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CallManager Configuration Requirements for IPCC

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Introduction

This document describes some of the requirements and guidelines to configure Cisco CallManager in a Cisco IP Contact Center (IPCC) environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager Administration

Components Used

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

- Cisco IPCC
- Cisco CallManager versions 3.0 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

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

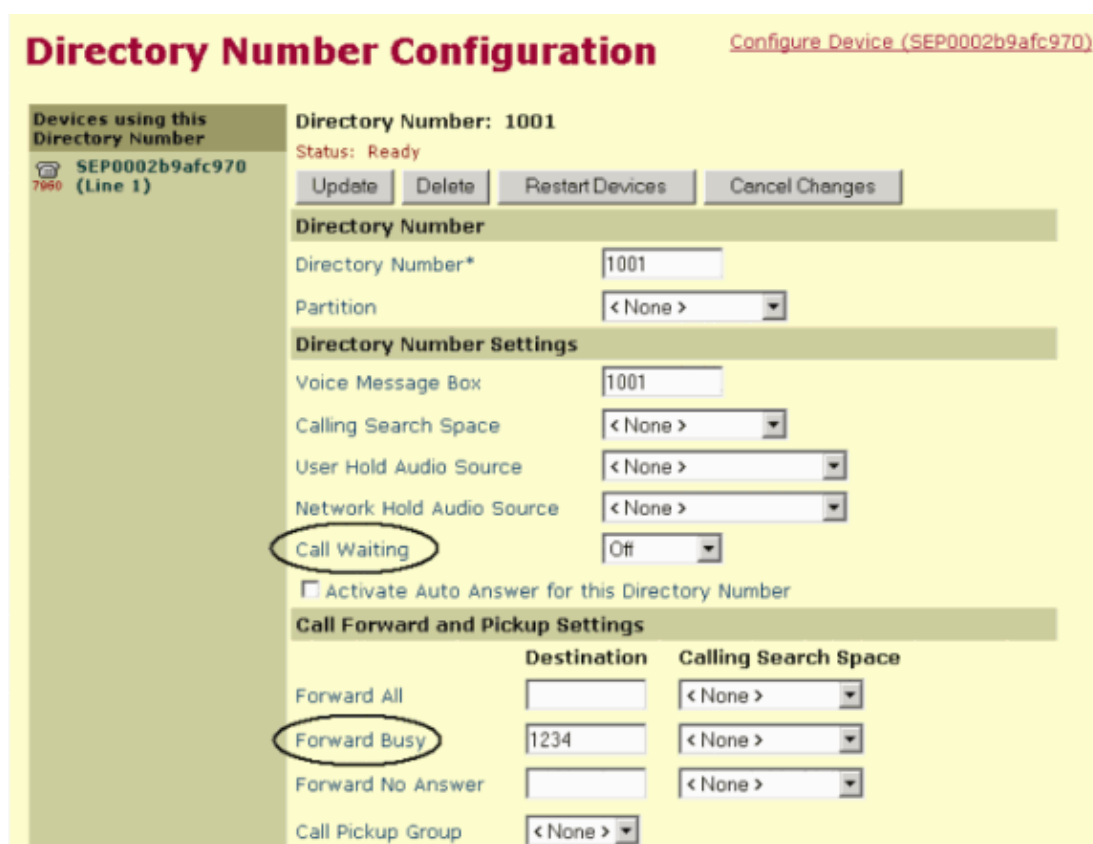
ACD Lines

An Automated Call Distribution (ACD) line is an extension (directory number) that is under the control of Cisco CallManager, which automatically distributes calls based on a predefined set of rules. An ACD line is used for business purposes.

The Call Waiting parameter under the **Directory Number Settings** section in the Directory Number Configuration screen can be set to Off, On, or Default. When you configure an ACD line, you must set the value to **Off** (see Figure 1).

You must point the Forward Busy parameter under the **Call Forward and Pickup Settings** section in the Directory Number Configuration screen to an alternative directory number in case the ACD line is busy (see Figure 1).

Figure 1 Set the Call Waiting and Forward Busy Parameters



CTI Route Point

A computer telephony integration (CTI) route point designates a virtual device that can receive multiple, simultaneous calls for application-controlled redirection. When you configure a CTI route point, Cisco recommends that you redirect Forward Busy, Forward No Answer, and Forward On Failure in the **Call Forward and Pickup Settings** section on the Directory Number Configuration screen (see Figure 2).

