Clients

Click on the Clients button to list all the clients defined on the COC Proxy. The clients can be the owner of a group or assigned to a group. A client assigned to a group can see the all users in this group. If the client is set as owner of the group, he can additionally edit and remove this group as well as managing what users are assigned to it. On the COC Client, groups are represented as a pane containing the users assigned to this group (this pane view is the same for both group owners and group assignees).

For more details, see Assignments.

Authentication types

There are two ways to authenticate clients: Proxy and Callisto authentication. The authentication type can be set individually for each client, but every client can only have one type of authentication. You can choose a client's authentication type from the drop-down menu next to the Password field.

Proxy authentication

The Proxy authentication is the base authentication of a client on the COC Proxy. The authentication credentials are stored on the COC Proxy and a password must be provided for the respective client.

Callisto authentication

If the Callisto authentication is selected, the password field is disabled and will not be taken into account when the client is created. With this method, the client's user name and the password (entered when logging into COC) are used as credentials to authenticate through Callisto.

Add a single client

Add New Client icon

Click on the Clients button to open the pane where you can manage the credentials, role and permissions for each COC Client. Furthermore, you can change the password for the admin client here. Click on the *Add New Client* icon to add a new client. Enter the client's Username and Password in the respective fields.

To assign roles to the client, click on the corresponding checkboxes next in the Roles section.

Role	Description
Administrator	An administrator client can log into the COC Configurator and change settings.
User	A user client can only log into the COC Client.

To assign permissions to the client, click on the corresponding checkboxes next in the Permissions section.

Permission	Description
Permit forwarding of users	The client can forward the lines of any user.

Permission	Description
	Without this permission, the client can only forward the operator lines.
Permit status modification of users	The client can modify the presence status any user. Without this permission, the client can only change his own presence status.
Permit parking	The client can park calls and retrieve parked calls.
Show all busy queue calls	The client can see all busy queue calls which were initiated by other users in his Busy Queue pane. Without this permission, the client can only see the calls which were put on busy queue by himself.

Masked digits

This option determines how many tailing digits of the remote party's number will be obscured by replacing them with an "X" character on display. If you want to mask the whole number, select All.

If you enable this option, the operator can only see the masked numbers without name of the other agents who are on the call.

Fallback options

You can configure the behavior when a transferred call is not being answered.

Option	Description
No Fallback	If you transfer a call and the transferred call is not answered, then there will be no fallback.
On Initiator Number	The transferred call will be redirected to the initiator number after being unanswered for the specified timeout. The timeout value must be smaller than the call timeout on the call manager.
On Custom Number	The transferred call will be redirected to a custom number after being unanswered for the specified timeout. The timeout value must be smaller than the call timeout on the call manager.

Add multiple clients

Create Clients icon

To create multiple clients at once based on users imported from UCM or Callisto, first select one or multiple users in the Users section. These will be the base for the clients about to be created. With the users selected, click on the *Create Clients* icon. A dialog with the credentials and permissions for the clients will appear. The values set on this dialog will be the same for all clients, but can be changed individually by editing each respective client. If proxy authentication is selected as authentication type, the client is able to change his password in the COC Client. Only clinets of the role user can be created this way.

In the same dialog, it is also possible to assign clients to groups in bulk. To do so, select all the groups in the table next to Groups Assigned. The user names of the clients will be the same as the user IDs of the selected users.

Click Ok to start the creation of the clients. If a client with the same name already exist, a prompt will give

you the option to overwrite the existing clients with the selected properties.

If the properties and assigned groups are overwritten, only the password and permissions will be overwritten; the previously assigned groups will not be unassigned.