



Working with Call Pickup Groups

Call pickup groups allow you to pick up incoming calls within your own groups or in other groups when you dial the appropriate pickup group number.

This chapter contains information on the following topics:

- [Important BAT Considerations, page 9-1](#)
- [Creating a CSV File by Using BAT.xlt, page 9-2](#)
- [Using a Text Editor to Create the CSV Data File for Call Pickup Groups, page 9-3](#)
- [Editing an Existing Call Pickup Group CSV File, page 9-4](#)
- [Using Query to Delete Call Pickup Groups, page 9-5](#)
- [Call Pickup Group CSV File Settings, page 9-7](#)
- [Using BAT to Update the Cisco CallManager Database, page 9-8](#)
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Important BAT Considerations

Before you use BAT to configure call pickup groups, review the following information:

- When you add call pickup group settings for the first time, you can create a CSV file through BAT.xlt or create a custom, text-based CSV file.
- To update call pickup group settings, you can edit an existing CSV file or create a custom, text-based CSV file.

- In the file/spreadsheet, do not enter two or more pickup group names (and corresponding settings) on a single line. Designate a single line for each pickup group name (and corresponding setting). For example, use the following format when you enter information for pickup groups:
 - (Pickup Group Name, Pickup Group Number, Partition, Other Pickup Group Name-Member1... Other Pickup Group Name-Member10)
 - Marketing,7815,Part1,Marketing,Managers,Training
- When you add new pickup groups, you must complete all required fields like the pickup group name, pickup group number, and partition. If the procedure specifies an entry as mandatory, you must provide the information in the file.
- Deleting information from a file and leaving the information blank does not remove the information from the Cisco CallManager database; in other words, a blank value does not overwrite an existing value in the database. Updating the values overwrites the existing value in the database.
- On the publisher database server, BAT provides directory for call pickup groups, C:\BatFiles\CPG\Insert\. Make sure that you copy the appropriate CSV files to the correct directory.
- Any time that you create or change a CSV file, you must insert the CSV file in BAT, as described in [“Using BAT to Update the Cisco CallManager Database” section on page 9-8](#).

Creating a CSV File by Using BAT.xlt

To create a CSV file for call pickup groups by using BAT.xlt, perform the following procedure:

Procedure

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- Step 1** The BAT.xlt file exists on the publisher database server; however, you normally do not have Microsoft Excel installed on the publisher database server. In that case, you must copy the file from the publisher database server and move it to the local machine, which must have Microsoft Excel installed.
 - Step 2** Browse to **C:\CiscoWebs\BAT\ExcelTemplate** on the publisher database server.
 - Step 3** Copy **BAT.xlt** to a local machine where Microsoft Excel is installed.

- Step 4** In Microsoft Excel, open **BAT.xlt**.
- Step 5** Click the Call Pickup Group tab.
- Step 6** Use [Table 9-1](#) to enter call pickup group settings in the columns.
- Step 7** Repeat [Step 6](#) until you enter all pickup groups.
- Step 8** To transfer the Excel spreadsheet format to a CSV file, click **Export to BAT Format**.

The system automatically saves CSV files to C:\XIsDatafiles on the local machine. To choose a different location to save the CSV file, click **Browse** and select the desired location.

- Step 9** Copy the CSV file to the C:\BatFiles\CPG\Insert\ directory on the publisher database server.
- Step 10** You must add the CSV file to BAT. To insert the CSV file in BAT, see the [“Using BAT to Update the Cisco CallManager Database”](#) section on page 9-8.

Related Topics

- [Using a Text Editor to Create the CSV Data File for Call Pickup Groups, page 9-3](#)
- [Editing an Existing Call Pickup Group CSV File, page 9-4](#)
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Using a Text Editor to Create the CSV Data File for Call Pickup Groups

You can create the CSV data file by using lines of ASCII text with values separated by commas. The comma separated values (CSV) file provides textual information in tabular form. For more information about text-based CSV files for call pickup groups, see the [“Creating a Text-Based CSV File for Call Pickup Groups”](#) section on page A-32.

Related Topics

- [Creating a CSV File by Using BAT.xlt, page 9-2](#)
- [Editing an Existing Call Pickup Group CSV File, page 9-4](#)
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Editing an Existing Call Pickup Group CSV File

You update existing codes by manually updating an existing CSV file in Notepad or by creating a new file in Notepad.

Perform the following procedure:

Procedure

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- Step 1** To edit an existing CSV file where you previously inserted call pickup groups information, browse to the C:\BatFiles\CPG\Insert\ directory on the publisher database server:
- Step 2** In Notepad, open and edit the existing CSV file; delete existing settings, add new call pickup groups, or update existing settings by using the text-based representation in [Table 9-1](#).

To update a call pickup group CSV file, for example, you may enter Marketing,7815,Part1,Marketing,Managers,Training, where Marketing is the mandatory pickup group name, 7815 is the mandatory pickup group number. Part1 is the partition, Marketing, Managers, and Training are the other pickup group names associated to the pickup group Marketing.

**Caution**

If you add new call pickup groups at the same time that you update them, make sure that you enter all required information. You can change any part of an existing record, but you must include the pickup group name and the pickup group number. Deleting information and leaving it blank does not remove the

information from the database; a blank value does not overwrite an existing value in the database, but, updating the value, for example, to Sales from Marketing, from the preceding examples, overwrites the existing value in the database.

