

## Agents do not appear in the Resources area in the Cisco Unified CCX Configuration web page

<b>Problem Summary</b>	No agents appear in the Resources area in the Cisco Unified CCX Configuration web page.
<b>Error Message</b>	None.
<b>Possible Cause</b>	To appear as an agent in this area, a user must be configured as a Cisco Unified CCX agent in the Cisco Unified Communications Manager User Information web page.
<b>Recommended Action</b>	In Cisco Unified CM, verify configuration information in the User Information web pages. For each user, under Associated Devices, verify that a phone is associated, and verify that the Cisco Unified CCX extension radio button is selected.
<b>Release</b>	7.0(1), 8.0(1)
<b>Associated CDETS #</b>	None.