

UCx Agent Hotdesking

The UCx uses the Extension number assigned to a User for all reporting functions. This means that if Agents ever sit at different phones their extension must follow them from phone to phone for accurate reporting. Hotdesking is how Agents can Log into a phone that is configured for Hotdesking and be able to login and out of Call Queues. *Note: in this example 1234 was entered in Extension programming as the Hotdesking password.

The Hotdesking feature is only supported on Nortel IP and digital phones.

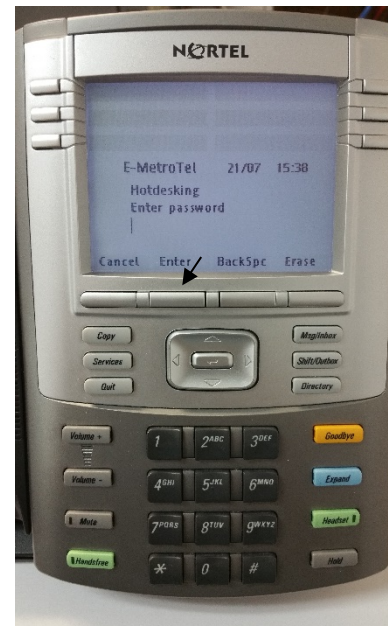
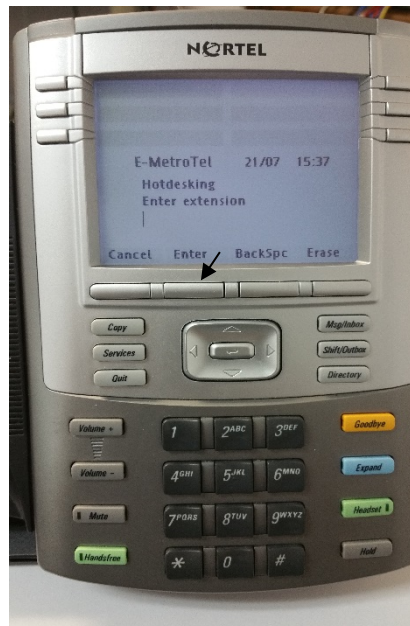
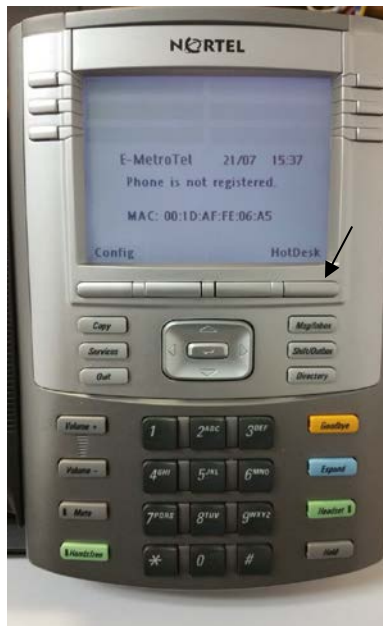
- When using Hotdesking with different types of phones, the capabilities are determined by the phone in use. For example, if a user normally has their extension number logged into a desk phone with 4 programmable buttons and then Hotdesks to a phone with only 2 available Programmable buttons, the user will only have 2 available Programmable buttons while Hotdesked to that phone.

Hot Desk from an unregistered phone

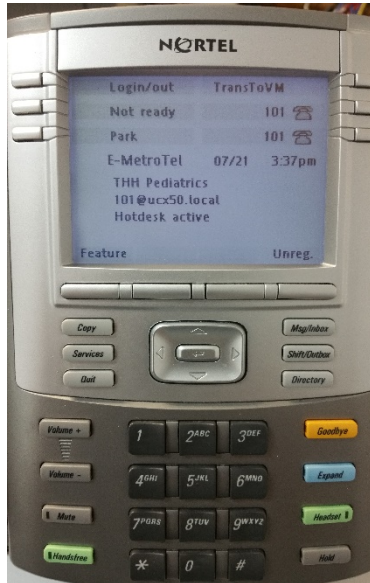
Press the HotDesk Softkey

Enter your Ext. #, then press Enter

Enter Your Password, 1234 and press Enter.



Hotdesk Completed.



If moving to another phone you can press the Unreg. (Unregister) button and then hotdesk at another unregistered phone or you can just move to another phone that is unregistered, complete the Hotdesking procedure and it will unregister your extension at the previous phone to assign it to the one you just Hotdesked.