- Step 3** Copy the CSV file to the C:\BatFiles\CPG\Insert\ directory on the publisher database server:
- Step 4** You must add the CSV file to BAT. To insert the CSV file in BAT, see the [“Using BAT to Update the Cisco CallManager Database”](#) section on page 9-8.
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Using Query to Delete Call Pickup Groups

You can delete Call pickup groups by creating a query to locate the pickup group records you want to delete.

Use the following procedure to delete call pickup groups.

Procedure

- Step 1** In BAT, choose **Configure > Pickup Group**
- Step 2** In the Pickup Group Options window, choose **Delete Pickup Groups** and click **Next**. The Delete Pickup Groups window displays.
- Step 3** In first Select Pickup Groups Where drop-down list box, choose the field to query such as Pickup Group Number, Pickup Group Name, or Partition.

- Step 4** In the second drop-down list box, choose the search criteria such as begins with, contains, ends with, is exactly, not equal to, is not empty, or is empty.
- Step 5** In the search field text box, choose or enter the value that you want to locate, such as the call pickup group name from the list.
- Step 6** To add the defined filter to the query, click **Add To Query**.
- Step 7** To add multiple filters, you can click **AND** or **OR**, and to further define your query, repeat [Step 3](#) through [Step 6](#).
- Step 8** To check that the query gives the results that you need, click **View Query Results**.



Note Ensure that you have located the correct call pickup groups to delete. Because the delete action is final, you cannot retrieve deleted records.

If you make a mistake, click the **Clear Query** button to remove the query; then, return to [Step 3](#) and restart.



Caution

If you do not enter any information in the query text box, the system deletes all pickup group records. Because the delete action is final, you cannot retrieve deleted records.

- Step 9** To delete the records, click **Delete**.
- Step 10** A message displays that advises you of approximately how long it will take to delete the records from the Cisco CallManager database. You can cancel the transaction or click **OK** to continue.
- Step 11** To display the log file that BAT generated, you can click the **View Latest Log File** link. The log file displays the number of phones that were deleted and the number of records that failed, including an error code. For more information on log files, see the [“BAT Log Files” section on page 13-1](#).
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Call Pickup Group CSV File Settings

Use [Table 9-1](#) in conjunction with the following sections:

- [Creating a CSV File by Using BAT.xlt, page 9-2](#)
- [Using a Text Editor to Create the CSV Data File for Call Pickup Groups, page 9-3](#)
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Table 9-1 Configuration Settings for Call Pickup Group

Setting/Column	Description
For CPG CSV file	
Pickup Group Name	For this mandatory field, enter a unique call pickup group name of no more than 50 alphanumeric characters.
Pickup Group Number	For this mandatory field, enter a pickup group number of no more than 24 digits that the user will enter to pick up incoming calls.

Table 9-1 Configuration Settings for Call Pickup Group

Setting/Column	Description
Partition	<p>Choose a route partition to which the directory number belongs.</p> <p>Note The directory number can appear in more than one partition.</p> <p>Note The combination of Pickup Group Number and Partition should be unique.</p> <p>This field is optional.</p>
Other Pickup Group Name-Member(x)	<p>Enter the name of the other pickup group to be associated with the new pickup group. This optional field allows each pickup group to be associated with ten other pickup groups.</p> <p>Note While associating this pickup group with other pickup groups, make sure that this pickup group is specified in the other Pickup groups list</p>

Using BAT to Update the Cisco CallManager Database

To update the Cisco CallManager database, you must insert the call pickup group CSV file in BAT. To update the database, perform the following procedure:

Before You Begin

Before you can update Cisco CallManager, you must create or edit a call pickup group CSV file and save to the following location on the publisher database server:
C:\BATFiles\CPG\Insert\

Procedure

Step 1 In BAT, choose **Configure > Pickup Group**

Step 2 In the Pickup Group Options window, choose **Insert Pickup Groups** and click **Next**. The Insert Pickup Groups window displays.

Step 3 In the **File Name** drop-down list box, choose the CSV file that contains the updated pickup groups.



Tip To view the contents of the file that you want to insert, click **View File**.

Step 4 If you updated an existing list of pickup groups, check the **Override the existing configuration** check box, as described in [Table 9-2](#).

Step 5 Click **Insert**.

Step 6 A confirmation dialog box indicates that the time it takes to complete the operation. Click **OK**.



Tip To see the progression of the operation, click the **Show Latest Status** button.

Step 7 After the transaction completes, click **View Latest Log File** to view a log file that indicates whether the system added all files successfully.

Related Topics

- [Creating a CSV File by Using BAT.xlt, page 9-2](#)
- [Using a Text Editor to Create the CSV Data File for Call Pickup Groups, page 9-3](#)
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BAT Settings for Updating the Cisco CallManager Database

Use [Table 9-2](#) in conjunction with the “Using BAT to Update the Cisco CallManager Database” section on page 9-8.

Table 9-2 Settings in BAT for Inserting CSV Files

Setting in BAT	Description
Field Name	From the drop-down list box, choose the call pickup file that you want to insert.
Override the existing configuration	<p>This check box applies if you are updating code for existing settings.</p> <p>Checking this check box overwrites the other pickup group name- members with the information that is contained in the file that you want to insert. If you do not check the check box, an error, which writes to the log file, indicates that the other pickup group name already exists; therefore, no updates occur.</p> <p>Note For each pickup group, ensure the combination of Pickup Group Number and Partition is unique.</p> <p>Note While updating pickup groups, Pickup Group Number and Partition values will be ignored and existing Other Pickup Groups will be disassociated.</p>