

External SIP Phones

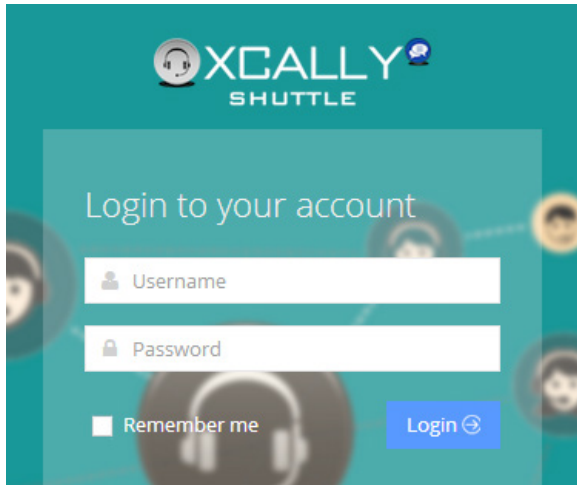
Agents can also use external IP phones. It's possible to configure this mode through the following steps:

1. The supervisor has to **associate the Agent to the proper SIP username** related to the external SIP phone.

Example: the supervisor has created the agent nick.brown associated to the external SIP phone corresponding to the username digium301.

2. The Agent has to login using the **Shuttle web interface**. For example, if your xCALLY Shuttle server has been installed on 192.168.1.10, the agent nick.brown will need to browse and login here:

<https://192.168.1.10>
login: nick.brown
pwd: his password



After the login, the agent will get the powerful Shuttle web console.

Reference *	<input type="text" value="1"/>
Name *	<input type="text" value="Nick Brown"/> <small>Username nick.brown is available. You can just pick it up!</small>
Email *	<input type="text" value="nick@xcally.com"/>
Username *	<input type="text" value="nick.brown"/> ✓ <small>Type a username (E.g: john.doe, jane.smith) and check its availability.</small>
Password *	<input type="password" value="....."/>
Confirm Password *	<input type="password" value="....."/>
SIP Username *	<input type="text" value="digium301"/>
Type *	<input checked="" type="radio"/> SIP <input type="radio"/> WEBRTC



The agent MUST keep logged on to the browser until he/she wants to be able to use the external phone to manage the customer care calls.