



COMUNICACIONES UNIFICADAS

UNIDAD 7

Servicios y Funciones - CUCM

Cisco Unified Contact Center Express

CUCM – Funciones y Servicios

- **Usuarios**
 - Permisos Básico para usuarios Finales
<https://<hostname>/ucmuser>
- **Extension Mobility**
 - Device Profile
- **Forwards**
 - Direccionamiento de llamadas desde interno
- **Call Pickup**
 - Captura Grupal de llamada
- **Hunt Pilot**
 - Distribución de llamadas a internos



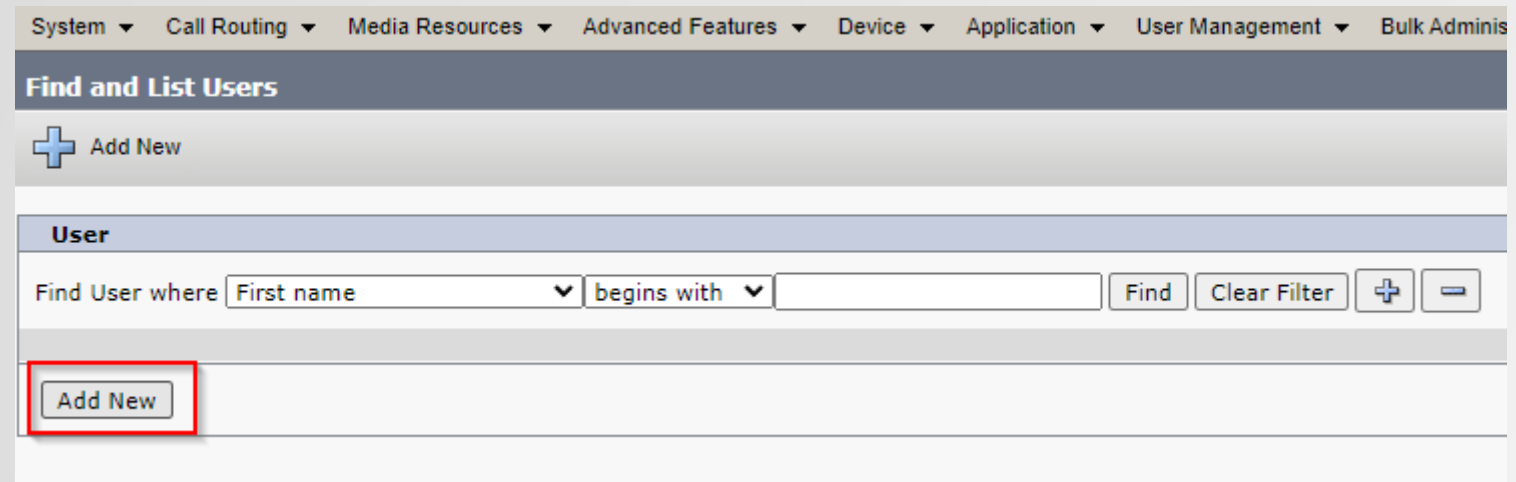
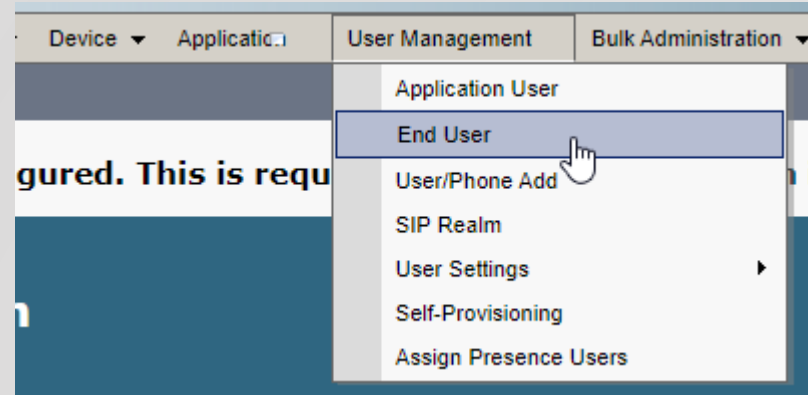
CUCM – Funciones y Servicios

- **Usuarios**
 - Permisos Básico para usuarios Finales
<https://<hostname cucm>/ucmuser>
- **Extension Mobility**
 - Device Profile
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 - Direccionamiento de llamadas desde interno
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 - Captura Grupal de llamada
- **Hunt Pilot**
 - Distribución de llamadas a internos




CUCM – End User


- Local
- Active Directory



CUCM –

 Save

Status

 Status: Ready

User Information

User Status

Enabled Local User

User ID*

usuarioORT

Password

.....

Confirm Password

.....

Self-Service User ID

PIN

.....

Confirm PIN

.....

Last name*

ORT

Middle name

First name

Usuari

Display name

Title

Directory URI

Telephone Number

Home Number

Mobile Number

Pager Number

Mail ID

Manager User ID

Department

User Locale

< None >

Associated PC/Site Code

Digest Credentials

Confirm Digest Credentials

Status



Status: Ready

Credential Information

- ☐ Locked by Administrator
- ☐ User Cannot Change
- ☒ User Must Change at Next Login
- ☐ Does Not Expire
- ☐ Reset Hack Count

Authentication Rule*

Default Credential Policy

Time Last Changed

Failed Logon Attempts

Time of Last Failed Logon Attempt

Time Locked by Administrator

Time Locked Due to Failed Logon Attempts

CUCM – User

Device Information

Controlled Devices

Device Association

Available Profiles

EM_1054
EM_2056
EM_2057

Line Appearance Asso

CTI Controlled Device Profiles

Extension Mobility

Available Profiles

EM_1054
EM_2056
EM_2057

Controlled Profiles

Default Profile

-- Not Selected --

BLF Presence Group*

Standard Presence group

SUBSCRIBE Calling Search Space

< None >

Maximum Login Time (HHH:MM)

☒ Allow Control of Device from CTI

☐ Enable Extension Mobility Cross Cluster

Directory Number Associations

Primary Extension

< None >

Mobility Information

☐ Enable Mobility

☐ Enable Mobile Voice Access

Maximum Wait Time for Desk Pickup*

10000

Remote Destination Limit*

4

Remote Destination Profiles

Multilevel Precedence and Preemption Authorization

MLPP User Identification Number

MLPP Password

Confirm MLPP Password

MLPP Precedence Authorization Level

Default

Conference Now Information

☐ Enable End User to Host Conference Now


Meeting Number

Attendees Access Code

Save

CUCM – Al Guardar

Status

 Status: Ready

User Information

User StatusEnabled Local User

User ID*usuarioORT

Password*****

Confirm Password*****

Self-Service User ID

PIN*****

Confirm PIN*****

Last name*ORT

Middle name

First nameUsuari

Display name

Title

Directory URI

Telephone Number

Home Number

Mobile Number

Pager Number

Mail ID

Manager User ID

Department

User Locale< None >

Associated PC/Site Code

Digest Credentials

Confirm Digest Credentials

Permissions Information

Groups

Roles

Add to Access Control Group

Remove from Access Control Group

[View Details](#)

[View Details](#)

CUCM – Access Control Group

Access Control Group (1 - 34 of 34)

Find Access Control Group where begins with

<input type="checkbox"/>	Name ^
<input type="checkbox"/>	AXL_users
<input type="checkbox"/>	Admin-3rd Party API
<input type="checkbox"/>	Application Client Users
<input type="checkbox"/>	CTI-Enable_Group
<input type="checkbox"/>	CUCMusers
<input type="checkbox"/>	OPC_Group
<input type="checkbox"/>	Standard Audit Users
<input type="checkbox"/>	Standard CAR Admin Users
<input type="checkbox"/>	Standard CCM Admin Users
<input type="checkbox"/>	Standard CCM End Users
<input type="checkbox"/>	Standard CCM Gateway Administration
<input type="checkbox"/>	Standard CCM Phone Administration
<input type="checkbox"/>	Standard CCM Read Only
<input type="checkbox"/>	Standard CCM Server Maintenance
<input type="checkbox"/>	Standard CCM Server Monitoring
<input type="checkbox"/>	Standard CCM Super Users
<input type="checkbox"/>	Standard CTI Allow Call Monitoring
<input type="checkbox"/>	Standard CTI Allow Call Park Monitoring
<input type="checkbox"/>	Standard CTI Allow Call Recording
<input type="checkbox"/>	Standard CTI Allow Calling Number Modification
<input type="checkbox"/>	Standard CTI Allow Control of All Devices
<input type="checkbox"/>	Standard CTI Allow Control of Phones supporting Connected Xfer and conf

<input type="checkbox"/>	Standard CTI Allow Control of Phones supporting Rollover Mode
<input type="checkbox"/>	Standard CTI Allow Reception of SRTP Key Material
<input type="checkbox"/>	Standard CTI Enabled
<input type="checkbox"/>	Standard CTI Secure Connection
<input type="checkbox"/>	Standard Confidential Access Level Users
<input type="checkbox"/>	Standard EM Authentication Proxy Rights
<input type="checkbox"/>	Standard EM Roaming Across Clusters Super Users
<input type="checkbox"/>	Standard Packet Sniffer Users
<input type="checkbox"/>	Standard RealtimeAndTraceCollection
<input type="checkbox"/>	Standard TabSync User
<input type="checkbox"/>	Third Party Application Users
<input type="checkbox"/>	VariphyGroup

Permissions Information

Groups	<input type="text" value="Standard CCM End Users"/>	View Details
Roles	<input type="text"/>	View Details

- Se guardan los cambios...

