



## **Cisco ICM Enterprise Edition Documentation Update Bulletin**

Cisco ICM Enterprise Edition Release 5.0(0)  
March, 2005

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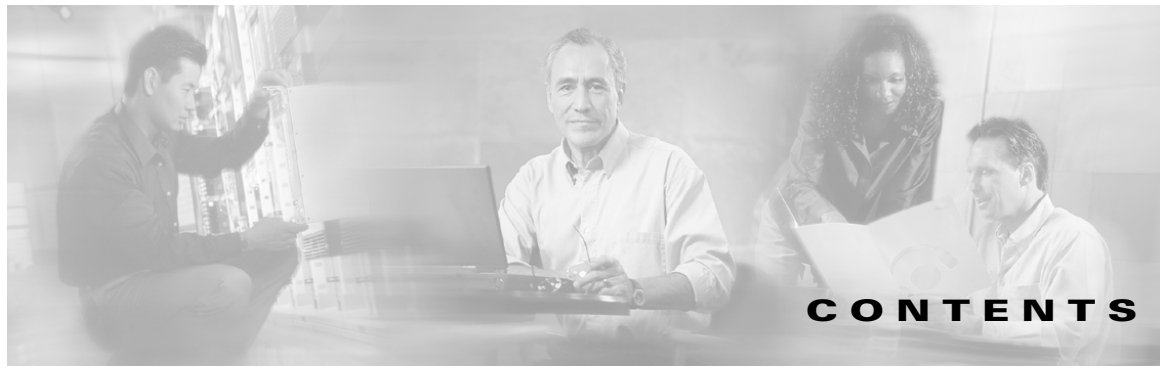
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**CHAPTER 1**

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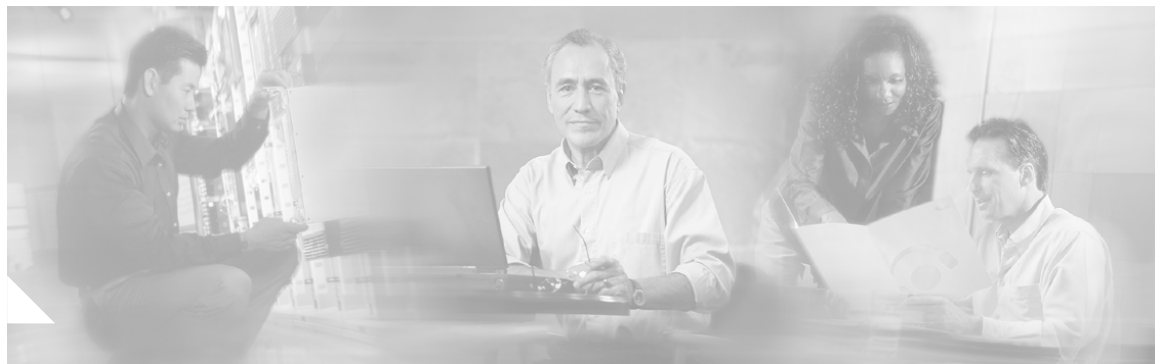
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## About This Bulletin

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### Objective

This bulletin provides documentation updates for the Cisco ICM Enterprise Edition Release 5.0(0). This bulletin consists of corrections for documentation defects that have been discovered in the user documentation set for Cisco ICM Enterprise Edition Release 5.0(0).

### Audience

Anyone using Cisco ICM Enterprise Edition Release 5.0(0) user documentation.

### Organization

This document is organized as follows:

Chapter	Description
<a href="#">Chapter 1, “Cisco ICM Enterprise 5.0 (0) Documentation Updates”</a>	Provides list of defects for the Cisco ICM Enterprise Edition Release 5.0(0) documentation set and updated information for each.

# Conventions

This manual uses the following conventions:

Format	Examples
Boldface type is used for user entries, keys, buttons, and folder and submenu names.	Choose <b>Design—&gt;Retrieval Arguments</b> from the InfoMaker menu bar.
Italic type indicates one of the following: <ul style="list-style-type: none"> <li>• A newly introduced term</li> <li>• For emphasis</li> <li>• A generic syntax item that you must replace with a specific value</li> <li>• A title of a publication</li> </ul>	<ul style="list-style-type: none"> <li>• A <i>skill group</i> is a collection of agents who share similar skills.</li> <li>• <i>Do not</i> use the numerical naming convention that is used in the predefined templates (for example, persvc01).</li> <li>• IF (<i>condition, true-value, false-value</i>)</li> <li>• For more information, see the <i>Cisco ICM Software Database Schema Handbook</i>.</li> </ul>
An arrow (—>) indicates an item from a pull-down menu.	The Save command from the File menu is referenced as <b>File—&gt;Save</b> .

