2   A customer call arrives at the Unified CC.

3   The JTAPI Gateway creates a Mobile Agent class to manage local and network CTI ports for a Mobile
    Agent.

4   The Router passes the call to the *local* CTI Port of a Mobile Agent.

5   Unified CM redirects the media stream 1 from inbound gateway on the Caller Gateway to the conference
    bridge during call merging process.

6   The JTAPI Gateway uses local and network CTI ports of Mobile Agent 1 to loop the Media Stream 2 for
    the call from the outbound gateway port on the Agent Gateway 1 to the conference bridge.

7   The JTAPI Gateway uses local and network CTI ports of Mobile Agent 2 to loop the Media Stream 3 for
    the call from the outbound gateway port on the Agent Gateway 2 to the conference bridge.
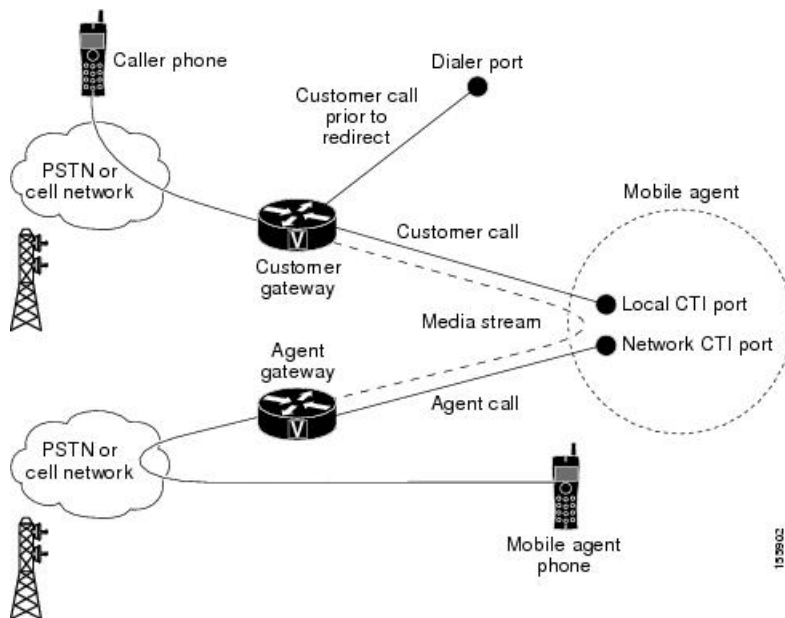
Outbound Option Call Flow

The following figure shows a Outbound Option call flow between a customer and a Mobile Agent.

Note   Unified Mobile Agent supports Outbound Option calls in nailed connection delivery mode *only*.

Figure 7: Mobile Agent Outbound Call Flow

Note   Caller and Agent voice gateways can coreside on one device, except in deployments where Silent Monitoring
is required.

The following describes an Outbound Option call flow: