

Cisco ICM CallRouter Processes

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Introduction

This document discusses the Cisco Intelligent Contact Management (ICM) CallRouter and how it receives and responds to routing requests from the routing clients, the Network Interface Controllers (NICs), and Peripheral Gateways (PGs).

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

There are no specific prerequisites for this document.

Components Used

This document is not restricted to specific software and hardware versions.

Overview

The ICM CallRouter provides the central area for call routing. This is how business goals are translated into call routing decisions. The CallRouter receives and responds to routing requests from the routing clients, the NICs and PGs. It then collects contact center event activity from the PG, and communicates with the Admin Workstations (AW).

The following is a breakdown of the key processes on the CallRouter:

Prefix	Process Name	Description
Ccag	CCAGENT	Central Controller Device Management Process (DMP) Agent — Device Management Protocol Agent that manages session layer communications with Cisco ICM nodes.

Dbag	DBAGENT	Central Controller Database Agent --- Communications process that validates access to the central database.
Dbw	DBWORKER	Host Database Lookup --- Process that queries external databases and uses resulting data in call routing.
Mds	MDSPROC	Message Delivery Service --- Process that provides reliable message delivery between ICM processes.
Nm	NODEMAN	Node Manager --- Process that manages, restarts, and initializes processes on each ICM node.
Nmm	NMM	Node Manager Manager --- Process that manages, restarts, and initializes the Node Manager process on each ICM node.
Rtr	ROUTER	CallRouter --- Process receives call routing requests, determines call destinations, and collects information about the entire system.
Mcia, Mcib	MCINIC	MCI Network Interface Controller --- Interface between the CallRouter and the MCI signaling network.
Spra, Sprb	SPRNIC	Sprint Network Interface Controller --- Interface between the CallRouter and the Sprint signaling network.
CIC	Netwrkcic	Network ICM --- Process that connects to customer ICM Protocol Network Interface Controller (ICMPNIC) process. Passes the route request to another ICM system.
AGI	Appgw	Application Gateway --- Allows a routing script to pass data to an external application and receive data in return which can be used in routing decisions.
Icmpa, Icmpb	ICMPNIC	Intelligent CallRouter Network Interface Controller --- Process runs on a customer ICM CallRouter. Receives route request from Network ICM (NICM) CallRouter.
Rts	RTSERVER	Real Time Server --- Process that takes real-time data retrieved from PG's and forwards it to the AW.
Tsyr	TESTSYNC	Diagnostic Tool

Related Information

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