CUCM – Access Control Group


Permissions Information	
Groups	<div>Standard CCM End Users</div>
Roles	<div>Standard CCM End Users Standard CCMUSER Administration</div>


←


→

↻

Not secure | https://10.10.20.1/ucmuser/

 Gmail

 YouTube

 Maps

Cisco Unified Communications


Self Care Portal

Username

Password

Sign In

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CUCM – UCMUser

← → ↻ Not secure | <https://10.10.20.1/ucmuser/main#telephonypage>

Gmail YouTube Maps

Unified Communications Self Care Portal Usuario ▾ [Skip to Content](#)

Phones Voicemail IM & Availability General Settings Downloads About Help

My Phones
Phone Settings
Call Forwarding

My Phones

Company Phones

These are the phones provided to you by your company. You may set personal preferences for these in [Phone Settings](#)

Additional Phones

Add other phones such as your home office phone or personal mobile phone.

Add an additional phone so you can be reached when you are not at your desk.


CUCM – Usuarios

User (1 - 26 of 26)Rows per Page50

Find User whereFirst namebegins withFindClear Filter+ -

<input type="checkbox"/>	User ID ^	Meeting Number	First Name	Last Name	Department	Directory URI	User Status	User Rank
<input type="checkbox"/>	Usuario			ORT			Enabled Local User	1
<input type="checkbox"/>	Agent020	6020	Charlie	Bragg			Active Enabled LDAP Synchronized User	1
<input type="checkbox"/>	Agent013	6013	Emily	Philips			Active Enabled LDAP Synchronized User	1
<input type="checkbox"/>	Agent008	6008	Jacob	Adams			Active Enabled LDAP Synchronized User	1
<input type="checkbox"/>	Agent011	6011	Jamie	Smith			Active Enabled LDAP Synchronized User	1
<input type="checkbox"/>	Agent001	6001	Jane	Doe			Active Enabled LDAP Synchronized User	1
<input type="checkbox"/>	Agent012	6012	Jessica	Renolds			Active Enabled LDAP Synchronized User	1
<input type="checkbox"/>	Agent003	6003	Jock	Reed			Active Enabled LDAP Synchronized User	1
<input type="checkbox"/>	Agent004	6004	John	Meyers			Active Enabled LDAP Synchronized User	1
<input type="checkbox"/>	Agent002	6002	John	Doe			Active Enabled LDAP Synchronized User	1

CUCM –



Cisco Unified CM Administration
 For Cisco Unified Communications Solutions

System ▾ | Call Routing ▾ | Media Resources ▾ | Advanced Features ▾ | Device ▾ | Application ▾ | User Management ▾ | Bulk Administration ▾ | Help ▾

Find and List Phones

☐ Add New |
 ☐ Add New From Template |
 ☐ Select All |
 ☐ Clear All |
 ☒ Delete Selected |
 ☐ Reset Selected |
 ☐ Apply Config to Selected

<input type="checkbox"/>		Agent001	Agent001 Jabber Phone	uccx_pool	SIP	None	Mar 4, 2019 12:02:51 AM
<input type="checkbox"/>		Agent002	Agent001 Jabber Phone	uccx_pool	SIP	None	Mar 4, 2019 12:02:54 AM
<input type="checkbox"/>		Agent003	Agent001 Jabber Phone	uccx_pool	SIP	None	Never
<input type="checkbox"/>		Agent004	Agent001 Jabber Phone	uccx_pool	SIP	None	Never
<input type="checkbox"/>		Agent005	Agent001 Jabber Phone	uccx_pool	SIP	None	Never
<input type="checkbox"/>		Agent006	Agent001 Jabber Phone	uccx_pool	SIP	None	Never
<input type="checkbox"/>		Agent007	Agent001 Jabber Phone	uccx_pool	SIP	None	Never
<input type="checkbox"/>		Agent008	Agent001 Jabber Phone	uccx_pool	SIP	None	Never
<input type="checkbox"/>		Agent009	Agent001 Jabber Phone	uccx_pool	SIP	None	Never
<input type="checkbox"/>		Agent010	Agent001 Jabber Phone	uccx_pool	SIP	None	Never
<input type="checkbox"/>		Agent011	Agent001 Jabber Phone	uccx_pool	SIP	None	Never
<input type="checkbox"/>		Agent012	Agent001 Jabber Phone	uccx_pool	SIP	None	Never
<input type="checkbox"/>		Agent013	Agent001 Jabber Phone	uccx_pool	SIP	None	Mar 4, 2019 12:04:41 A
<input type="checkbox"/>		Agent014	Agent001 Jabber Phone	uccx_pool	SIP	None	Never
<input type="checkbox"/>		Agent015	Agent001 Jabber Phone	uccx_pool	SIP	None	Never
<input type="checkbox"/>		Agent016	Agent001 Jabber Phone	uccx_pool	SIP	None	Never
<input type="checkbox"/>		Agent017	Agent001 Jabber Phone	uccx_pool	SIP	None	Never
<input type="checkbox"/>		Agent018	Agent001 Jabber Phone	uccx_pool	SIP	None	Never
<input type="checkbox"/>		Agent019	Agent001 Jabber Phone	uccx_pool	SIP	None	Never
<input type="checkbox"/>		Agent020	Agent020 Jabber Phone	uccx_pool	SIP	None	Never
<input checked="" type="checkbox"/>		CIPGSUREN	Telefono de Prueba ORT	Default	SIP	Registered	Now
<input type="checkbox"/>		CTIO-8006000	Unified CM Telephone Group-1	uccx_pool	SCCP	Registered	Now


 CISCO IP PHONE

22:57 10/26/21

3000

3000

Your current options
 Redial New Call CFwdALL

1 2 3
 4 5 6
 7 8 9
 * 0 #

hq-cucm-pub.abc.inc [192.168.254.11](#)
 hq-cucm-pub.abc.inc 10.10.20.10

CUCM – Phone

Phone Configuration

Save Delete Copy Reset Apply Config Add New

Status
 Status: Ready

Association

Modify Button Items

1

[Line \[1\] - 3000 in PT-Internos](#)

2

[Add a new BLF Directed Call Park](#)

3

[Add a new SD](#)

4

[Add a new SD](#)

5

[Add a new SD](#)

6

[Add a new SD](#)

7

[Add a new SD](#)

8

[Add a new SD](#)

----- Unassigned Associated Items -----

9

[Line \[2\] - Add a new DN](#)

10

[Add a new BLF Directed Call Park](#)

11

[Add a new SD](#)

12

[Add a new SURF](#)

13

[Add a new BLF SD](#)

14

Do Not Disturb

15

[Intercom \[1\] - Add a new Intercom](#)

Phone Type
Product Type: Cisco IP Communicator
Device Protocol: SIP

Real-time Device Status
Registration: Registered with Cisco Unified Communications Manager [hq-cucm-pub.abc.inc](#)
IPv4 Address: [192.168.254.11](#)
Active Load ID: CIPC-8-6-6-1
Download Status: None

Device Information

☒ Device is Active

☒ Device is trusted

Device Name*

CIPCSUREN

Description

Telefono de Prueba ORT

Device Pool*

Default

[View Details](#)

Common Device Configuration

< None >

[View Details](#)

Phone Button Template*

CIPC SIP - BLF

Softkey Template

< None >

Common Phone Profile*

Standard Common Phone Profile

[View Details](#)

Calling Search Space

CSS-Oficina Remota

AAR Calling Search Space

< None >

Loading, please wait.

CUCM – Phone User

User Locale	< None >
Network Locale	< None >
Built In Bridge*	Default
Privacy*	Default
Device Mobility Mode*	Default
Owner	<input checked="" type="radio"/> User <input type="radio"/> Anonymous (Public/Shared Space)
Owner User ID*	
Mobility User ID	Agent008
Phone Personalization*	Agent009
Services Provisioning*	Agent010
Primary Phone	Agent011
Phone Load Name	Agent012
Single Button Barge	Agent013
Join Across Lines	Agent014
Use Trusted Relay Point*	Agent015
BLF Audible Alert Setting (Phone Idle)*	Agent016
BLF Audible Alert Setting (Phone Busy)*	Agent017
Always Use Prime Line*	Agent018
Always Use Prime Line for Voice Message*	Agent019
Geolocation	Agent020
	User001
	User002
	User003
	User004
	User005
	Usuario01
	usuarioORT
<input type="checkbox"/> Ignore Presentation Indicators (Internal Calls Only)	
<input checked="" type="checkbox"/> Allow Control of Device from CTI	

Phone Configuration

Save Delete Copy Reset Apply Config Add New

Status

Update successful

Association

Modify Button Items

- Line [1] - 3000 in PT-Internos
- Add a new BLF Directed Call Park
- Add a new SD
- Add a new SD
- Add a new SD

Phone Type

Product Type: Cisco IP Communicator
Device Protocol: SIP

Real-time Device Status

Registration: Registered with Cisco U
IPv4 Address: 192.168.254.11
Active Load ID: CIPC-8-6-6-1
Download Status: None

