Assignments

On the bottom of each section, there is a pane labeled Assignments containing a tab for every available assignment. The following assignments exist:

Section	Assignment
Client	• Owned Groups: Groups owned by the selected client. • Assigned Groups: Groups assigned to the selected client. • Monitored Groups: Selected Client can monitor the users, which are part of these groups. • Assigned Event-Action: Event-Action mapping assigned to the selected client. • Assigned Client-HtmlPane: HtmlPane assigned to selected client.
Users	• Callisto Lines: Callisto lines assigned to the selected user. • Assigned Groups: Groups assigned to the selected user.
Groups	• Assigned Users: Users assigned to the selected group. • Assigned Clients: Clients assigned to the selected group.
Callisto lines	• Assigned Users: Users assigned to the selected Callisto line
Terminals	• Terminal Lines: Lines associated with the selected terminal

Assign icon

Unassign icon

To assign entities to each other, click on the *assign* icon of the respective tab. A dialog with a table listing all the assignable entities will appear. Select one or more entities and click Ok to assign these entities.

To unassign entities from each other, select the entities in the respective tab and click on the *unassign* icon. A confirmation message is shown before performing the unassignment.

Both assignments and unassignments are performed as background task with the progress of this task visible in the bottom-right corner of the COC Configurator. You can continue to use the COC Configurator while those tasks are being performed.

Terminal–user association

This section explains which terminal will be assigned to a user.

A device assigned to a user in Callisto will be assigned as a user's terminal in COC if it is "available", in the sense of the device being up and running. If there is no device assigned to the user in Callisto, or if the assigned device is not available, then COC will look for a device that matches one of the two following criteria:

- The device is defined in CUCM as being owned by the user.
- The user has logged into the device with extension mobility.

Additionally, the following criteria must be met:

- The device is not occupied by another user to whom it is assigned in Callisto.

The first found device that matches those criteria will be assigned as the user's terminal.

If no device meeting those criteria is found, the user's COC won't show any device available to control.