System overview

For the system to function, CUCM needs to be set up and running. Terminals also need to be defined on the CUCM. Those terminals need to be assigned to a CUCM application user in order to be usable by Callisto.

End users can be defined on CUCM and imported to Callisto afterwards, or they can be defined on Callisto directly. After importing the phones from CUCM to Callisto, terminals can be assigned to users. At this point, users need to be imported into the COC system. This can be done either manually or automatically at a defined interval (see COC Configurator manual – Users).

Based on the imported users, clients need to be created for all the users that need to be able to controll the phones (i.e. agents). These clients are necessary for the operators to connect to COC. Client creation is described in the COC Configurator manual – Clients. Every client needs to be assigned to a user, otherwise no device (line) will be assigned to the client. Without a device (line), an operator will not be able to place or receive calls, and the COC Client cannot be used.