

How to Configure ICD on CRA 2.2(1)

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Introduction

Interactive Call Distribution (ICD) is an application that runs on Cisco CallManager to offer queuing and dispatch services for a call center or help desk environment. ICD can be used as part of IP Contact Center (IPCC), but IPCC is not required to use ICD. In normal use, agents log into ICD using an application on their PC that signals Cisco CallManager that they are ready to accept calls from a shared call in number. This document provides step-by-step ICD configuration instructions.

Prerequisites

Requirements

This document assumes that the directory configuration has been done and the Application Server has access to the Lightweight Directory Access Protocol (LDAP) directory.

Components Used

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

- Cisco CallManager 3.1
- CRA 2.2

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 the Cisco Technical Tips Conventions for more information on document conventions.

Configure ICD on CRA 2.2(1)

Add a New User/Agent

Complete these steps to add a new user/agent.

1. Go to the Cisco CallManager Administration page (*http://<ip address of your CallManager>/ccmadmin/*).
2. Select **User > Add a New User** to create a User for your Agent.

The screenshot shows the Cisco CallManager Administration interface. At the top, there is a navigation menu with options: System, Route Plan, Service, Feature, Device, User, Application, and Help. The main header area includes the Cisco CallManager Administration logo, a 'Cisco Systems' logo, and a button labeled 'Add a New User Global Directory'. Below the header, the page title is 'User Information' with a 'Back to user list' link. The main content area is titled 'User : New User' and contains a status message: 'Status: Please enter information for the new user.' Below this are two buttons: 'Insert' and 'Cancel Changes'. The form fields include: First Name*, Last Name*, UserID*, User Password*, Confirm Password*, PIN*, Confirm PIN*, Telephone Number, Manager, and Department. At the bottom, there is a checkbox for 'Enable CTI Application Use' which is currently unchecked. A note at the bottom states '* Indicates required item.'

3. Enter the First Name, Last Name, UserID, User Password, and PIN.
4. Make sure that the **Enable CTI Application Use** box is checked and click **Insert**.

User Information

[Back to user list](#)

Application Profiles	User : New User	
<No Application Profiles>	Status: Please enter information for the new user.	
Application Profiles can be accessed after the new User is inserted in the directory.	<input type="button" value="Insert"/>	<input type="button" value="Cancel Changes"/>
	First Name*	<input type="text" value="Double"/>
	Last Name*	<input type="text" value="O'Seven"/>
	UserID*	<input type="text" value="007"/>
	User Password*	<input type="password" value="*****"/>
	Confirm Password*	<input type="password" value="*****"/>
	PIN*	<input type="password" value="*****"/>
	Confirm PIN*	<input type="password" value="*****"/>
	Telephone Number	<input type="text"/>
	Manager	<input type="text"/>
	Department	<input type="text"/>
	Enable CTI Application Use	<input checked="" type="checkbox"/>
	* indicates required item.	

Associate a Phone with an Agent

Complete these steps to associate a phone with an agent.

1. Click **Device Association**.

User Information

[Personal Information](#)
[Back to user list](#)

Double's Application Profiles

- [Device Association](#)
- [Auto Attendant](#)
- [Extension Mobility](#)
- [SoftPhone](#)

User : Double O'Seven

Status: Please enter any changes for the current user.

First Name*	<input type="text" value="Double"/>
Last Name*	<input type="text" value="O'Seven"/>
UserID	007
User Password*	<input type="password" value="*****"/>
Confirm Password*	<input type="password" value="*****"/>
PIN*	<input type="password" value="*****"/>
Confirm PIN*	<input type="password" value="*****"/>
Telephone Number	<input type="text"/>
Manager	<input type="text"/>
Department	<input type="text"/>
Enable CTI Application Use	<input checked="" type="checkbox"/>
Number of Digits Needed for Unique AA Name	1
AutoAttendant Dialing	O'SevenDouble
Associated PC	Not Defined
Primary Extension	none
ICD Extension	Not Defined
Controlled Devices	None

2. Click on the square box to the left to assign extensions to your ICD agents.

Each Agent Desktop uses a User ID to log in. The user ID they log in with determines which device their ICD calls are directed to. For example, if user 007 has an assigned ICD extension of 2200, then all of agent 007's calls are sent to extension 2200.

