
 User Hold Audio Source** None

Group ID	Description	STI Ports	Group Type	Copy	Delete	Refresh
2	CCIE-CALL	5	Inbound			

HQ Publisher

Verify CTI Ports Registration

Device > Phone

Phone (1 - 7 of 7)

Find Phone where Device Name begins with Find Clear Filter

	Device Name(Line)	Description	Device Pool	Device Protocol
<input type="checkbox"/>	CCIEG_2301	CCIE-CALL-1	DP-Phones	SCCP
<input type="checkbox"/>	CCIEG_2302	CCIE-CALL-1	DP-Phones	SCCP
<input type="checkbox"/>	CCIEG_2303	CCIE-CALL-1	DP-Phones	SCCP
<input type="checkbox"/>	CCIEG_2304	CCIE-CALL-1	DP-Phones	SCCP
<input type="checkbox"/>	CCIEG_2305	CCIE-CALL-1	DP-Phones	SCCP

User Management > Application User (Go to Jtapi_1 user)

Application User Configuration

Save Delete Copy Add New

Status: Ready

Application User Information

User ID* Edit Credential

Password

Confirm Password

Digest Credentials

Confirm Digest Credentials

BLF Presence Group* Standard Presence group

Accept Presence Subscription
 Accept Out-of-dialog REFER
 Accept Unsolicited Notification
 Accept Replaces Header

Device Information

Available Devices Find more Phones
Find more Route Points

Controlled Devices

HQ Publisher Server

User Management > Application User > rm

On UCCX Server

Subsystems > RmCm > Resource Groups > Add New

Subsystems > RmCm > Resources > hqone

Subsystems > RmCm > Resources > hqtwo

Subsystems > RmCm > Contact Service Queues

CONTENTS

Contact Service Queue Configuration

Next Delete Cancel Open Printable Report of this CSQ configuration

Status
 Status : Ready

Contact Service Queue Name*	<input type="text" value="CSQ"/>
Contact Service Queue Type*	Voice
Contact Queuing Criteria	FIFO
Resource Pool Selection Model*	<input type="text" value="Resource Group"/>
Service Level*	<input type="text" value="5"/>
Service Level Percentage*	<input type="text" value="70"/>

Click Next

Applications > Application Management > Add New

Cisco Script Application

Update Delete Cancel Back to Application List

Status
 Status : Ready

[Unified CM Telephony Trigger: 2300](#)
[Add new trigger](#)

Name	CCIEAPPS
ID*	<input type="text" value="100"/>
Maximum Number of Sessions*	<input type="text" value="5"/>
Script*	<input type="text" value="SSSCRIPT[icd.aef]"/> <input type="button" value="Edit"/>
<input checked="" type="checkbox"/> CSQ	<input type="text" value="*CSQ*"/>
<input type="checkbox"/> DelayWhileQueued	<input type="text" value="30"/>
<input type="checkbox"/> WelcomePrompt	<input type="text" value=" CD CDWelco"/> <input type="button" value="Show Prompts"/>
<input type="checkbox"/> QueuePrompt	<input type="text" value=" CD CDQueue"/> <input type="button" value="Show Prompts"/>
Description	<input type="text" value="CCIEAPPS"/>
Enabled	<input checked="" type="radio"/> Yes <input type="radio"/> No
Default Script	<input type="text" value="- System Default -"/> <input type="button" value="Edit"/>

Click Add new trigger

Add a New Trigger

Trigger Type*

Cisco Unified CM Telephony Trigger Configuration

Save
 Delete
 Clear
 Cancel

Status

Status : Ready

Directory Information

Directory Number*

Trigger Information

Language* Edit

Application Name* CCIEAPPS

Device Name*

Description*

Call Control Group*

Cisco Unified CM Telephony Trigger Configuration

Add
 Cancel

Description*

Call Control Group*

Advanced Trigger Information

Enabled Yes No

Maximum Number Of Sessions Unchecked:Default value

Idle Timeout (in ms)

Override Media Termination Yes No

CTI Route Point Information

Alerting Name ASCII

Device Pool

Location

On HQ Publisher

Device > CTI Route Point

CTI Route Point (1 - 1 of 1)						
Device Name	Description	Device Pool	Calling Search Space	Partition	Extension	
<input type="checkbox"/> CCIETrigger	CCIESUPPORT	DP-Phones			2300	

On UCCX

Subsystems > Rmcm > Resources (For both user HQ 1 & HQ 2)

Resource Configuration

Update
 Cancel
 Open Printable Report of this Resource Configuration

Resource Name hq two

Resource ID hqtwo

IPCC Extension 2202

Resource Group

Automatic Available* Enabled Disabled

System > System Parameters

Cisco Unified CCX Administration
For Cisco Unified Communications Solutions

System Applications Subsystems Wizards Tools Help

System Parameters Configuration

Update Clear

Status
Status : Ready

Generic System Parameters		
Parameter Name	Parameter Value	Suggested Value
System Time Zone*	Pacific Standard Time	

Internationalization Parameters		
Parameter Name	Parameter Value	Suggested Value
Customizable Locales		
Default Currency*	American Dollar [USD] <input type="button" value="Edit"/>	American Dollar

Media Parameters		
Parameter Name	Parameter Value	Suggested Value
Codec	G729	G711

Navigation Cisco Unified CCX Serviceability

Tools > Control Center " Network Services (**Restart the Cisco Unified CCX Engine Service**)

Cisco Unified CCX Serviceability
For Cisco Unified Communications Solutions

Alarm Trace Tools Help

Control Center - Network Services

Start Stop Restart Refresh

Status
Ready

Select Server
Server * clus1-uccx-pub

System Services		
	Service Name	Status*
<input type="radio"/>	Cisco Unified CCX Perfmon Counter Service	IN SERVICE
<input type="radio"/>	Cisco Unified CCX Cluster View Daemon <ul style="list-style-type: none"> ▶ Manager Manager IN SERVICE 	IN SERVICE
<input checked="" type="radio"/>	Cisco Unified CCX Engine <ul style="list-style-type: none"> ▶ Manager Manager IN SERVICE ▶ Subsystem Manager IN SERVICE 	IN SERVICE

Verification

Make both HQ phones login using IPCC Service and ensure they are in ready state.
Call From HQ PSTN Line to 5022300.

« Unity Connection HQ MWI Restrictions (/workbook/view/ccie-collaboration/task/unity-connection-hq-mwi-restrictions-MzA3OQ%3D%3D) | UCCX Custom Scripting (/workbook/view/ccie-collaboration/task/uccx-custom-scripting-MzA4MQ%3D%3D) »