Figure 2 Redirect Forward Busy, Forward No Answer, and Forward On Failure

Directory Number Configuration

[Configure Device \(CtiRtPt2000\)](#)

Devices using this Directory Number

CtiRtPt2000 (Line 1)

Directory Number: 2000
Status: Ready

Directory Number

Directory Number*
Partition

Directory Number Settings

Voice Message Box
Calling Search Space
User Hold Audio Source
Network Hold Audio Source
Call Waiting
Activate Auto Answer Not available on this device.

Call Forward and Pickup Settings

	Destination	Calling Search Space
Forward All	<input type="text"/>	<input type="text" value=" < None >"/>
Forward Busy	<input type="text" value=" 1234"/>	<input type="text" value=" < None >"/>
Forward No Answer	<input type="text" value=" 1234"/>	<input type="text" value=" < None >"/>
Forward On Failure	<input type="text" value=" 1234"/>	<input type="text" value=" < None >"/>
Call Pickup Group	<input type="text" value=" < None >"/>	

Private Lines

When you configure a private line (directory number), you must set the Call Waiting parameter under the **Directory Number Settings** section in the Directory Number Configuration screen to **On** (see Figure 3).

Figure 3 Turn On the Call Waiting Parameter

Directory Number Configuration [Configure Device \(SEP0002b9afc970\)](#)

Devices using this Directory Number

SEP0002b9afc970 (Line 1)
7960

Directory Number: 1001
Status: Ready

Directory Number

Directory Number*
Partition

Directory Number Settings

Voice Message Box
Calling Search Space
User Hold Audio Source
Network Hold Audio Source
Call Waiting
 Activate Auto Answer for this Directory Number

Recovery Method on CTI Manager Service

Cisco recommends that you set the recovery method of the Cisco Message Interface task to **Restart the Service** for First failure, Second failure, and Subsequent failures. In order to do so, complete these steps:

1. Start Microsoft Windows 2000 Services Manager.

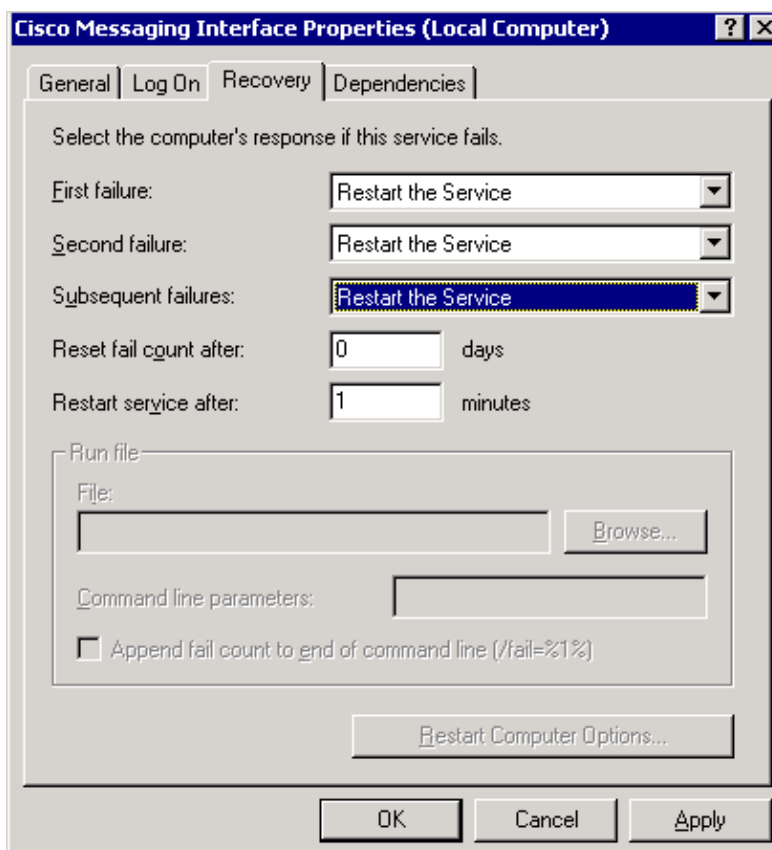
In order to open Services, click **Start > Programs > Administrative Tools > Services**.