3. Click **Update** after you make a selection.

User Information

[Personal Information](#)
[Back to user list](#)

Available Devices

Check All on Page Check All in Search No Primary Extension
 No ICD Extension

Type	Device Name	Description	Primary Ext.	Extension	ICD Ext.
<input type="checkbox"/>	SEP0001968FFC2A	Auto 1005	<input type="radio"/>	1005	<input type="radio"/>
<input type="checkbox"/>	SEP0001968FFC2A	Auto 1005	<input type="radio"/>	1006	<input type="radio"/>
<input type="checkbox"/>	SEP0001968FFC2A	Auto 1005	<input type="radio"/>	1007	<input type="radio"/>
<input type="checkbox"/>	SEP0001968FFC2A	Auto 1005	<input type="radio"/>	1008	<input type="radio"/>
<input type="checkbox"/>	SEP00036BE7B3B8	Auto 1004	<input type="radio"/>	1004	<input type="radio"/>
<input type="checkbox"/>	SEP00044D0217C7	Auto 1002	<input type="radio"/>	1002	<input type="radio"/>
<input type="checkbox"/>	SEP003094C27918	Auto 1000	<input type="radio"/>	1600	<input type="radio"/>
<input type="checkbox"/>	SEP003094C38E62	Auto 1003	<input type="radio"/>	1003	<input type="radio"/>
<input checked="" type="checkbox"/>	SEP003094C3BFFE	7960 Phone	<input type="radio"/>	2200	<input type="radio"/>
<input checked="" type="checkbox"/>	SEP003094C3BFFE	7960 Phone	<input type="radio"/>	2201	<input type="radio"/>
<input checked="" type="checkbox"/>	SEP003094C3BFFE	7960 Phone	<input type="radio"/>	2202	<input type="radio"/>
<input checked="" type="checkbox"/>	SEP003094C3BFFE	7960 Phone	<input type="radio"/>	2204	<input type="radio"/>
<input checked="" type="checkbox"/>	SEP003094C3BFFE	7960 Phone	<input type="radio"/>	2205	<input type="radio"/>
<input checked="" type="checkbox"/>	SEP003094C3BFFE	7960 Phone	<input type="radio"/>	2206	<input type="radio"/>
<input type="checkbox"/>	SEP00B06409EBC9	Auto 1001	<input type="radio"/>	1001	<input type="radio"/>

Add a CTI Port

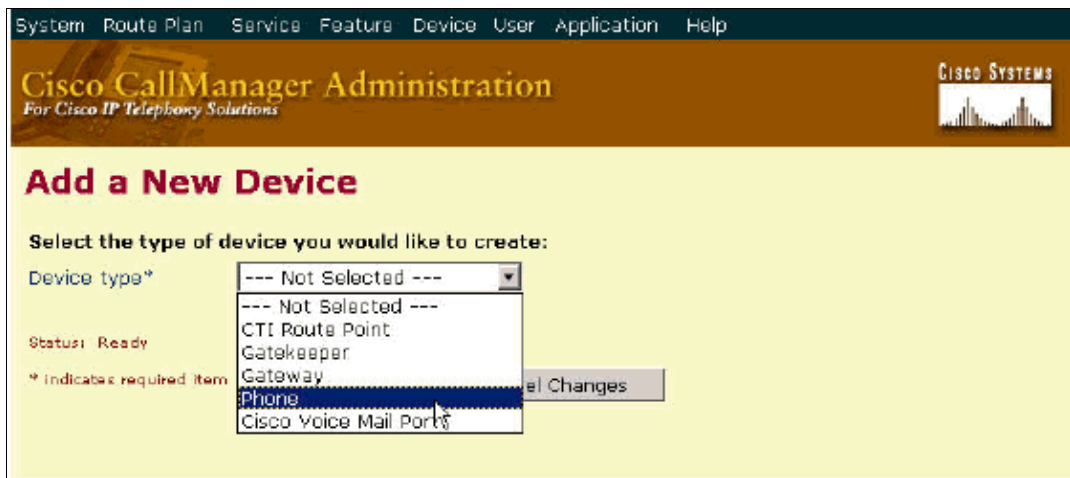
Complete these steps to add a CTI port.

1. Select **Device** > **Add a New device**.

Note: The number of CTI ports is dependent on how many access ports you want in your Interactive Voice Response (IVR) system.

