

7.X - Agents or Extensions not accessible when using a Security Role with Device Lists

PROBLEM

A user with a Security Role that contains a Device List cannot see some devices in the Contact Center Client.

SYMPTOMS

The Security Role is configured to allow access only to certain devices. It contains both a list of allowed Agents or Extensions, and contains an allowed Employee Group.

CAUSE

Only devices covered by all lists in the Device List are permitted. Because Agents or Extensions can be associated to an Employee, this means that the Employee Group can block devices that exist in other lists.

For example:

For simplicity's sake in the example, agents and extensions are associated to the employee of the same number.

- If you have an Employee Group containing Employees 1, 2, and 3.
- You allow access to Agents 1, 2, and 3.
- You allow access to Extensions 1, 2, 3, and 4 (associated to Employee 4).

You will only be able to see Employees, Agents, and Extensions 1, 2, and 3. Extension 4 will be blocked, even though it exists in the Extension section, because the Employee List does not contain the Employee associated, and therefore actively blocks it.

RESOLUTION

If using Employee Groups in your Device List, ensure that all other Agents and Extensions are associated to employees contained in that group.

APPLIES TO

7.X and newer

Keywords: security role device list extension agent missing not available visible

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