

Type 5 VRU in an ICM Hosted Network

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Introduction

This document provides information that describes the call flow as seen in a Cisco Unified Intelligent Contact Management (ICM) Hosted environment with a Type 5 Voice Response Unit (VRU).

Prerequisites

Requirements

Cisco recommends that you have knowledge of ICM Hosted environment.

Components Used

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

- ICM
- Network Application Manager (NAM)/Customer ICM (CICM)

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.

Background Information

In a call flow, a call arrives at a Network VRU which sends a Route Request to the NAM CallRouter. The request is forwarded to the CICM for processing. The script on the CICM performs a RunVRUScript node. The NAM receives the **RunVRUScript** command from the CICM and then forwards the RunVRUScript message to the VRU.

Problem

The NAM uses the VRUScript time-out registry setting for the CICM scripts. The min/max values are 30/720 seconds. ICM does not pass the VRUScript time-out from the CICM. In the above call flow, the VRU script is an interview type of script with multiple questions or responses and can take in excess of 720 seconds to complete, which causes the script to time-out.

When the run script is sent to the NAM, the configured time-out on the CICM is not sent with it. Therefore, the NAM uses its own default time-out value for all CICM-initiated run scripts.

Solution

Break the interview VRUScript into multiple, smaller scripts. Each script will have the max value time-out of 720 seconds.

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Related Information

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

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