The screenshot shows the Cisco CallManager Admin interface. The top navigation bar includes 'System', 'Route Plan', 'Service', 'Feature', 'Device', 'User', 'Application', and 'Help'. The 'Device' menu is open, displaying options: 'Add a New Device', 'CTI Route Point', 'Cisco Voice Mail Port', 'Cisco Voice Mail Port Wizard', 'Device Profile', 'Gatekeeper', 'Gateway', 'Phone', 'Firmware Load Information', and 'Phone Button Template'. The 'Add a New Device' option is highlighted. The main content area shows 'Find and List Phones' with 'No current search' and a 'Add a New Phone' link.

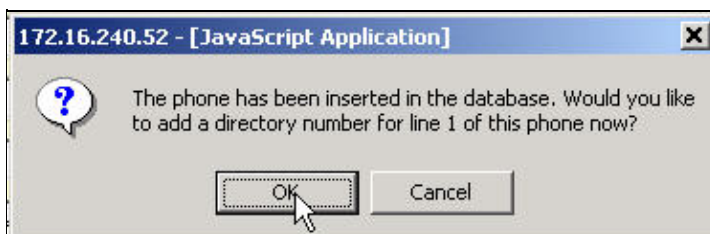
2. Select **Phone** from the pull down menu.



3. Select **CTI port** from the pull down menu when asked for the type of phone.
4. Assign the Device Name, Description, Calling Search Space, and other fields and then click **Insert**.



5. Click **OK** to add the Directory number for your CTI port.



6. Assign a Directory number to the first CTI port. This number must be unique. In order to add more CTI ports, repeat steps 1 through 5.

Note: The directory numbers of subsequent CTI ports must be sequential.

Note: Make sure the CTI port partition is the same as the Agent partition in Cisco CallManager.

System Route Plan Service Feature Device User Application Help

Cisco CallManager Administration
For Cisco IP Telephony Solutions

CISCO SYSTEMS

Phone Configuration

[Add a new phone](#)
[Back to Find/List Phones](#)

Directory Numbers

Line 1 - Add new DN

Phone: 1 (ctiport1)
Registration: Unknown
IP Address: 172.16.240.52
 Status: Ready

Copy Update Delete Reset Phone Cancel Changes

Phone Configuration (Model = CTI Port)

Device Information

Device Name* 1

Description ctiport1

Device Pool* Default (view details)

Calling Search Space < None >

Media Resource Group List < None >

User Hold Audio Source < None >

Network Hold Audio Source < None >

Location < None >

Directory Number Configuration

[Configure Device \(1\)](#)

Devices using this Directory Number

1 (Line 1)

Directory Number: New
 Status: Ready

Insert Cancel Changes

Directory Number

Directory Number* 555301

Partition < None >

Directory Number Settings

Voice Message Box

Calling Search Space < None >

User Hold Audio Source < None >

Network Hold Audio Source < None >

Call Waiting Default

Activate Auto Answer Not available on this device.

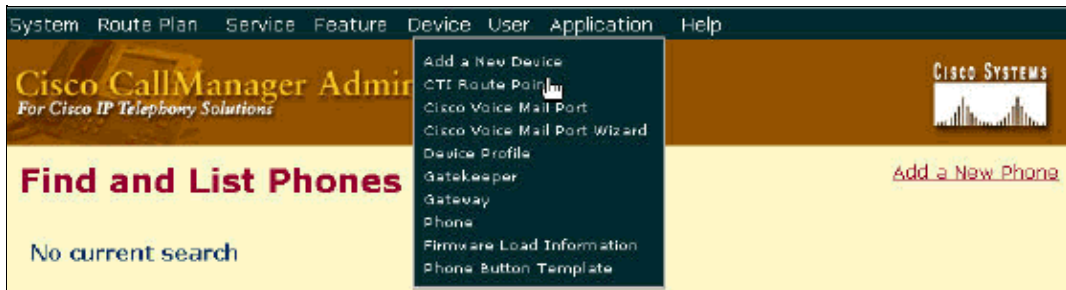
Call Forward and Pickup Settings

	Destination	Calling Search Space
Forward All		< None >
Forward Busy		< None >
Forward No Answer		< None >
Forward On Failure		< None >