Not secure | https://10.10.20.1/ucmuser/main#telephonypage

LINUX DEVELOP Personal

Unified Communications Self Care Portal


Phones Voicemail IM & Availability General Settings Downloads

My Phones

Phone Settings
Call Forwarding

Company Phones

These are the phones provided to you by your company. You may set persona



Cisco IP Communicator - ...
3000

CUCM – Phone

PhonesVoicemailIM & AvailabilityGeneral SettingsDownloads

My PhonesPhone SettingsCall Forwarding

Phone Settings

Speed Dial Numbers + Add New Speed Dial

DialLabel

Services

Ring Settings

Voicemail Notification Settings

Call History

Phone Contacts

PhonesVoicemailIM & AvailabilityGeneral SettingsDownloads

My PhonesPhone SettingsCall Forwarding

Call Forwarding

3000/PT-Internos

Forward all calls to: Voicemail

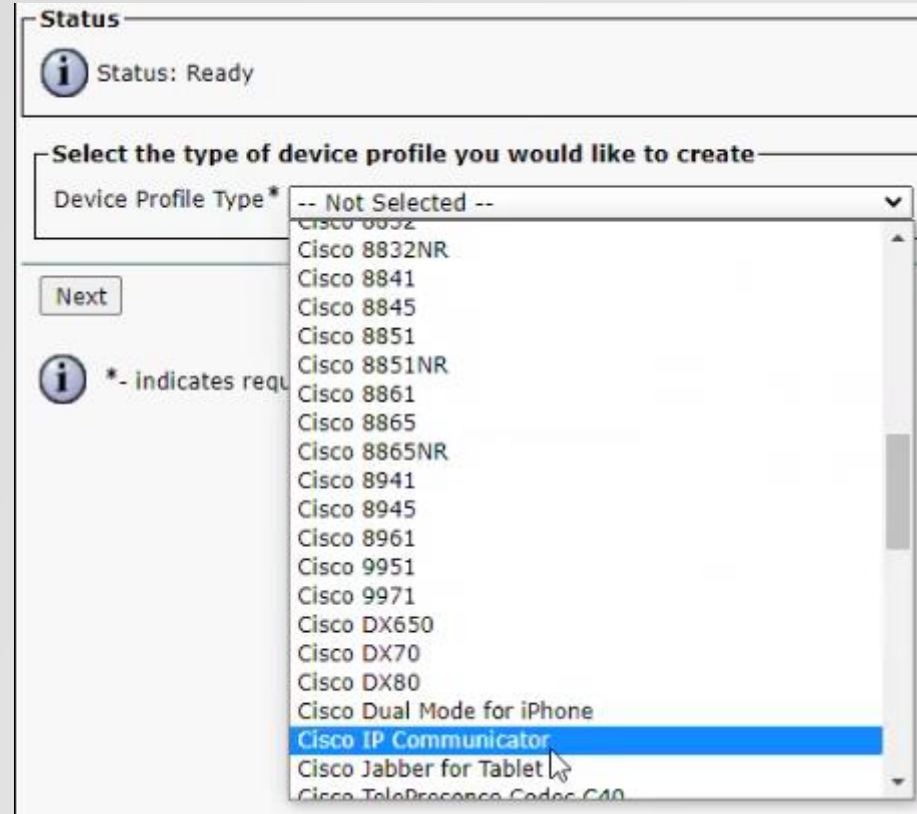
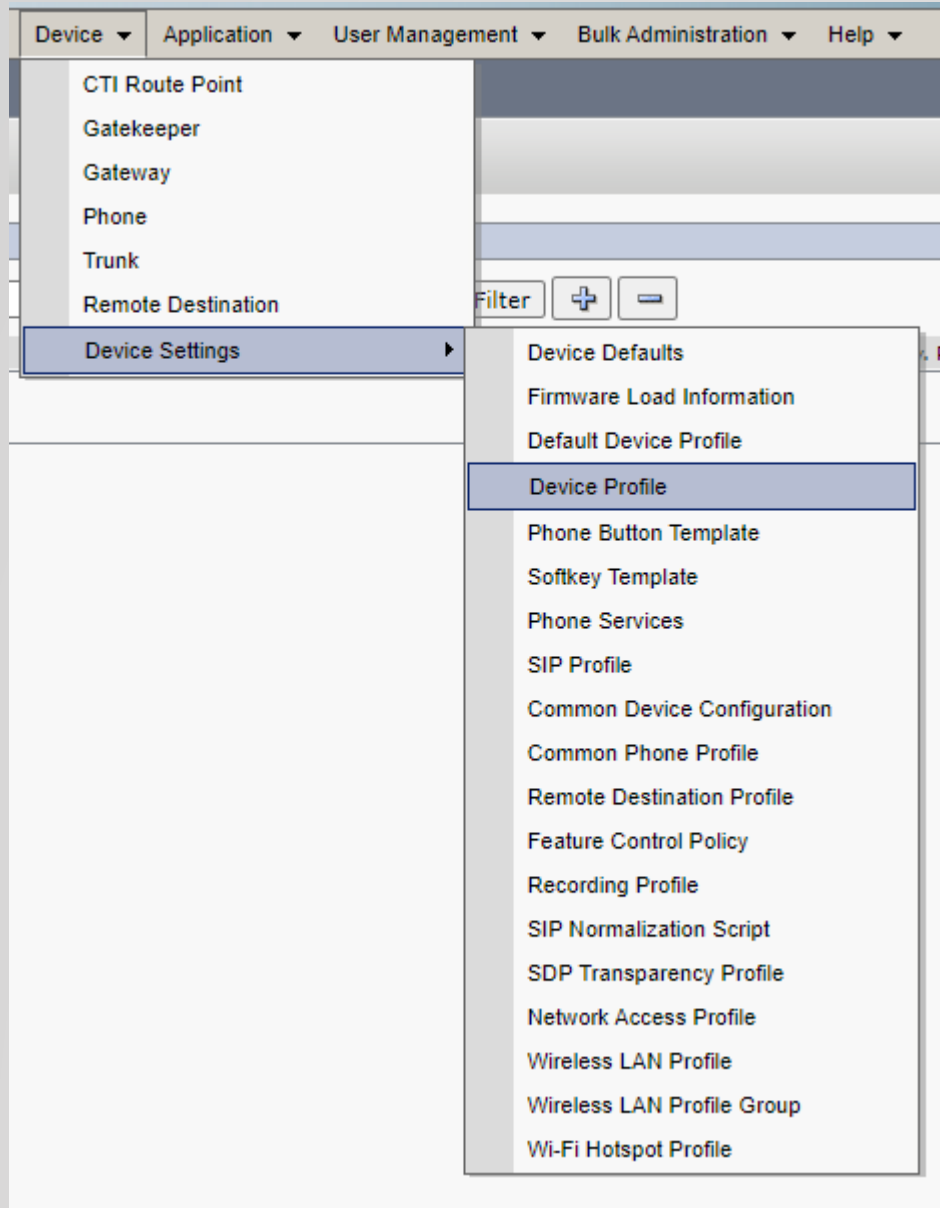
Advanced calling rules

CUCM – Funciones y Servicios

- Usuarios
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<https://<hostname>/ucmuser>
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 - Distribución de llamadas a internos



CUCM – Device Profile








CUCM – Extension Mobility

User Device Profile Information	
Product Type:	Cisco IP Communicator
Device Protocol:	SIP
Device Profile Name*	DP-UsuarioORT
Description	Movilidad Usuario ORT
User Hold MOH Audio Source	< None >
User Locale	< None >
Phone Button Template	CIPC SIP - BLF
Softkey Template	< None >
Privacy*	Default
Single Button Barge	Default
Join Across Lines	Default
Always Use Prime Line*	Default
Always Use Prime Line for Voice Message*	Default
<input type="checkbox"/> Ignore Presentation Indicators (internal calls only)	
<input type="checkbox"/> Do Not Disturb	
DND Option*	Use Common Phone Profile Setting
DND Incoming Call Alert	< None >
Extension Mobility Cross Cluster CSS	< None >
MLPP and Confidential Access Level Information	
MLPP Domain	< None >
Logged Out (Default) Profile Information	
Login User Id	< None >
<input type="button" value="Save"/>	

CUCM – Device Profile














Device Profile Configuration

 Save  Delete  Copy  Add New

Status
 Add successful

Association

Modify Button Items

1	 Line [1] - Add a new DN
2	 Add a new BLF Directed Call Park
3	 Add a new SD
4	 Add a new SD
5	 Add a new SD
6	 Add a new SD
7	 Add a new SD
8	 Add a new SD
----- Unassigned Associated Items -----	
9	 Add a new BLF Directed Call Park
10	 Add a new SD
11	 Add a new SURL
12	 Add a new BLF SD
13	Do Not Disturb
14	 Intercom [1] - Add a new Intercom
15	Call Park
16	Call Pickup
17	CallBack
18	Conference List
19	Conference

User Device Profile Information

Product Type:	Cisco IP Communicator
Device Protocol:	SIP
Device Profile Name*	DP-UsuarioORT
Description	Movilidad Usuario ORT
User Hold MOH Audio Source	< None >
User Locale	< None >
Phone Button Template*	CIPC SIP - BLF
Softkey Template	< None >
Privacy*	Default
Single Button Barge	Default
Join Across Lines	Default
Always Use Prime Line*	Default
Always Use Prime Line for Voice Message*	Default
<input type="checkbox"/> Ignore Presentation Indicators (internal calls only)	
<input type="checkbox"/> Do Not Disturb	
DND Option*	Use Common Phone Profile Setting
DND Incoming Call Alert	< None >
Extension Mobility Cross Cluster CSS	< None >

MLPP and Confidential Access Level Information

MLPP Domain	< None >
-------------	----------

Logged Out (Default) Profile Information

Login User Id	< None >
---------------	----------


CUCM – Access Control Group

Association


Modify Button

- 1 [Line \[1\] - Add a new DN](#)
- 2 [Add a new BLF Directed Call Park](#)
- 3 [Add a new SD](#)
- 4 [Add a new SD](#)
- 5 [Add a new SD](#)
- 6 [Add a new SD](#)
- 7 [Add a new SD](#)

Directory Number Configuration

 Save

Status

 Directory Number Configuration has refreshed due to a directory number change. Please click Save button to save the configuration.