## Other Publications

For more information about Cisco Intelligent Contact Management (ICM) software, see the [Cisco ICM documentation web page](#).

## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

### Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Documentation DVD

Cisco documentation and additional literature are available in a Documentation DVD package, which may have shipped with your product. The Documentation DVD is updated regularly and may be more current than printed documentation. The Documentation DVD package is available as a single unit.

Registered Cisco.com users (Cisco direct customers) can order a Cisco Documentation DVD (product number DOC-DOCDVD=) from the Ordering tool or Cisco Marketplace.

Cisco Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/>

Cisco Marketplace:

<http://www.cisco.com/go/marketplace/>

## Ordering Documentation

You can find instructions for ordering documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm)

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- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:  
<http://www.cisco.com/en/US/partner/ordering/>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 1 800 553-NETS (6387).

## Documentation Feedback

You can send comments about technical documentation to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems  
Attn: Customer Document Ordering  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.

- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—[security-alert@cisco.com](mailto:security-alert@cisco.com)
- Nonemergencies—[psirt@cisco.com](mailto:psirt@cisco.com)



### Tip

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We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one that has the most recent creation date in this public key server list:

<http://pgp.mit.edu:11371/pks/lookup?search=psirt%40cisco.com&op=index&exact=on>

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In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

## Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

## Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:  
<http://tools.cisco.com/RPF/register/register.do>

**Note**

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support Website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

**Severity 1 (S1)**—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

**Severity 2 (S2)**—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

**Severity 3 (S3)**—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>



# Cisco ICM Enterprise 5.0 (0) Documentation Updates

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## Cisco ICM Software Release 5.0 Scripting and Media Routing Guide

**Caveat ID:** CSCsa33339

**Update date:** 3/22/05

**Caveat Headline:** Changing calltype information is incorrect in 5.0 Scripting & Routing Gd

**Document Section:** Categorizing Contacts topics: “How to Change the Call Type and Execute a Different Script” and “How to Change the Call Type and Continue Script Processing”

**Document Pages:**37-39

**Symptom:** The following Categorizing Contacts topics are incorrect: “How to Change the Call Type and Execute a Different Script” - Incorrectly states you need to use a Call Type node when it should state you should use a Requalify node. “How to Change the Call Type and Continue Script Processing” - Incorrectly states you need to use a Requalify node when it should state you should use a Call Type Node.

**Correction(s):** Categorizing Contacts topic corrections: “How to Change the Call Type and Execute a Different Script” - You can change the Call Type of a contact from within a script and execute a new script associated with the new Call Type by using the Requalify node (in the Routing tab of the Palette). “How to Change the Call Type and Continue Script Processing” - You can change the Call Type of a contact from within a script and continue processing in the same script by using the Call Type node (in the Routing tab of the Palette).

# WebView Help

**Caveat ID:** CSCsa32086

**Update date:** 3/22/05

**Caveat Headline:** Description of agent Direction incorrect in webview online help

**Document Section:** WebView Help

**Document Pages:** N/A

**Symptom:** The description of the Direction field in the agent report templates says that “other meaning outgoing internal tasks,” which is inaccurate, and does not explain what a “null” direction is.

**Correction(s):** The following is the description of the Direction field in the agent report templates: Direction The direction of active task: In (inbound task - non voice tasks are always inbound) Out (outgoing external task) Other (outgoing or ingoing internal task) Not Applicable (if the logged in agent is not active in the skill group) Derived from: Agent\_Real\_Time.Direction

**Caveat ID:** CSCsa21271

**Update date:** 3/22/05

**Caveat Headline:** Help confusing, misleading for longest task in queue

**Document Section:** perskg20: Peripheral Skill Group Status Real Time Report

**Document Pages:** N/A

**Symptom:** In the help for WebView report template perskg20: Peripheral Skill Group Status Real Time Report, the Longest Task Queued column is incorrectly described in terms of media domains.

