

ACD Hotdesking using the MiContact Center Softphone

PROBLEM

When configuring your MCD to use a Softphone Extension and a HotDesking ACD agent, you should only need to use one license on your MCD, by setting the Softphone extension to *IP Device Only*.

INSTRUCTIONS

1. On your 3300, create the softphone device with device type **5020 IP** and service level **IP Device Only**.

2. Open **YourSite Explorer** and perform a **Telephone System Synchronization**.

- Go to **Media Servers** on the left.
- Click the **Synchronization** tab at the top.
- Select **Telephone System**.
- Click the **Run** button.

3. In **YourSite Explorer**, assign that IP Device Only softphone to an employee who also has a HotDesking Agent ID associated.

NOTE: The following steps must be performed on a client PC (not on the MiCC server) with a working sound card.

4. Launch the **ContactCenterClient** and log in as that employee.

5. In the **Softphone Configuration** screen, select the IP Device Only extension.

NOTE: In some versions, the **PhoneSet Manager** screen will show the extension state as **LOCKED**. This is correct.

6. You can now log in the HotDesking Agent as normal, by going to the **Actions** menu.

NOTE: If the media server has a **Secure Recording Connector** configured in the **Call recording options** tab in **YourSite Explorer**, the softphone's MAC address must be enabled in the **Mitel Border Gateway**.

APPLIES TO

CCM, all versions.

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