Directory Number Information

Directory Number* ☐ Urgent Priority

Route Partition

Description

Alerting Name

ASCII Alerting Name

External Call Control Profile

☒ Active

Directory Number Settings

Voice Mail Profile (Choose <None> to use system default)

Calling Search Space

BLF Presence Group*

User Hold MOH Audio Source

Network Hold MOH Audio Source

Auto Answer*

☐ Reject Anonymous Calls

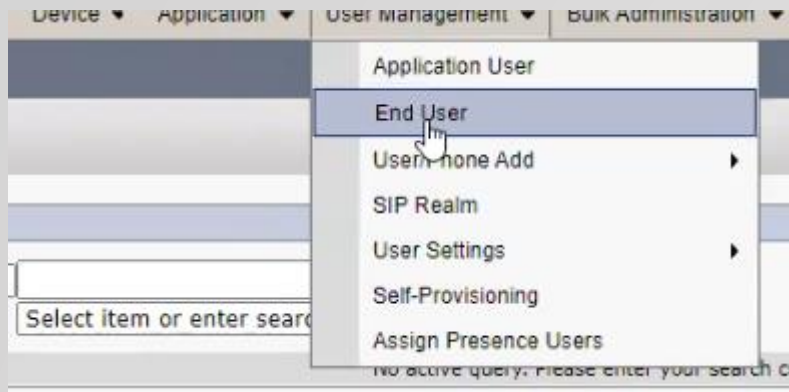
External Presentation Information

☐ Anonymous External Presentation

External Presentation Number

External Presentation Name

CUCM – Asociar Extension a End User



<input type="checkbox"/>	User002	5002	User	002	Active Enabled LDAP
<input type="checkbox"/>	User003	5003	User	003	Active Enabled LDAP
<input type="checkbox"/>	User004	5004	User	004	Active Enabled LDAP
<input type="checkbox"/>	User005	5005	User	005	Active Enabled LDAP
<input type="checkbox"/>	Usuario01		Usuario	ORT	Enabled Local User
<input type="checkbox"/>	usuarioORT		Usuario	ORT	Enabled Local User

Extension Mobility

Available Profiles

DP-UsuarioORT
EM_1054
EM_2056
EM_2057
Movilidad-Usuario01

Controlled Profiles

Extension Mobility

Available Profiles






Movilidad-Usuario01
EM_1054
EM_2056
EM_2057

Controlled Profiles

DP-UsuarioORT

CUCM – Habilitar Extension Mobility en Telefono

Phone Configuration

Save  Delete  Copy  Reset  Apply Config  Add New

Information	<input type="text"/>
Directory	<input type="text"/>
Messages	<input type="text"/>
Services	<input type="text"/>
Authentication Server	<input type="text"/>
Proxy Server	<input type="text"/>
Idle	<input type="text"/>
Idle Timer (seconds)	<input type="text"/>
Secure Authentication URL	<input type="text"/>
Secure Directory URL	<input type="text"/>
Secure Idle URL	<input type="text"/>
Secure Information URL	<input type="text"/>
Secure Messages URL	<input type="text"/>
Secure Services URL	<input type="text"/>

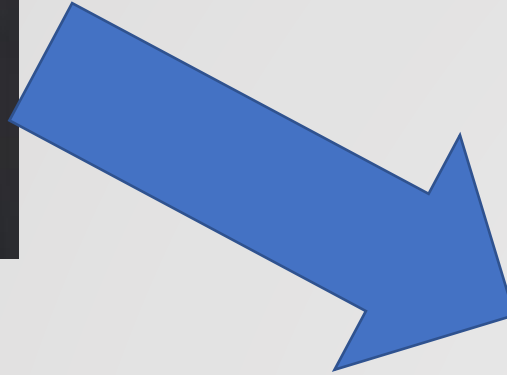
Extension Information

- ☒ Enable Extension Mobility
- Log Out Profile
- Log in Time
- Log out Time

CUCM – Acceder al EM en CIPC



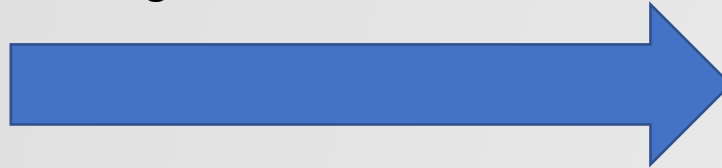
CUCM – EM



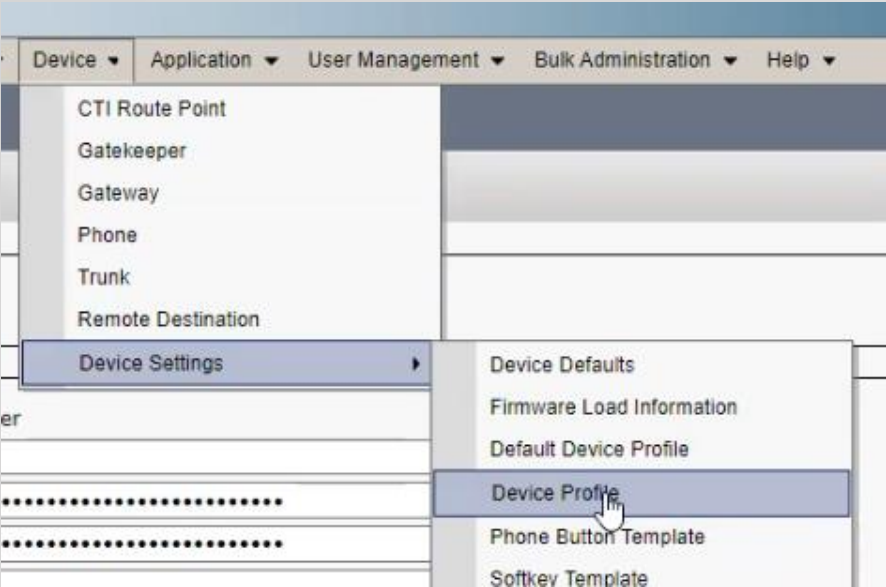
CUCM – Logout EM



Necesito tener un Servicio Configurado en el Device Profile



CUCM – Subscribe/Unsubscribe



Device Profile Configuration

Save

Delete

Copy

Add New

Status

Status: Ready

Association

Modify Button Items

1

Line [1] - 5000 in PT-Internos

2

Add a new BLF Directed Call Park

User Device Profile Information

Product Type:

Cisco IP Communicator

Device Protocol:

SIP

Device Profile Name *

DP-UsuarioORT

Description

Movilidad Usuario ORT

Related Links:

Back To Find/List

Back To Find/List

Dependency Records

Add a New Line Appearance

Add/Update Speed Dials

Add/Update Busy Lamp Field Speed Dials

Add/Update Busy Lamp Field Directed Call Park

Add/Update Service URL Buttons

Subscribe/Unsubscribe Services

CUCM – Servicios en Telefono

Subscribed Cisco IP Phone Services for DP-UsuarioORT - Google Chrome

Not secure | <https://10.10.20.1/ccmadmin/ipphoneServiceSubscribeEdit.do?device>

Subscribed Cisco IP Phone Services for DP-UsuarioORT

Next ? Help

Status

Status: Ready

Service Information

Service Subscription: New

Select a Service*

Service Description

- Not Selected --
- Not Selected --
- EM
- EMCC
- Intercom Calls



CUCM – EM Multiples Perfiles



CUCM – Funciones y Servicios

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CUCM – Call Forward

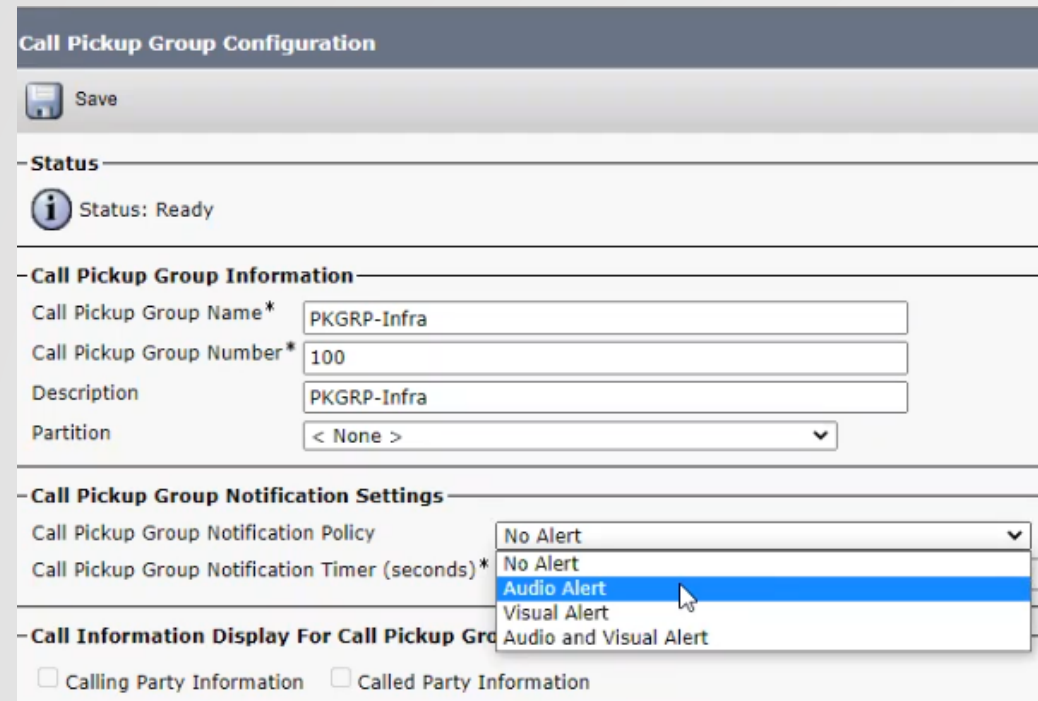
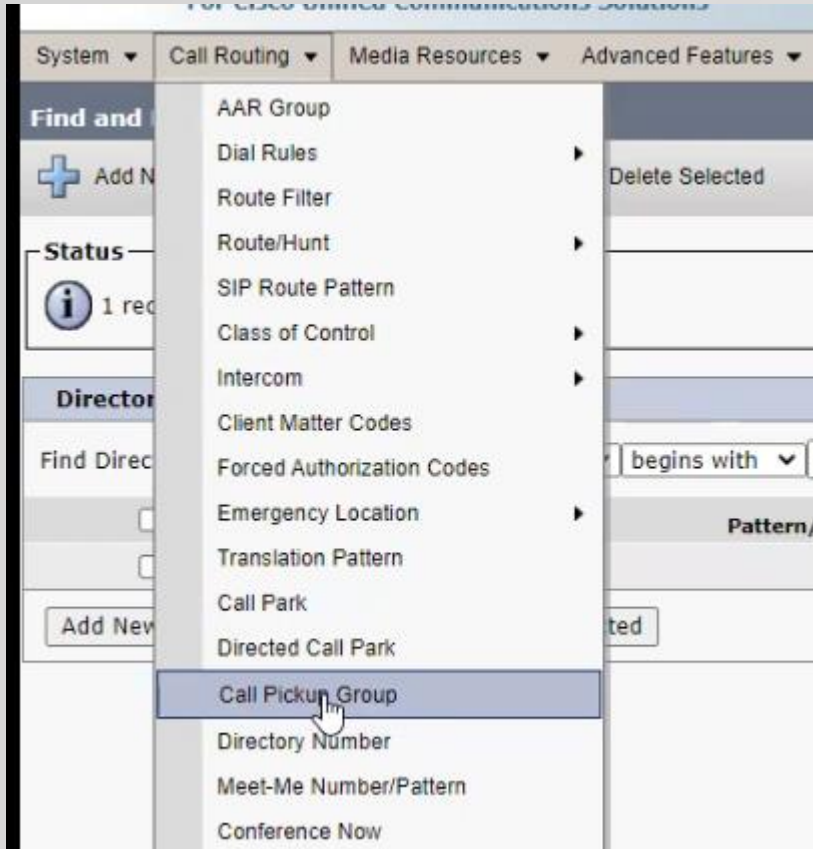
Call Forward and Call Pickup Settings			
	Voice Mail	Destination	
Calling Search Space Activation Policy			Use System Defa
Forward All	<input type="checkbox"/> or		< None >
Secondary Calling Search Space for Forward All			< None >
Forward Busy Internal	<input type="checkbox"/> or		< None >
Forward Busy External	<input type="checkbox"/> or	9099123456	CSS-Celulares
Forward No Answer Internal	<input checked="" type="checkbox"/> or		CSS Unity
Forward No Answer External	<input checked="" type="checkbox"/> or		CSS Unity
Forward No Coverage Internal	<input type="checkbox"/> or		< None >
Forward No Coverage External	<input type="checkbox"/> or		< None >
Forward on CTI Failure	<input type="checkbox"/> or		< None >
Forward Unregistered Internal	<input type="checkbox"/> or	6000	css_UCCX
Forward Unregistered External	<input type="checkbox"/> or	6000	css_UCCX
No Answer Ring Duration (seconds)	20		
Call Pickup Group	Sales		

