

Recommended ICM Configuration Order

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Introduction

This document recommends the configuration sequence to perform a Cisco Intelligent Contact Management (ICM) software installation.

Prerequisites

Requirements

Readers of this document should have knowledge of this topic:

- Configuration of initial cell rate (ICR) from the Admin Workstation (AW)

Components Used

The information in this document is based on ICM version 4.6.2 and earlier.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Configuration Order

Complete these tasks in this order:

1. Configure Network Interface Controllers (NICs) Requesters Configure NIC.
2. Configure Peripheral Gateways (PGs) Requesters Configure PG.
3. Define Peripherals such as the Automatic Call Distributors (ACDs) Peripheral.
4. Define Network Trunk Groups Targets Network Trunk Group.
5. Configure Trunk Groups Peripherals Trunk Group.
6. Configure Trunks Peripherals Trunk.
7. Configure Services Peripherals Service.
8. Configure Skill Groups Peripherals Skill Group.

9. Map Skill Groups to Services Peripherals Service Member.
10. Configure Routes Targets Route.
11. Configure Peripheral Targets Peripheral Target.
12. Configure Labels Targets Label.
13. Configure Dialed Numbers (DNs) Calls Dialed Number.
14. Map Labels to Dialed Numbers Targets Dialed Number Label.
15. Define Call Types Calls Call Type.
16. Configure Enterprise Groups Enterprise Enterprise Service/Enterprise Skill Group.
17. Map Skill Groups to Enterprise Groups Enterprise Enterprise Service/Enterprise Skill Group.

Translation Route Requirements

For the translation route, use the Translation Route Wizard from the AW program group.

Complete these steps in order to schedule a script:

1. Build the script.
2. Make it active.
3. Choose **Script > Call Type Manager**.
4. Click **Dialed Number Directory**.
5. Select your DN.
6. Click **Add**.
7. Associate the DN with a call type and, optionally, a calling line ID (CLID) and/or caller-entered digits (CED).
8. Click **Schedules**.
9. Select your call type.
10. Click **Add**.
11. Select your script.

Optionally, click the **Period** tab and set the time and date options.

12. Return to the Dialed Number Directory tab, and verify that your DN has the proper call type, which runs the proper script.

Related Information

- **Technical Support & Documentation – Cisco Systems**

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