**Correction(s):** The correct definition of this column is the longest task queued in either of two queues: Skill\_Group\_Real\_Time.RouterLongestCallInQ or Skill\_Group\_Real\_Time.LongestCallQ.

**Caveat ID:** CSCsa18613

**Update date:** 3/22/05

**Caveat Headline:** We should doc how to turn on the printing of the background rpt colors

**Document Section:** N/A

**Document Pages:** N/A

**Symptom:** Internet Explorer, by default, does not print background colors and images, which means that the dark gray header backgrounds and the lighter gray row backgrounds in reports don't print. For a truly WYSIWYG report, users should turn on “Print background colors and images” in IE under Tools->Internet Options->Advanced->Printing.

**Correction(s):** Turn on “Print background colors and images” in IE under Tools->Internet Options->Advanced->Printing.

**Caveat ID:** CSCsa19053

**Update date:** 3/22/05

**Caveat Headline:** Derived from help for Agent State Hold Time in Agent24 temp wrong

**Document Section:** agent24:Agent Performance Summary Daily Report

**Document Pages:** N/A

**Symptom:** The “Derived From” information for the Agent State Times: Hold Time field on the WebView reporting help page for agent24: Agent Performance Summary Daily Report is incorrectly stated as Agent\_Skill\_Group\_Half\_Hour.IncomingCallsOnHoldTimeToHalf.

**Correction(s):** The correct Derived From information for this field is Derived From: Agent\_Skill\_Group\_Half\_Hour.HoldTimeToHalf.

**Caveat ID:** CSCma30037

**Update date:** 3/22/05

**Caveat Headline:** More Info help misleading when it comes to some reports

**Document Section:** “About Half-Hour Intervals and How They are Computed”

**Document Pages:** N/A

**Symptom:** The instructions in WebView reporting help for specifying a half hour interval do not state that you need to specify the seconds. If you specify an interval in hours and minutes only, the report is missing the data from the last minute of that interval. For example, if you specify “10:00 - 10:29” the report is missing the data from 10:29:00 to 10:29:59.

**Correction(s):** Include the seconds when specifying a half-hour interval. For example, specify “10:00:00 - 10:29:59” rather than “10:00 - 10:29”.

**Caveat ID:** CSCsa32091

**Update date:** 3/22/05

**Caveat Headline:** No webview online help for AHT in Perskg24

**Document Section:** Template description of the “perskg24: Peripheral Skill Group Performance Summary Daily Report”

**Document Pages:** N/A

**Symptom:** The WebView report help for the AHT field in the “perskg24: Peripheral Skill Group Performance Summary Daily Report” is missing. It belongs in the WebView help after the description of the ASA field.

**Correction(s):** The following is the description of the AHT field in the perskg24 report template: AHT The average handle time in HH:MM:SS (hours, minutes, sections) it took for calls to be handled during the current 24-hour interval. See also the WebView online help topic “About Half-Hour Intervals and How They are Computed.” Derived from: (SUM(Skill\_Group\_Half\_Hour.HandledCallsTimeToHalf)) / (SUM(Skill\_Group\_Half\_Hour.CallsHandledToHalf)).

**Caveat ID:** CSCsa24191

**Update date:** 3/22/05

**Caveat Headline:** perskg23,24 - %Utilization has wrong online help

**Document Section:** WebView Help

**Document Pages:** N/A

**Symptom:** The description of “% Utilization” in the “perskg23: Peripheral Skill Group Performance Summary Half Hour Report” and the “perskg24: Peripheral Skill Group Performance Summary Daily Report” contains a formula which is the derivation of the field. The “Derived from: Skill\_Group\_Half\_Hour.PercentUtilizationToHalf” section is incorrect.

**Correction(s):** The following is the description of the “% Utilization” field in the perskg23 and perskgv24 report templates: Agent State Times: % Utilization The percentage of time the agents spent working on calls in relation to the time agents are ready. Derived from: If the Talk\_Time\_to\_Half is 0, then the % Utilization = 0 Otherwise, % Utilization = ((Skill\_Group\_Half\_Hour.TalkInTimeToHalf Skill\_Group\_Half\_Hour.TalkOutTimeToHalf Skill\_Group\_Half\_Hour.TalkOtherTimeToHalf Skill\_Group\_Half\_Hour.WorkReadyTimeToHalf Skill\_Group\_Half\_Hour.WorkNotReadyTimeToHalf) / (Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf - Skill\_Group\_Half\_Hour.NotReadyTimeToHalf)).