CUCM – Funciones y Servicios

- **Usuarios**
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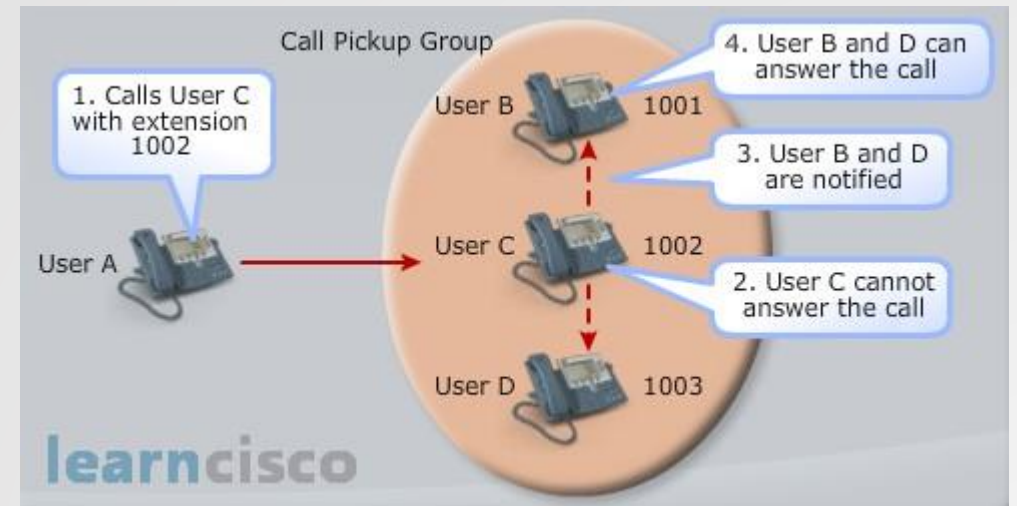
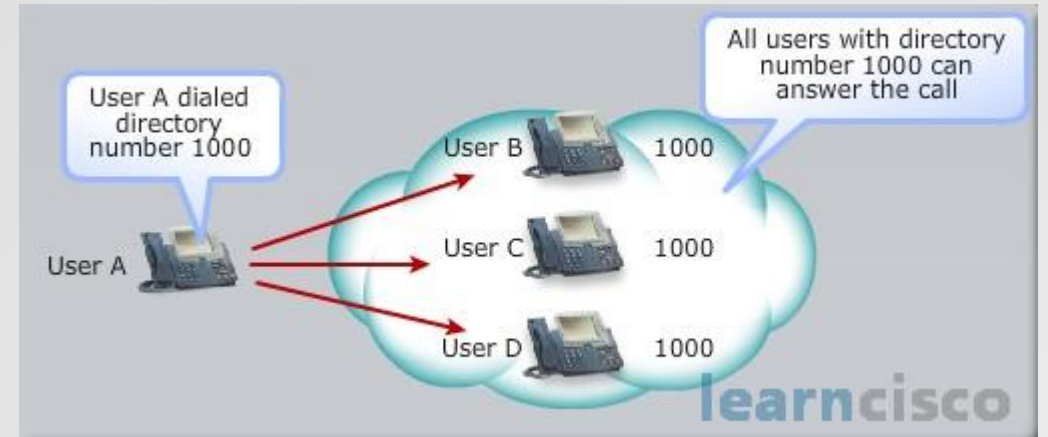


CUCM – Call Pickup



CUCM – Call Pickup

Call Forward and Call Pickup Settings		
	Voice Mail	
Calling Search Space Activation Policy		
Forward All	<input type="checkbox"/> or	
Secondary Calling Search Space for Forward All		
Forward Busy Internal	<input type="checkbox"/> or	
Forward Busy External	<input type="checkbox"/> or	
Forward No Answer Internal	<input type="checkbox"/> or	
Forward No Answer External	<input type="checkbox"/> or	
Forward No Coverage Internal	<input type="checkbox"/> or	
Forward No Coverage External	<input type="checkbox"/> or	
Forward on CTI Failure	<input type="checkbox"/> or	
Forward Unregistered Internal	<input type="checkbox"/> or	
Forward Unregistered External	<input type="checkbox"/> or	
No Answer Ring Duration (seconds)		
Call Pickup Group		PKGRP-Infra



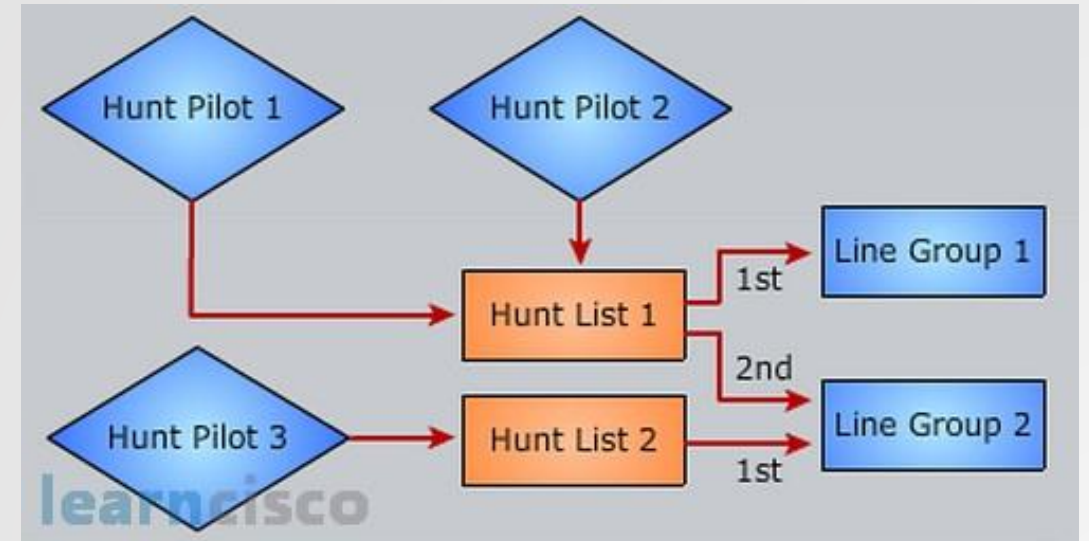
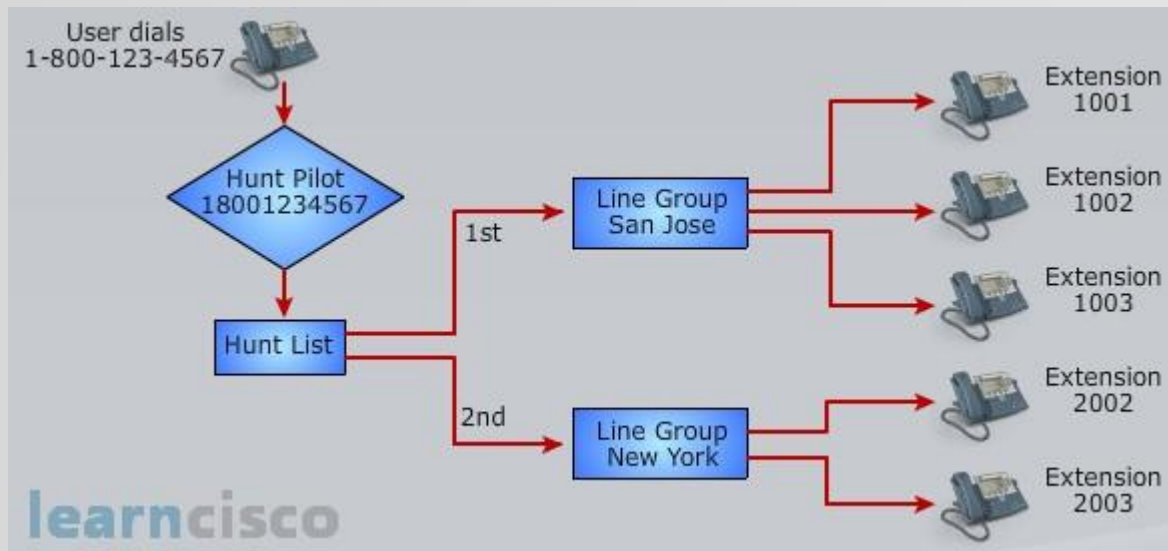
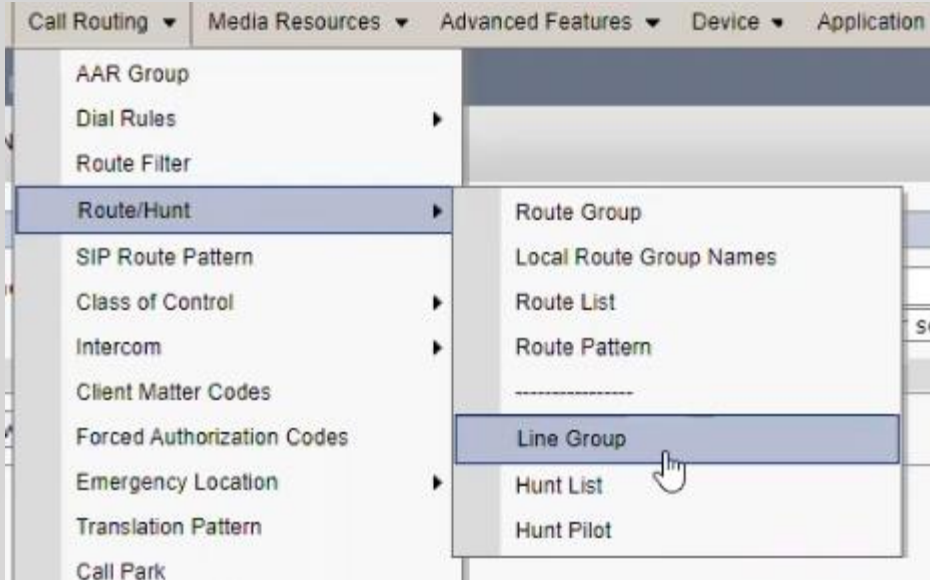
<https://www.learncisco.net/courses/icommm-ccna-voice/configuring-mobility-features/call-coverage-in-cuc-manager.html>