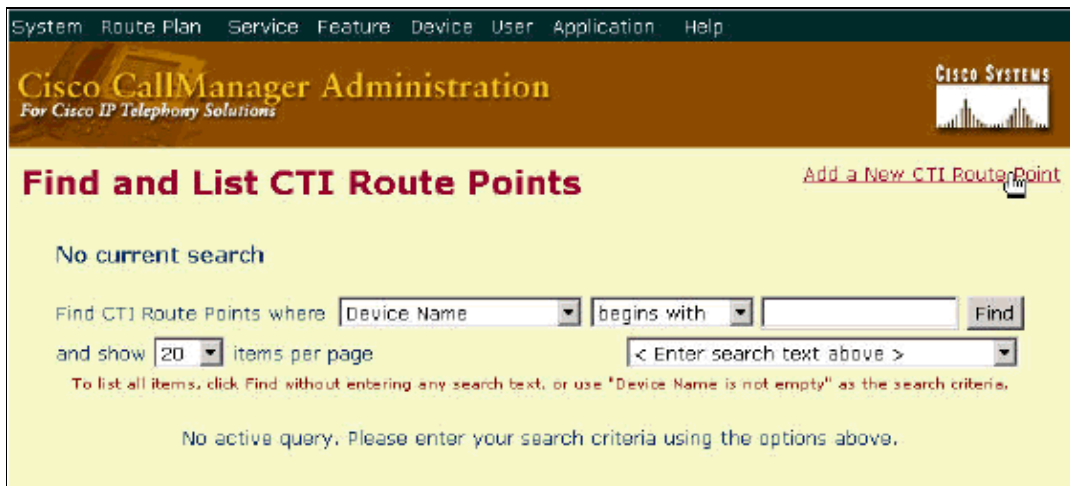
Add a CTI Route Point

Complete these steps to add a CTI route point.

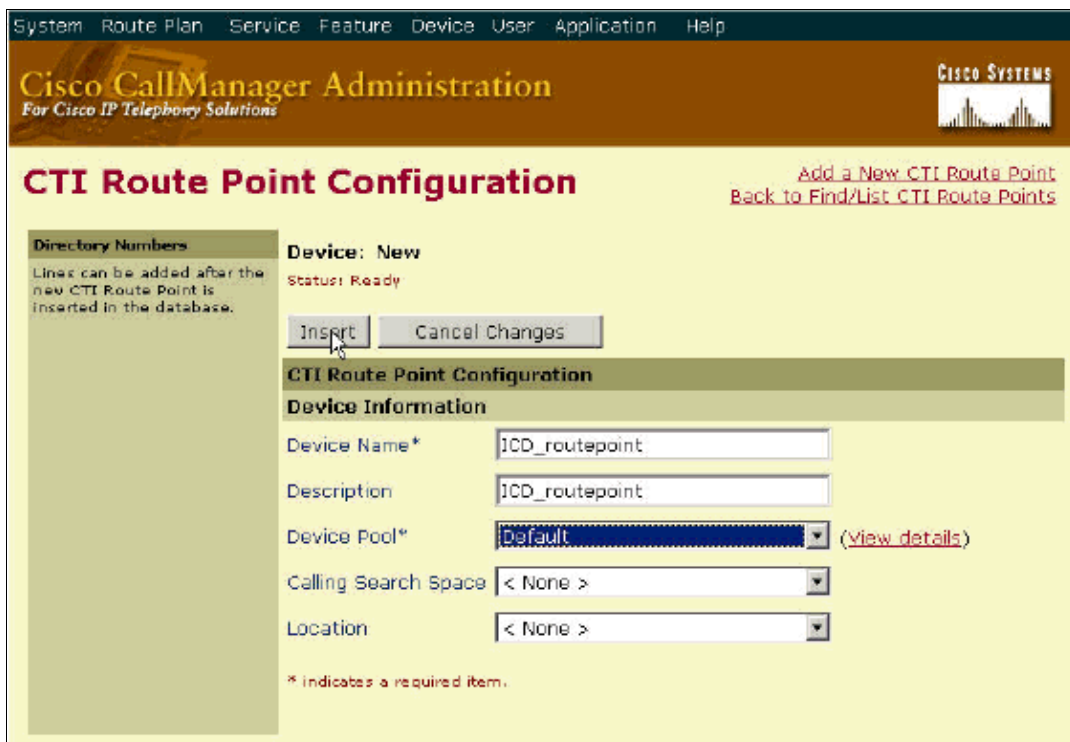
1. Select **Device > CTI Route Point** to add one CTI route point for each application that is called (for example, 6000 ICD, 5555 Auto Attendant).



