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UC Connector Deployment Guide

Configuring the Knowledge Worker

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Configuring the Knowledge Worker

The Knowledge Worker must be configured on both the Genesys side and on the Microsoft side, if integrating with Lync / Skype for Business.

On the Genesys side, you configure a Person object for each Knowledge Worker, so that the Knowledge Worker is treated by the contact center as an agent, with access to all business rules, routing, and reporting available to a regular agent. You must also create an Extension DN object for each Knowledge Worker who is to be integrated into the contact center.

About Emulated Agent Functionality

For integrations with T-Server, you must configure the Knowledge Workers as "emulated" agents. Consult the Deployment Guide for your respective T-Server for more information about configuring emulated agents.

Configuring Do Not Disturb Status at Login

UC Connector relies on T-Server/SIP Server to determine the Do Not Disturb status of the Knowledge Worker when they log in. You can define this status by setting the relevant T-Server/SIP Server options that are used to control whether emulated agents are logged in to the Ready or NotReady state.

Some T-Servers might not support defining this behavior using configuration options. In this case, the Do Not Disturb status of the Knowledge Worker at login cannot be defined. Consult the Deployment Guide for your T-Server for information about how to configure this feature.


After Call Work is Not Supported

UC Connector does not support After Call Work (ACW) time for Knowledge Workers. Ensure that **ACW** in the Agent Login for the Knowledge Worker is disabled (set **wrap-up-time** to 0).

Configuring the Knowledge Worker

The following table describes the basic steps required to configure the Knowledge Worker on the Genesys side.

Objective	Actions
1. Create KW DNs.	Create an Extension DN for each Knowledge Worker you want to integrate into the contact center. For information about configuring Extensions, consult the respective Deployment Guide for your T-Server.

2. Create Agent Logins.	<ol style="list-style-type: none"> 1. In the Agent Login folder under the Switch, create an Agent Login object for each Knowledge Worker. 2. On the General tab, enter an agent login ID in the Code field. You will link to this agent login when you create the Person object for the Knowledge Worker.
3. Configure Places.	<ol style="list-style-type: none"> 1. Create a Place object for each Knowledge Worker. 2. Add a shortcut to the DN you created in Step 1. For a detailed procedure, see the Creating the Knowledge Worker Place in Genesys Administrator in : <ul style="list-style-type: none"> • Configuration Database Procedures.
4. Create Knowledge Worker Persons.	<p>Each Knowledge Worker requires a Person to be created in the contact center.</p> <ol style="list-style-type: none"> 1. For each KW, create a Person object. 2. On the General tab, define a user name and password (which you will use later to log into the UC Connector interface in the client). <p> Format depends on how <userid> is configured in the custom tab .xml file. See Modifying the Custom Tab File in Configuration Database Procedures.</p> <ol style="list-style-type: none"> 3. In the Annex tab, UC-Connector section, configure the following option:enabled. 4. In the Microsoft-OCS section, configure the following options: <ul style="list-style-type: none"> • agent-status-ready (optional) • agent-status-notready (optional) • agent-status-logout (optional) • contact 5. For each Person, on the Agent Info tab: <ul style="list-style-type: none"> • Configure a default Place. • Assign the Login ID that you created in Step 2. <p>For details, see Creating the Knowledge Worker Person in Genesys Administrator in</p> <ul style="list-style-type: none"> • Deployment Procedures.