CUCM – Funciones y Servicios

- **Usuarios**
 - Permisos Básico para usuarios Finales
<https://<hostname>/ucmuser>
- **Extension Mobility**
 - Device Profile
- **Forwards**
 - Direccionamiento de llamadas desde interno
- **Call Pickup**
 - Captura Grupal de llamada
- **Hunt Pilot**
 - Distribución de llamadas a internos



CUCM – Hunt Pilot



CUCM – Line Group

Status
 Status: Ready

Line Group Information
Line Group Name* LineGroup-Infra
RNA Reversion Timeout* 60
Distribution Algorithm* Top Down

Hunt Options
No Answer* Try next member; then, try next group in Hunt List
☐ Automatically Logout Hunt Member on No Answer
Busy** Try next member; then, try next group in Hunt List
Not Available** Try next member; then, try next group in Hunt List

Line Group Member Information
Find Directory Numbers to Add to Line Group
Partition < None >
Directory Number Contains
Available DN/Route Partition
6001/UCCX Partition
6002/UCCX Partition
6003/UCCX Partition
6004/UCCX Partition
6005/UCCX Partition
Add to Line Group

Current Line Group Members
Reverse Order of Selected DN/Route Partitions
Selected DN/Route Partition

LineGroup-Infra

10

Longest Idle Time

Top Down

Circular

Longest Idle Time

Broadcast

Current Line Group Members

Reverse Order of Selected DN/Route Partitions

Selected DN/Route Partition

6001/UCCX Partition
6002/UCCX Partition
6003/UCCX Partition

Current Line Group Members

Reverse Order of Selected DN/Route Partitions

Selected DN/Route Partition

6001/UCCX Partition
6002/UCCX Partition
6003/UCCX Partition

Removed DN/Route Partition

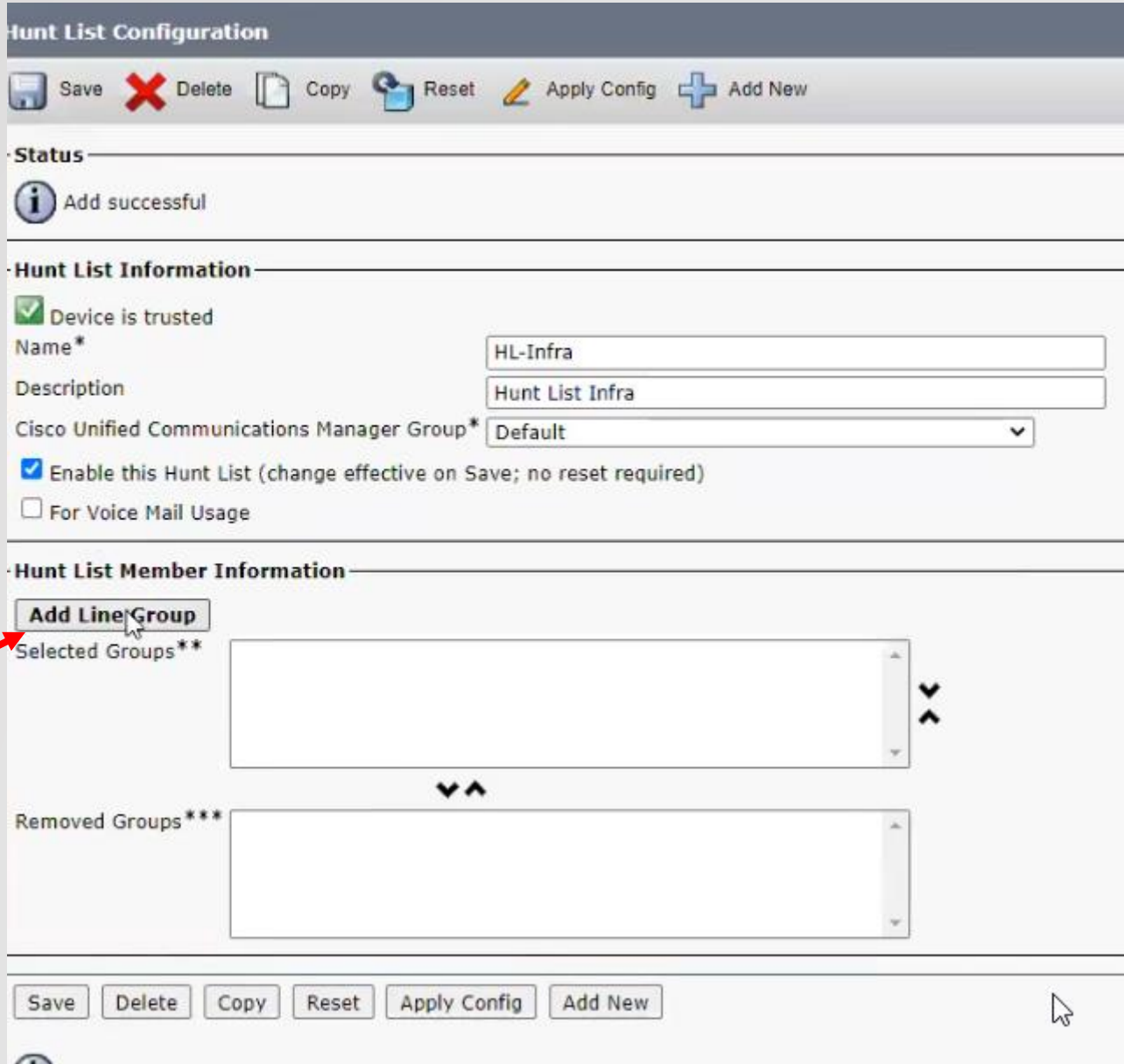
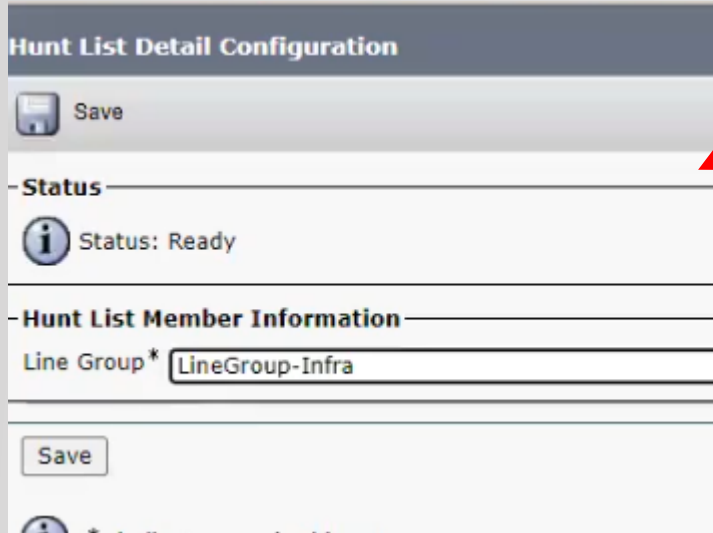
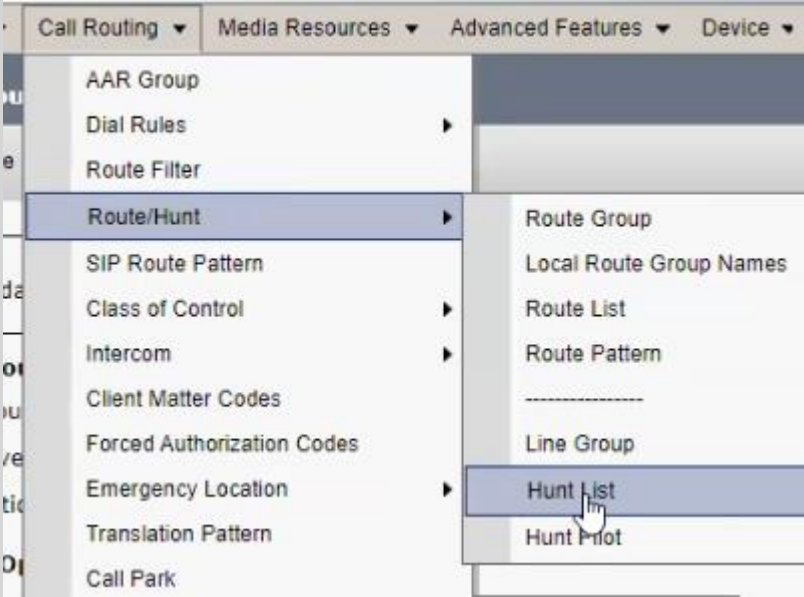
Directory Numbers