**Caveat ID:** CSCsa20474

**Update date:** 3/22/05

**Caveat Headline:** remove Outbound fields from persvc26,27 templates

**Document Section:** templates persvc26: Peripheral Service Historical All Fields Report and persvc27: Peripheral Service Real Time All Fields Report pages

**Document Pages:** N/A

**Symptom:** The help for report templates persvc26: Peripheral Service Historical All Fields Report and persvc27: Peripheral Service Real Time All Fields Report lists several Outbound Option only columns. These columns are actually not applicable. They are not populated with data during Outbound activity because Outbound Option does not provide data for services, it is skills based.

**Correction(s):** Do not use columns designated as Outbound Option Only in these reports.

## Cisco ICM Software Database Schema Handbook and ICM Schema Help

**Caveat ID:** CSCsa32334

**Update date:** 3/22/05

**Caveat Headline:** Misinformation in definition of Version field in Script table

**Document Section:** Chapter 2: Table Details > Script Table > Version field and ICM Schema Help: Script Table topic “Version” field description

**Document Pages:** Schema Handbook Chapter 2, page 2-193, N/A for Help

**Symptom:** The Schema help and manual both state the description of the Version field as follows: VERSION - The most recent version of the master script. ICM software uses only the most recent version. This is incorrect. A user \*can\* set Script Editor to “Automatically make a script active when saved” but it would be incorrect to state that the highest version of a script is ALWAYS the active version.

**Correction(s):** Schema Help file and Schema manual both state in the definition of the Version field of the Script table that “ICM software uses only the most recent version.” For several versions of ICM, it has been possible to revert back to make a previous version of the script the “active” version.

**Caveat ID:** CSCsa52522

**Update date:** 3/22/05

**Caveat Headline:** description in some of schema fields need to change

**Document Section:** Chapter 2: Table Details and ICM Schema Help: all Table Lists topics

**Document Pages:** Multiple chapter 2 pages (all half-hour table field descriptions), N/A for Help

**Symptom:** Description in some of schema fields need to change.

**Correction(s):** Many Half\_Hour table fields include a description that say: "...The value is updated in the database when the [some agent event]..." In reality, the database is updated every half hour but OPC counts the field when the event happens. These descriptions should say: "...The value is counted when the [some agent event]..." This applies globally to many fields in the schema help file. For Example: Skill\_Group\_Half\_Hour ConferencedInCallsToHalf The number of incoming calls skill group agents were conferenced into. Incoming calls include ACD and non-ACD calls. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.

**Caveat ID:** CSCsa20805

**Update date:** 3/22/05

**Caveat Headline:** CallTypeID = -1 for VRU TCD

**Document Section:** Chapter 2: Table Details > "Termination\_Call\_Detail Table" (page 2-261) > "CallTypeID" field (page 2-278) and ICM Schema Help: "Termination\_Call\_Detail Table" topic > "CallTypeID" field

**Document Pages:** See above for Handbook pages, N/A for Help

**Symptom:** The ICM Schema help for the Termination\_Call\_Detail table does not fully document the conditions under which the CallTypeID field can generate a value.

**Correction(s):** The CallTypeID field contains a value if the call was translation-routed or sent to an IPCC Enterprise agent, or if a Termination Call Detail (TCD) record is generated by a VRU peripheral.

## Cisco ICM Software IP Contact Center Installation and Configuration Guide

**Caveat ID:** CSCma26085

**Update date:** 3/22/05

**Caveat Headline:** DN not found if RONA and Agent are not on the same pim

**Document Section:** Configuring Agent Desk Settings

**Document Pages:** 5-2

**Symptom:** Ring no answer calls fail to receive proper retry treatment.

**Correction(s):** IPCC Enterprise. Common agent desk setting is used across peripherals, and they reference a Ring no answer DN that is required to be peripheral specific. When this agent desk setting is used for an agent on a peripheral that different from the one the ring no answer DN is on, the ring no answer route request will fail. Create agent desk settings that are peripheral specific.