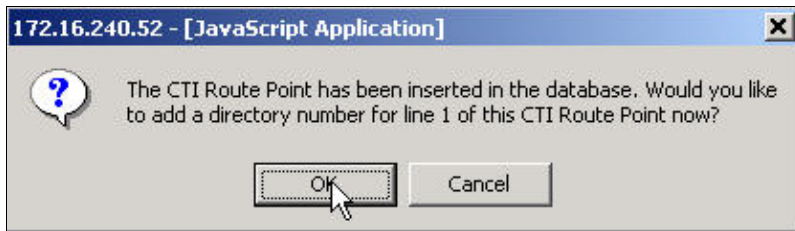
2. Click **Add a New CTI Route Point**.



3. Assign a Device Name, Description, Device Pool, Calling Search Space and Location, then click **Insert**.



4. Click **OK** to add a directory number for line 1 of the CTI Route Point.



5. Assign a Directory Number to the route point and click **Insert**.

This is the number that is called to go to the ICD Application. This number must be unique.

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

Add a JTAPI User for CTI Components

Complete these steps to add a JTAPI user for CTI components.

1. Select **User > Add a New User** to add a JTAPI user and associate the CTI Ports and CTI Route Points created earlier.



2. Assign a user ID and password for your JTAPI user.

Note: **Enable CTI Application Use** needs to be checked for this user. Click **Insert** to finish this step.

User Information

[Back to user list](#)

Application Profiles

<No Application Profiles>

Application Profiles can be accessed after the new User is inserted in the directory.

User : New User

Status: Please enter information for the new user.

First Name*

Last Name*

UserID*

User Password*

Confirm Password*

PIN*

Confirm PIN*

Telephone Number

Manager

Department

Enable CTI Application Use

* indicates required item.

- Associate the CTI ports and route point to the JTAPI user and click **Device Association** on the left side of the window.

User Information

[Personal Information](#)
[Back to user list](#)

jtapi's Application Profiles

- [Device Association](#)
- [Auto Attendant](#)
- [Extension Mobility](#)
- [SoftPhone](#)

User : jtapi user

Status: Insert Successful.

First Name*

Last Name*

UserID

User Password*

Confirm Password*

PIN*

Confirm PIN*

Telephone Number

Manager

Department

Enable CTI Application Use

Number of Digits Needed for Unique AA Name

AutoAttendant Dialing

Associated PC

Primary Extension

ICD Extension

Controlled Devices

Enable Authentication Proxy

4. Click **Select Devices** to search for your CTI ports.

User Information

[Personal Information](#)
[Back to user list](#)

Assign Devices for : jtapi (user, jtapi)

Status: Please enter any changes for the current user.

Available Device List Filters

Find Devices Where :

Device Name

Select Devices

No Filter Active

0 available device(s) listed at last search.

0 device(s) controlled at last search.

0 device(s) selected currently.

Available Devices

Check All on Page Check All in Search

No Primary Extension
 No ICD Extension

Type	Device Name	Description	Primary Ext.	Extension	ICD Ext.
------	-------------	-------------	--------------	-----------	----------

5. Check the boxes next to your CTI ports and CTI route point from the list of devices from your search.

Note: The **No Primary Extension** and **No ICD Extension** radio buttons should be selected. Click **Update** when you are finished.

User Information

[Personal Information](#)
[Back to user list](#)

13 device(s) selected currently.