6001 in UCCX Partition

6002 in UCCX Partition


6003 in UCCX Partition


CUCM – Hunt List





CUCM – Hunt List


Hunt List Configuration


 Save

 Delete


 Copy

 Reset


 Apply Config

 Add New

Status

 Add successful

Hunt List Information

 Device is trusted

Name*

HL-Infra

Description

Hunt List Infra

Cisco Unified Communications Manager Group*

Default

☒ Enable this Hunt List (change effective on Save; no reset required)



☐ For Voice Mail Usage

Hunt List Member Information



Add Line Group

Selected Groups**


LineGroup-Infra



Removed Groups***



Hunt List Details

 [LineGroup-Infra](#)

Save

Delete

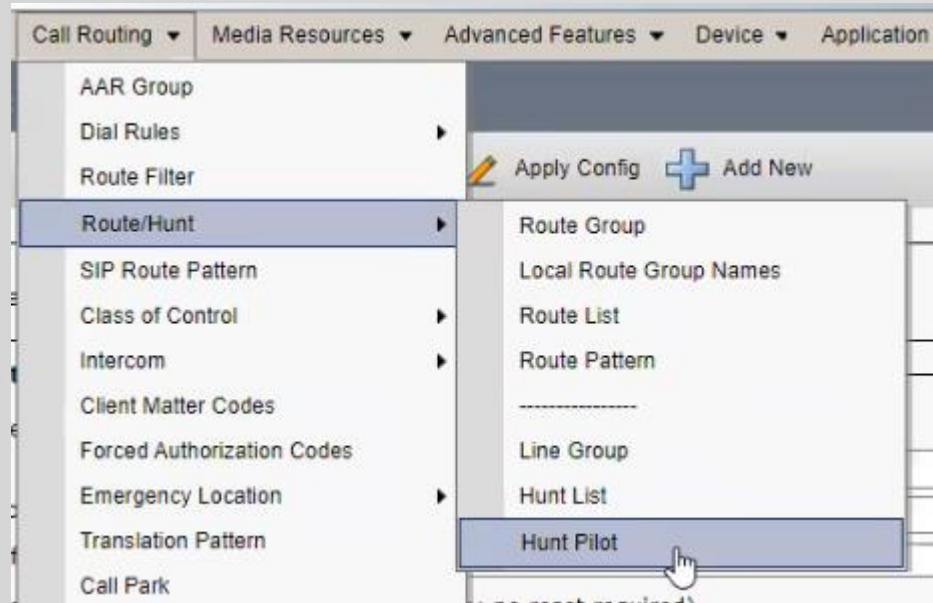
Copy

Reset

Apply Config

Add New

CUCM – Hunt Pilot



Hunt Pilot Configuration

Delete Copy Add New

Status

Add successful

Pattern Definition

Hunt Pilot*	<input type="text" value="7000"/>
Route Partition	<input type="text" value="PT-Internos"/>
Description	<input type="text" value="Hunt Pilot Agentes Infra"/>
Numbering Plan	<input type="text" value=" < None >"/>
Route Filter	<input type="text" value=" < None >"/>
MLPP Precedence*	<input type="text" value="Default"/>
Hunt List*	<input type="text" value="HL-Infra"/>
Call Pickup Group	<input type="text" value=" < None >"/>
Alerting Name	<input type="text" value="Hunt Pilot de Infra"/>
ASCII Alerting Name	<input type="text" value="Hunt Pilot de Infra"/>
Route Option	<input checked="" type="radio"/> Route this pattern <input type="radio"/> Block this pattern <input type="text" value="No Error"/>
<input checked="" type="checkbox"/> Provide Outside Dial Tone	
<input type="checkbox"/> Urgent Priority	

[\(Edit\)](#)

CUCM – Hunt Pilot

Hunt Call Treatment Settings

Forward Hunt/No Answer

☒ Do Not Forward Unanswered Calls

☐ Use Forward Settings of Device that Forwarded to Hunt Pilot

☐ Forward Unanswered Calls to

Destination

Calling Search Space

Maximum Hunt Timer

Forward Hunt Busy

☒ Do Not Forward Busy Calls

☐ Use Forward Settings of Device that Forwarded to Hunt Pilot

☐ Forward Busy Calls to

Destination

Calling Search Space

Queueing

☐ Queue Calls

Network Hold MOH Source & Announcements [View Details](#)

Maximum Number of Callers Allowed in Queue* (1-100)

When Queue is full:

☒ Disconnect the call

☐ Route the call to this destination

Full Queue Calling Search Space

Maximum Wait Time in Queue* (10 - 3600 seconds)

When maximum wait time is met:

☒ Disconnect the call

☐ Route the call to this destination

Cisco Unified Contact Center Express

Webex Contact Center



CLOUD

UCCX



PREMISE

Cisco Unified Contact Center Express

- Es una appliance basado en Linux
- Se hace un deploy junto al CUCM
- Provee múltiples funcionalidades de Contact Center e IVR
- Se encuentra disponible en tres formas
 - Standard
 - Enhanced
 - Premium

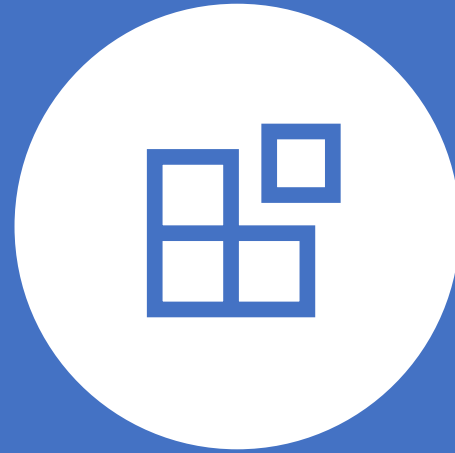


UCCX Features

- **Inbound Voice**
 - A las personas que llaman al Contact Center, se les provee diferentes funcionalidades
 - Reproducción de mensajes al usuario
 - Recolección de datos mediante keypad
 - Selección del Agente
 - Anuncio de tiempo de espera o posicionamiento en la cola
 - ASR (Agent skill and competency based routing)
 - TTS (Automated Speech Recognition – Text To Speech)
 - Agent and Supervisor Desktop
 - Real time and Historical Reporting
 - Deployed en un único Server o en una HA (High Availability)

UCCX Features

- **Outbound Voice**
 - Le permite al Agente Participar en “campañas” de llamadas salientes
 - Puede configurarse para que un agente que este libre de llamadas entrantes participe de llamadas salientes
 - 3 modos de llamadas salientes
 - **Preview Dialing**
 - Ve el contacto y puede tomar una decisión
 - **Predictive Dialing**
 - Debe si o si tomar la llamada
 - **Progressvie Dialing**
 - Se pone un limite a la cantidad de llamadas



UCCX Terminología

UCCX – Terminología

Unified CM Telephony Subsystem.

