

# Use Device Target, Not Peripheral Target, in IPCC

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## **Introduction**

This document describes the use of Device Target for agent position configuration in Cisco IP Contact Center (IPCC), instead of the previously used Peripheral Target configuration.

## **Prerequisites**

### **Requirements**

Readers of this document should have knowledge of these topics:

- How to troubleshoot and support Cisco Intelligent Contact Management (ICM) Peripheral Gateway (PG)

### **Components Used**

The information in this document is based on these software and hardware versions:

- Cisco ICM version 4.6.2 and later

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**

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

## **Device Target**

Use "Device Target," rather than "Peripheral Target," in the IPCC. The concept of Peripheral Targets is not relevant to the IPCC suite.

In traditional Legacy-ACD-based Cisco ICM deployments, Peripheral Targets are used to tie agents to extensions. In IPCC however, a parameter called Device Target is used. This is because the ICM serves as the

Automatic Call Distributor (ACD) in an IPCC configuration, so you actually configure the phones (devices) with which the agents are associated.

IPCC systems do not deliver calls to a peripheral target. Instead, you must define a device target for an agent. In order for ICM software to deliver calls to an IPCC telephony device, ICM software requires that the device be configured as a Device Target in the ICM database. ICM software uses the device target to locate the label that routes a call to an IPCC agent.

An agent is dynamically associated to a device target at the time the agent logs into a peripheral. The agent log-in request specifies the device target, or targets, to be associated with the agent.

In the ICM framework, device targets are not directly associated with a particular peripheral. This differs from the traditional ACD configuration, where devices typically are associated with a specific peripheral. Instead, device targets are dynamically associated with peripherals during the agent log-in process. The association between the agent and the device target lasts until the agent logs out of the peripheral.

**Note:** No association is made between an agent and a phone until the agent logs in, at which point the agent and the phone (device target) are tied together.

## Configure a Device Target

A device target must be configured for each independently addressable telephony device. Use the Device Target Explorer in the ICM Configuration Manager to configure the device target.

Complete these steps:

1. Select **Tools > Explorer Tools > Device Target Explorer**. The Device Target Explorer window is displayed.
2. Click **Retrieve**.
3. Click **Add Device Target**. The Device Target tab is displayed.
4. Type the relevant values for these fields:
  - ◆ **Name** Type an enterprise name for the target. This name must be unique among all device targets in the enterprise.
  - ◆ **Global Address** Type the global address for the device. This must be set to a value that is unique from all other device targets in the enterprise. Cisco recommends you to use the same value entered in the Enterprise Name field.
  - ◆ **Config Parameters** Use this field to enter any specific configuration, such as:
    - ◇ **/devtype** CiscoPhone
    - ◇ **/dn** (full phonenumber)/ext (extension)
  - ◆ **Description** Type a description of the device. This is an optional field used to provide additional information about the device.
5. After you enter the required Device Target information, click **Apply**.

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## Related Information

- [Cisco ICM Software IPCC Administrator Guide](#)
  - [Technical Support – Cisco Systems](#)
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