

What is a Real Time Distributor?

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Real Time Distributor

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Introduction

This document explains the purpose and functionality of a Real Time Distributor (RTD).

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

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

Conventions

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

Real Time Distributor

An RTD is a Cisco Intelligent Contact Management (ICM) Admin Workstation (AW) that is configured to establish and maintain a connection to the ICM Central Controller. Each administrative site has one or more AWs that are configured as RTDs.

The ICM Central Controller contains the ICM call routing logic and configuration for the entire system. The Central Controller also stores and provides historical and real-time statistical data for report purposes.

Real-time feed is the connection between the ICM Central Controller and a Distributor AW. The process `rtdist.exe` is an RTD process on the Distributor AW that maintains the real-time feed to `rtsrvr.exe`. The process `rtsrvr.exe` is a Real-Time Server (RTS) process that runs on the ICM CallRouter.

Client AWs do not serve as data distributors. The RTD AW receives the real-time data and acts as a data distributor to Client AWs at the site. The process `rtclient.exe` is a background Real Time Client (RTC) process that runs on Distributor AWs to supply real-time data to Client AWs.

In ICM version 2.5 and earlier, both Distributor and Client AWs contain a local ICM database. In ICM version 4.0 and later, only Distributor AWs contain a local ICM database.

The AW local database contains a copy of the ICM script and configuration data from the central database. Each local AW database also stores real-time data.

The process updateaw.exe is a background Update AW process on Distributor AWs. This process automatically keeps the local AW database synchronized with the central database.

Related Information

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