- Provee un mecanismo para que CCX pueda comunicarse con el CUCM
- Un “Application user” con permisos de CTI (Computer Telephony integration) se define en el CUCM.
- Unified CCX usa mensajes JTAPI (Java Telephony API)

UCCX – Terminología

CTI PORT

- Es un puerto virtual.
- Es análogo a una línea troncal en una configuración tradicional de PBX.
- Permite el acceso a las capacidades de ruteo de las llamadas luego del IVR

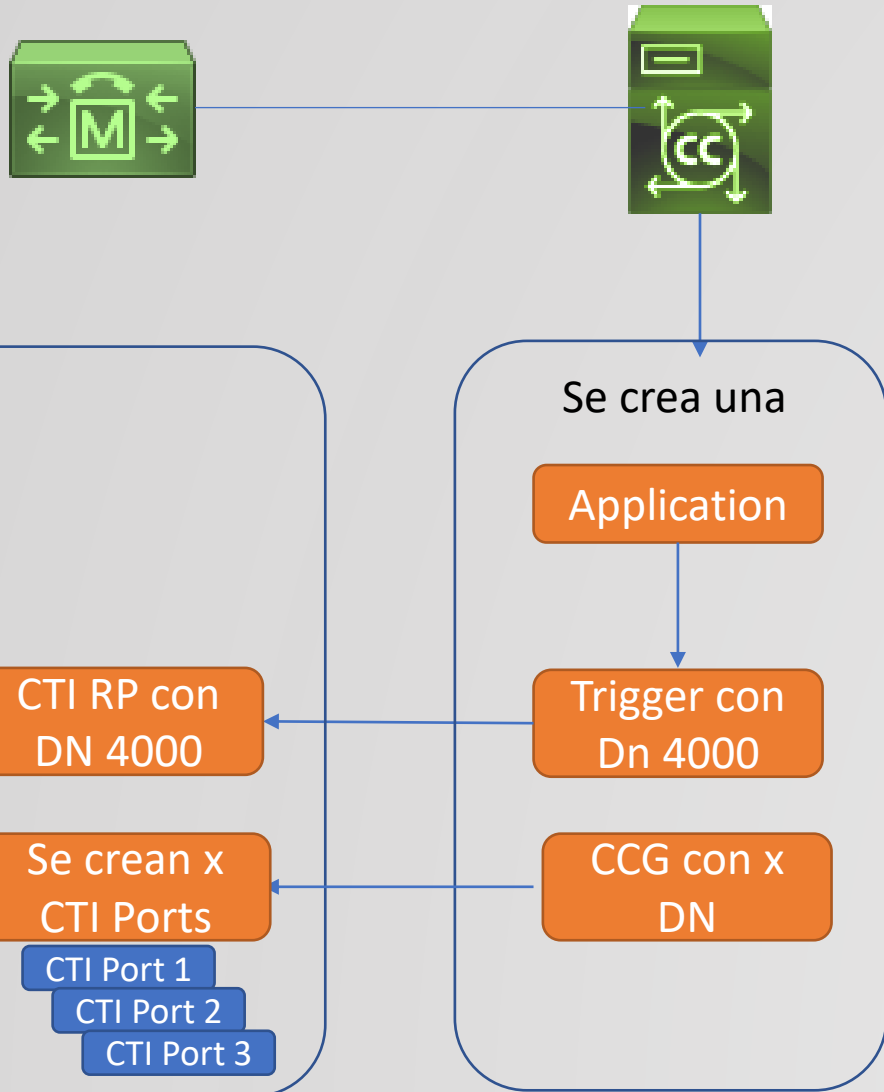
CTI ROUTE POINT

- Es un dispositivo virtual que puede recibir múltiples llamadas simultáneas con el propósito de lograr una redirección controlada para la aplicación
- Una vez que se ha creado, se pueden agregar y configurar líneas(DN).
- Las llamadas se dirigen a los CTI route point, que posteriormente rutean la llamada a un puerto CTI disponible
- Es el número que marca la persona que llama para acceder a la aplicación.
- Se debe configurar un para cada **aplicación**.

UCCX – Routing



UCCX – Flujo



¿Cómo ruteo la llamada?

El Call Control Group (CCG):

- es un grupo de puertos de IVR en UCCX
- un grupo de puertos CTI en el CUCM
- Establece cantidad máxima de puertos que puede usar la aplicación contra el CUCM

¿Que implica entonces tener un CCG con 10 DN?

UCCX – Terminologia

Unified Call Manager	Unified CCX
CTI Route Point	Trigger
CTI Port	Call Control Group

- Un sistema UCCX puede proveer hasta 400 IVR ports (también conocidos como CTI Ports)
 - Depende de su capacidad
- Cada CTI Port y CTI Route Point tiene asignados un numero DN único , como si fueran un teléfono.
- La creación de los puertos CTI y CTIRP en el CUCM se hace automáticamente al configurar la aplicación en el UCCX

UCCX – Terminologia


Resource Manager Subsystem

- Es responsable de monitorear el estado de los agentes y seleccionar agentes basados en los skills y el requerimiento del skill de la cola.
- Resource (Recurso)
 - Es lo que se conoce como **Agente**
- Resource Group (Grupo de Recursos)
 - Se usa para enviar una llamada a un grupo de Agentes
- Skill (Habilidad)
 - Nombre Descriptivo (Ventas , Socios , Información, Soporte)
 - Al recurso se le asocia un skill y un skill level
- Contact Service Queue (Cola)
 - Indica como rutear la llamada al Agente , si es basado en el Resource group o el resource skill.
 - Se puede enviar al agente que ha estado disponible mas tiempo , lineal , round robin , mas skill











UCCX – Terminologia

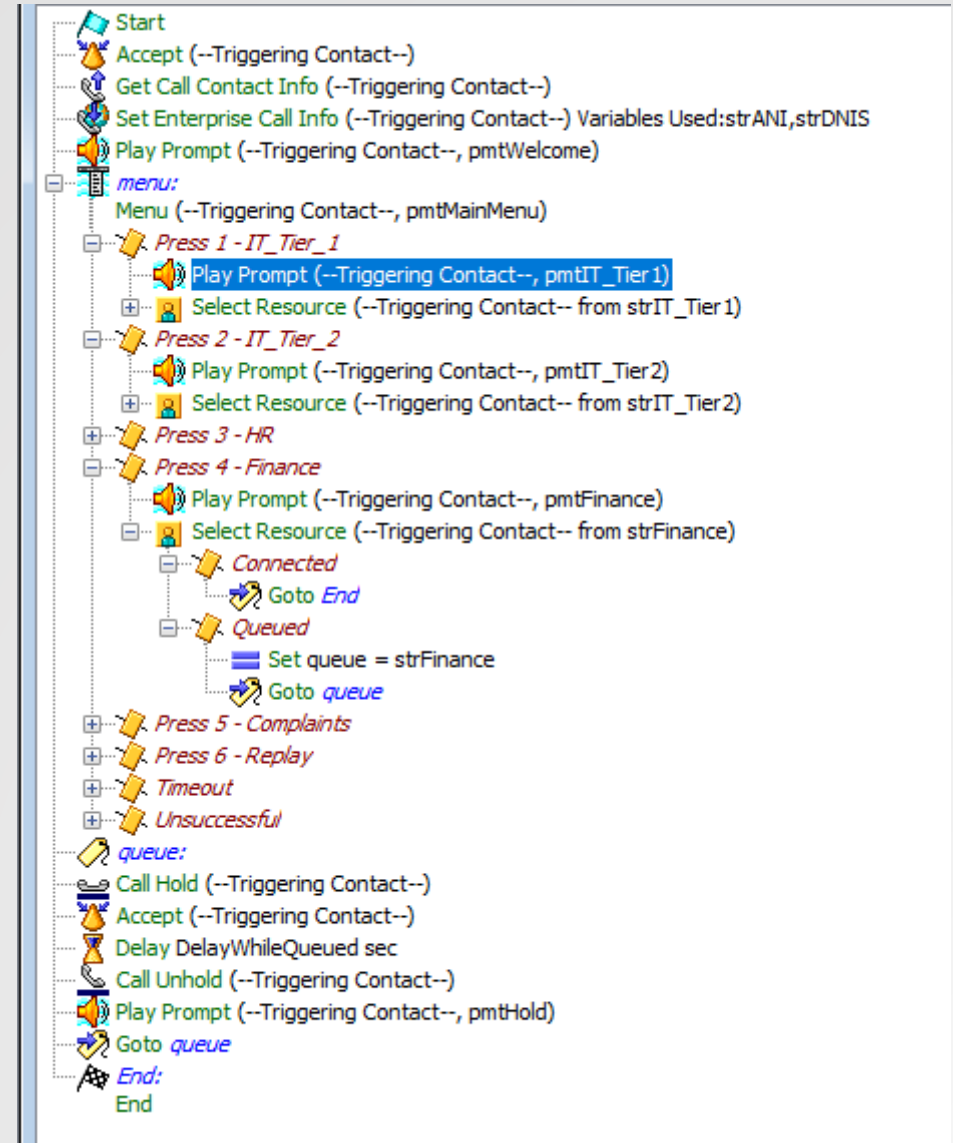
Una Application es una instancia de un Script

Status

 Status : Ready

[Unified CM Telephony](#)
[Trigger: 6000](#)
[Add new trigger](#)

Name	UCCX_Sandbox	
ID*	<input type="text" value="10"/>	
Maximum Number of Sessions*	<input type="text" value="10"/>	
Script*	SCRIPT[UCCX_Sandbox.aef] ▼	
<input checked="" type="checkbox"/> pmtWelcome	<input type="text" value="Welcome.wav"/>	<input type="button" value="Show Prompts"/> 
<input checked="" type="checkbox"/> pmtMainMenu	<input type="text" value="MainMenu.wav"/>	<input type="button" value="Show Prompts"/> 
<input checked="" type="checkbox"/> pmtTimeout	<input type="text" value="Timeout.wav"/>	<input type="button" value="Show Prompts"/> 
<input checked="" type="checkbox"/> pmtUnsucessful	<input type="text" value="Unsucessful.wav"/>	<input type="button" value="Show Prompts"/> 
<input checked="" type="checkbox"/> pmtHold	<input type="text" value="Hold.wav"/>	<input type="button" value="Show Prompts"/> 
<input checked="" type="checkbox"/> pmtIT_Tier1	<input type="text" value="IT_Tier1_Support.wav"/>	<input type="button" value="Show Prompts"/> 
<input checked="" type="checkbox"/> pmtIT_Tier2	<input type="text" value="IT_Tier2_Support.wav"/>	<input type="button" value="Show Prompts"/> 
<input checked="" type="checkbox"/> pmtHR	<input type="text" value="HR.wav"/>	<input type="button" value="Show Prompts"/> 
<input checked="" type="checkbox"/> pmtFinance	<input type="text" value="Finance.wav"/>	<input type="button" value="Show Prompts"/> 
<input checked="" type="checkbox"/> pmtComplaints	<input type="text" value="Complaints.wav"/>	<input type="button" value="Show Prompts"/> 
Description	<input type="text" value="UCCX_Sandbox"/>	
Enabled	<input checked="" type="radio"/> Yes <input type="radio"/> No	
Default Script	- System Default - ▼	



UCCX – Call Flow

