

Unified Expert Advisor Support of MOC on Mobile Phones.

Problem Summary	We need to deploy an Unified Expert Advisor solution where some of the clients will be running MOC on deployment 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_ad 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 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