Available Devices

Check All on Page Check All in Search No Primary Extension
 No ICD Extension

Type	Device Name	Description	Primary Ext.	Extension	ICD Ext.
<input checked="" type="checkbox"/>	1	ctiport1	<input type="radio"/>	555301	<input type="radio"/>
<input checked="" type="checkbox"/>	10	ctiport10	<input type="radio"/>	555310	<input type="radio"/>
<input checked="" type="checkbox"/>	11	ctiport11	<input type="radio"/>	555311	<input type="radio"/>
<input checked="" type="checkbox"/>	12	ctiport12	<input type="radio"/>	555312	<input type="radio"/>
<input checked="" type="checkbox"/>	2	ctiport2	<input type="radio"/>	555302	<input type="radio"/>
<input checked="" type="checkbox"/>	3	ctiport3	<input type="radio"/>	555303	<input type="radio"/>
<input checked="" type="checkbox"/>	4	ctiport4	<input type="radio"/>	555304	<input type="radio"/>
<input checked="" type="checkbox"/>	5	ctiport5	<input type="radio"/>	555305	<input type="radio"/>
<input checked="" type="checkbox"/>	6	ctiport6	<input type="radio"/>	555306	<input type="radio"/>
<input checked="" type="checkbox"/>	7	ctiport7	<input type="radio"/>	555307	<input type="radio"/>
<input checked="" type="checkbox"/>	8	ctiport8	<input type="radio"/>	555308	<input type="radio"/>
<input checked="" type="checkbox"/>	9	ctiport9	<input type="radio"/>	555309	<input type="radio"/>
<input checked="" type="checkbox"/>	ICD_routepoint	ICD_routepoint	<input type="radio"/>	6000	<input type="radio"/>

After you have associated the CTI ports and route point you then see them listed as "Controlled Devices" on the User Information page.

User Information

[Personal Information](#)
[Back to user list](#)

jtapi's Application Profiles

- [Device Association](#)
- [Auto Attendant](#)
- [Extension Mobility](#)
- [SoftPhone](#)

Status: Update Successful.

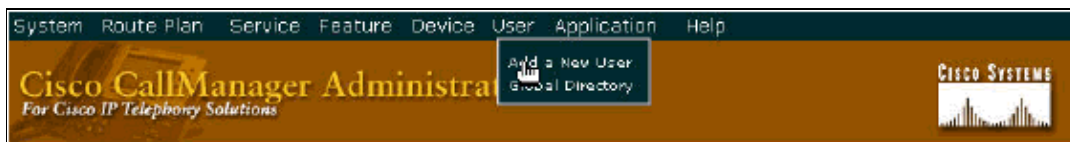
Update Cancel Changes

First Name*	<input type="text" value="jtapi"/>
Last Name*	<input type="text" value="user"/>
UserID	jtapi
User Password*	<input type="password" value="*****"/>
Confirm Password*	<input type="password" value="*****"/>
PIN*	<input type="password" value="*****"/>
Confirm PIN*	<input type="password" value="*****"/>
Telephone Number	<input type="text"/>
Manager	<input type="text"/>
Department	<input type="text"/>
Enable CTI Application Use	<input checked="" type="checkbox"/>
Number of Digits Needed for Unique AA Name	6
AutoAttendant Dialing	userjtapi
Associated PC	Not Defined
Primary Extension	none
ICD Extension	Not Defined
Controlled Devices	1, 10, 11, 12, 2, 3, 4, 5, 6, 7, 8, 9, ICD_routepoint

Create a Resource Manager

Complete these steps to create a Resource Manager.

1. Select **User > Add a New User** to create the Resource Manager user and associate all of the devices that take ICD calls as defined in step 1 of the previous procedure.



2. Assign a UserID and User password for the RM User.

Note: **Enable CTI Application Use** needs to be checked for this user. Click **Insert**.

User Information

[Back to user list](#)

Application Profiles

<No Application Profiles>

Application Profiles can be accessed after the new User is inserted in the directory.

User : New User

Status: Please enter information for the new user.

First Name*	<input type="text" value="rm"/>
Last Name*	<input type="text" value="user"/>
UserID*	<input type="text" value="rm"/>
User Password*	<input type="password" value="*****"/>
Confirm Password*	<input type="password" value="*****"/>
PIN*	<input type="password" value="*****"/>
Confirm PIN*	<input type="password" value="*****"/>
Telephone Number	<input type="text"/>
Manager	<input type="text"/>
Department	<input type="text"/>
Enable CTI Application Use	<input checked="" type="checkbox"/>

* indicates required item.

- Associate all the agents' phones to the RM user and click **Device Association** on the left side of the window.

User Information

[Personal Information](#)
[Back to user list](#)

rm's Application Profiles

- [Device Association](#)
- [Auto Attendant](#)
- [Extension Mobility](#)
- [SoftPhone](#)

User : rm user

Status: Insert Successful.

