

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

Problem Summary	No agents appear in the Resources area in the Cisco Unified CCX Configuration web page.
Error Message	None.
Possible Cause	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.
Recommended Action	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.
Release	7.0(1), 8.0(1)
Associated CDETS #	None.