

Unified Expert Advisor Support of MOC on Mobile Phones.

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| Problem Summary | We need to deploy an Unified Expert Advisor solution where some of the clients will be running MOC on mobile phones. If the deployment is supported and if so will the Unified Expert Advisor reporting still work (i.e expert 's talk time). |
| Error Message | N/A |
| Possible Cause | N/A |
| Recommended Action | <p>MOC Mobile has been qualified with Unified Expert Advisor 7.6(1), but there is one caveat. Please see the 7.6(1) release notes here: http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/cisco_unified_expert_advisor_7.6.1_release_notes.html</p> <p>and look for CSCta13698 (MOC ?on-the-phone? presence state not handled).</p> <p>The workaround to resolve this issue is as follows... In Unified Expert Advisor OAMP > Daily Management > Client Presence State, create the following entry: IM Client Presence State: "on-the-phone" Unified Expert Advisor State: Inactive</p> |
| Release | Release 7.6(1) |
| Associated CDETS # | N/A |