



Section 4 - UCCX

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Task 4.2

- Ensure you are able to dial UCCX CTI Route point from HQ Phones and PSTN Line 1.
- Ensure the agent becomes ready for the next call immediately after the existing call is disconnected.
- Use the ICD script. Log in to finesse and verify you see the calls in queue.
- Use the following information:
 - CTI Route Point – 2300
 - CTI Ports – 2301 to 2303