Dynamic Changes to Agent Name or Skill Group Does Not Appear in the Titlebar of CTIOS Agent Desktop/IPCC Supervisor Desktop

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Introduction

This document describes one of the reasons why an agent name change and/or dynamic re−skilling of an agent does not automatically appear in the titlebar or CTIOS Status Screen of the Computer Telephony Integration (CTI) Object Server (OS) Agent Desktop/IP Contact Center (IPCC) Supervisor Desktop in a Cisco Intelligent Contact Management (ICM) Enterprise or Cisco Internet Protocol Contact Center (IPCC) Enterprise environment.

Prerequisites

Requirements

Readers of this document should be knowledgeable of:

- Cisco ICM
- Cisco CTIOS
- Cisco CTIOS Agent Desktop
- Cisco IPCC Supervisor Desktop

Components Used

The information in this document is based on the software and hardware versions:

- All Cisco ICM versions prior to 7.0
- All Cisco CTIOS versions prior to 7.0
- All Cisco CTIOS Agent Desktop versions prior to 7.0
- All Cisco IPCC Supervisor Desktop versions prior to 7.0

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to Cisco Technical Tips Conventions.

Background

CTIOS is primarily comprised of two components:

- CTIOS server node
- CTI driver

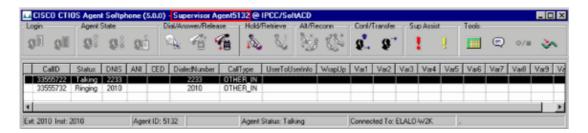CTIOS server connects to the clients and Cisco ICM using TCP connections.

CTIOS uses the same fault–tolerant principles as ICM. In a typical configuration there is a pair of CTIOS (Side A and B), each interfacing with the same pair of ICM and CTI servers. The difference is that both CTIOS are active and working all the time.

CTIOS clients are randomly distributed between the pair to load balance the work. In the event there is a CTIOS failure, the client switches automatically to the other side.

Agent configuration information such as the agent name is passed from a Logger to CTIOS server to CTIOS client.

Problem

Changing the name of an existing agent when you modify the name of an existing agent through ICM Configuration Manager while CTIOS is running, the new modified agent name does not appear in the titlebar of CTIOS Agent Desktop/IPCC Supervisor Desktop. The titlebar still displays the old agent name before the configuration change. The agent name in the titlebar should be appear like the red rectangle in the figure below.
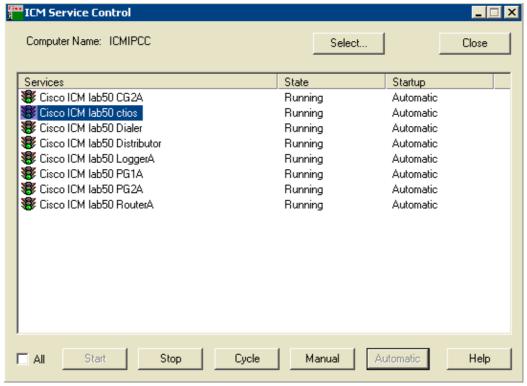

Re–skilling an agent when you dynamically re–skill an agent from one skillgroup to another on an Admin Workstation (AW) using Agent Explorer, while CTIOS is running, the old skillgroup is still displayed on the agents CTIOS display and on the CTIOS Agent Desktop/IPCC Supervisor Desktop.

Solution

When CTIOS starts, it reads all agent information from the ICM configuration database. New agent information, added while CTIOS is running, is transferred from the ICM server to the CTIOS in real time. Therefore, when the new added agent logs in, the correct agent name and skillgroup appears in the titlebar of CTIOS Agent Desktop/IPCC Supervisor Desktop. However, when modifying the name of an existing agent and or dynamically re–skilling the agent, the new name of the existing agent and/or skillgroup change is not transferred to CTIOS from the ICM server until CTIOS service is cycled.

To cycle the CTIOS service, follow the steps below:

    1. Double−click **ICM Service Control**.
    2. Select the **CTIOS service**, as shown here.

    3. Click the **Stop** button to stop CTIOS service.
    4. Click the **Start** button to start CTIOS service.

After stopping and starting CTIOS, the new name of the existing agent should appear in the titlebar of the CTIOS Agent Desktop.

Related Information

- **Release Notes for Cisco CTI OS Release 7.0(0)**
- **Technical Support − Cisco Systems**