2. Right-click **Cisco Message Interface**, and select **Properties** from the shortcut menu.

The Cisco Message Interface Properties screen appears.

3. Select the **Recovery** tab.
4. Select **Restart the Service** from the First Failure, Second Failure, and Subsequent Failures lists (see Figure 4).

Figure 4 Set the 'Restart the Service' Option for All Failures



5. Click **Apply**.

6. Click **OK**.

Phone Registration

All phones have to register with CallManager. A phone can be registered through automatic registration, manual configuration, or the Bulk Administration Tool (BAT).

Note: For security reasons, automatic registration is turned off by default.

Device Limitation on the CallManager

The capabilities of the Cisco CallManager are based on the available CPU and memory resources. Each configured device has a "weight", which consumes a set amount of these resources. Devices such as gateways, conference resources, voice mail, and other applications consume device units based on their relative device weights. This table lists the weights for various devices:

Device	Weight
IP phone	1
DS0 port	3
Transcoding resource	3
Conference resource	3
TAPE	20
JTAPI	20

The total device units of all devices configured cannot exceed the maximum device units that the Cisco Media Convergence Server (MCS) can support. The maximum device units that the MCS can support depends on the server model. The Cisco MCS 7835–1000 supports up to 5000 device units.

World Wide Web Publishing Service

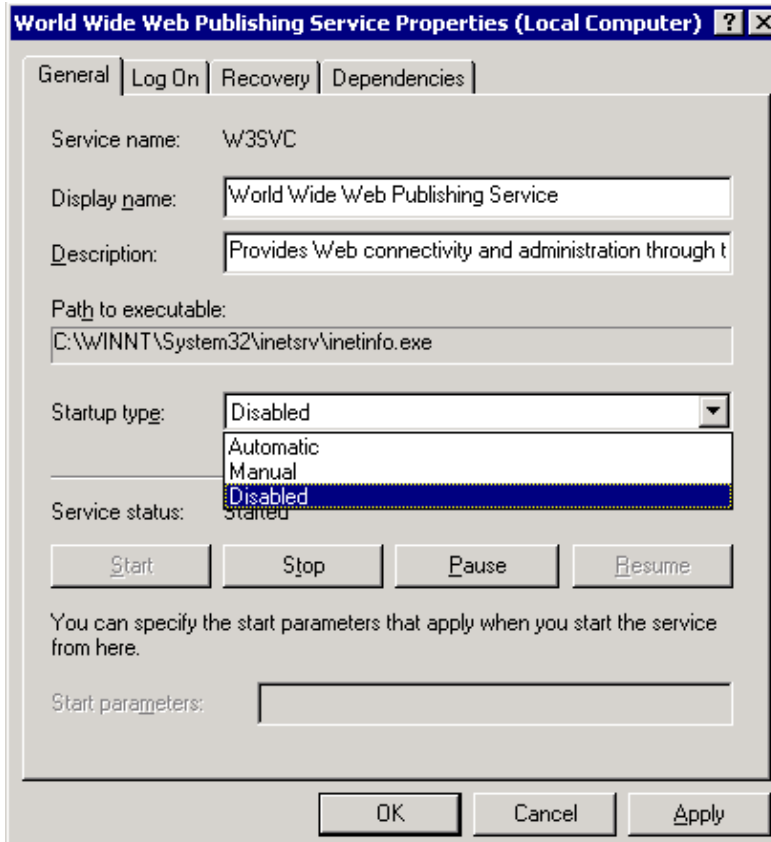
Cisco does not recommend that you run Web Publishing on CallManager. In order to disable Web Publishing, complete these steps:

1. Start the Microsoft Windows 2000 Services Manager.

In order to open Services, click **Start > Programs > Administrative Tools > Services**.

2. Right-click **World Wide Web Publishing Service**, and select **Properties**.
3. In the **General** tab, select **Disabled** in the **Startup type** field (see Figure 5).

Figure 5 Disable Web Publishing



4. Click **Apply**.
5. Click **OK**.

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Customer Contact Software

IP Communications and Video: Contact Center

Related Information

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

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