

Using the AgentCfg Command Line Utility

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Introduction

The **AgentCfg** command line utility imports agent configuration data from a peripheral into the Cisco Intelligent Contact Management (ICM) database. The agent configuration process is required to run for each peripheral. The **AgentCfg** command also supports the configuration of the **Skill_Group_Member** table, to map agents to Skill Groups.

The peripheral requires all the available agents to be configured to allow the agents to login to the call handling devices with the peripheral number or name. These agents are configured to handle a specific category of calls based on Skill Group. There are some other data elements configured on the peripheral such as last name, first name, and other classes of services.

The agent configuration process also generates an output log file, **AgentCfg.log**. It reports the detail of the configuration change. To generate this file, set this registry key value to "Yes":

For versions prior to 5.0:

```
HKEY_LOCAL_MACHINE\Software\GeoTel\ICR\<cust_inst>\AW\ICR Configure\  
Debug\ShowDebug
```

For versions 5.x and later:

```
HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.\ICM\<cust_inst>\AW\  
ICM Configure\Debug\ShowDebug
```

Note: The above registry keys are displayed over two lines due to space limitations.

Prerequisites

Requirements

Readers of this document should be knowledgeable of:

- Cisco ICM
- Microsoft SQL Server

Components Used

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

- Cisco ICM 4.5.1 and later

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Conventions

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

Tables

The **AgentCfg** command affects two tables, the Agent and Skill_Group_Member Table.

Agent Table

The Agent table consists of all the agent configuration data elements that are required for a peripheral. It contains one record for each agent. Each agent is associated with a specific peripheral and can be a member of one or more skill groups.

Skill_Group_Member Table

The Skill_Group_Member Table maps agents to skill groups. Single agents can belong to multiple Skill Groups and single Skill Group can contain multiple Agents.

Command Line Arguments

The command line arguments required by the **AgentCfg** command are:

```
AgentCfg <Peripheral> <filename1> [<filename2>][<Option>]
```

Where:

- Peripheral is the PeripheralID value of the peripheral as defined in the ICM database or the **PeripheralName** value which is the Enterprise Name of the peripheral as defined in the ICM database.
- Filename1 is the full path name of the tab-delimited file that contains either agent or skill group member configuration data.
- Filename2 is the full path name of the tab-delimited file that contains the skill group member configuration data when the configured agent and skill group member are together.
- Option contains the following:

- ◆ **/show** – shows configuration changes without commitment to the database.
- ◆ **/nodelete** – no deletes, only inserts and updates to the database.

Agent Configuration Data File

The agent configuration data file should contain the list of all the agents configured on the peripheral. The first four control records are as follows:

```

__TABLE

Agent

__ COLUMNS

PeripheralNumber<tab>FirstName<tab>LastName<tab>Description<tab>PeripheralName

```

Where:

```

__TABLE

Agent

```

Indicate the name of the table to be configured. The table name is always Agent and this line should not be changed.

```

__COLUMNS

PeripheralNumber<tab>FirstName<tab>LastName<tab>Description<tab>PeripheralName

```

Indicate the tab-delimited column names correspond to the data values. This line also should not be changed.

Agent configuration data begins with the fifth record. Format the information in a tab-delimited text file with one row per agent. Each row of the file must contain these fields, in order:

```

PeripheralNumber<tab>FirstName<tab>LastName<tab>Description<tab>PeripheralName

```

The value of the last two fields can be null; the first three values are required for each agent.

Skill Group Member Configuration Data File

The skill group member configuration file should contain the list of all the Skill_Group_Member data as a relation between skill group and agents on the peripheral. The first four control records are as follows:

```

__TABLE

Skill_Group_Member

__COLUMNS

SkillGroupEnterpriseName<tab>AgentPeripheralNumber

```

Where:

```

__TABLE

Skill_Group_Member

```

Indicates the name of the table to be configured. The table name is always **Skill_Group_Member** table and this line should not be changed.

```
-- _COLUMNS
```

```
SkillGroupEnterpriseName<tab>AgentPeripheralNumber
```

Indicates the tab-delimited column names correspond to the data values. This line also should not be changed.

Begin with the fifth record and format the information in a tab-delimited text file with one row per assignment of agent to a skill group. Each row of the file must contain these fields, in order:

```
SkillGroupEnterpriseName<tab>AgentPeripheralNumber
```

Option

The **show** option prevents the **AgentCfg** command from commitment to the configuration changes in the ICM database. It only displays the detail report of the configuration changes such as insertions, updates, and deletions in the output log file. The administrator can view this log file before you commit to the agent and skill group member table in the ICM database.

The **nodelete** option does the insertions and updates, but not deletions in the ICM database.

Related Information

- [Technical Support – Cisco Systems](#)

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