First Name*	<input type="text" value="rm"/>
Last Name*	<input type="text" value="user"/>
UserID	rm
User Password*	<input type="password" value="*****"/>
Confirm Password*	<input type="password" value="*****"/>
PIN*	<input type="password" value="*****"/>
Confirm PIN*	<input type="password" value="*****"/>
Telephone Number	<input type="text"/>
Manager	<input type="text"/>
Department	<input type="text"/>
Enable CTI Application Use	<input checked="" type="checkbox"/>
Number of Digits Needed for Unique AA Name	5
AutoAttendant Dialing	userm
Associated PC	Not Defined
Primary Extension	none
ICD Extension	Not Defined
Controlled Devices	None
Enable Authentication Proxy	False

Search for the Agent's phones and check the boxes.

Note: The **No Primary Extension** and **No ICD Extension** radio buttons should be selected. Click **Update**.















User Information

[Personal Information](#)
[Back to user list](#)

Available Devices

Check All on Page Check All in Search

No Primary Extension
 No ICD Extension

Type	Device Name	Description	Primary Ext.	Extension	ICD Ext.
<input type="checkbox"/> 	SEP000196BFFC2A	Auto 1005	<input type="radio"/>	1005	<input type="radio"/>
<input type="checkbox"/> 	SEP000196BFFC2A	Auto 1005	<input type="radio"/>	1006	<input type="radio"/>
<input type="checkbox"/> 	SEP000196BFFC2A	Auto 1005	<input type="radio"/>	1007	<input type="radio"/>
<input type="checkbox"/> 	SEP000196BFFC2A	Auto 1005	<input type="radio"/>	1008	<input type="radio"/>
<input type="checkbox"/> 	SEP00036BE7B3B8	Auto 1004	<input type="radio"/>	1004	<input type="radio"/>
<input type="checkbox"/> 	SEP00044D0217C7	Auto 1002	<input type="radio"/>	1002	<input type="radio"/>
<input type="checkbox"/> 	SEP003094C27918	Auto 1000	<input type="radio"/>	1600	<input type="radio"/>
<input type="checkbox"/> 	SEP003094C38E62	Auto 1003	<input type="radio"/>	1003	<input type="radio"/>
<input checked="" type="checkbox"/> 	SEP003094C3BFFE	7960 Phone	<input type="radio"/>	2200	<input type="radio"/>
<input checked="" type="checkbox"/> 	SEP003094C3BFFE	7960 Phone	<input type="radio"/>	2201	<input type="radio"/>
<input checked="" type="checkbox"/> 	SEP003094C3BFFE	7960 Phone	<input type="radio"/>	2202	<input type="radio"/>
<input checked="" type="checkbox"/> 	SEP003094C3BFFE	7960 Phone	<input type="radio"/>	2204	<input type="radio"/>
<input checked="" type="checkbox"/> 	SEP003094C3BFFE	7960 Phone	<input type="radio"/>	2205	<input type="radio"/>
<input checked="" type="checkbox"/> 	SEP003094C3BFFE	7960 Phone	<input type="radio"/>	2206	<input type="radio"/>

After you associate the phones with your RM user, you see them listed as "Controlled Devices" on the User Information page.

4. User Information

[Personal Information](#)
[Back to user list](#)

rm's Application Profiles

- [Device Association](#)
- [Auto Attendant](#)
- [Extension Mobility](#)
- [SoftPhone](#)

User : rm user

Status: Update Successful.

First Name*	<input type="text" value="rm"/>
Last Name*	<input type="text" value="user"/>
UserID	rm
User Password*	<input type="password" value="*****"/>
Confirm Password*	<input type="password" value="*****"/>
PIN*	<input type="password" value="*****"/>
Confirm PIN*	<input type="password" value="*****"/>
Telephone Number	<input type="text"/>
Manager	<input type="text"/>
Department	<input type="text"/>
Enable CTI Application Use	<input checked="" type="checkbox"/>
Number of Digits Needed for Unique AA Name	5
AutoAttendant Dialing	userm
Associated PC	Not Defined
Primary Extension	none
ICD Extension	Not Defined
Controlled Devices	SEP003094C3BFFE

Create the JTAPI User Account

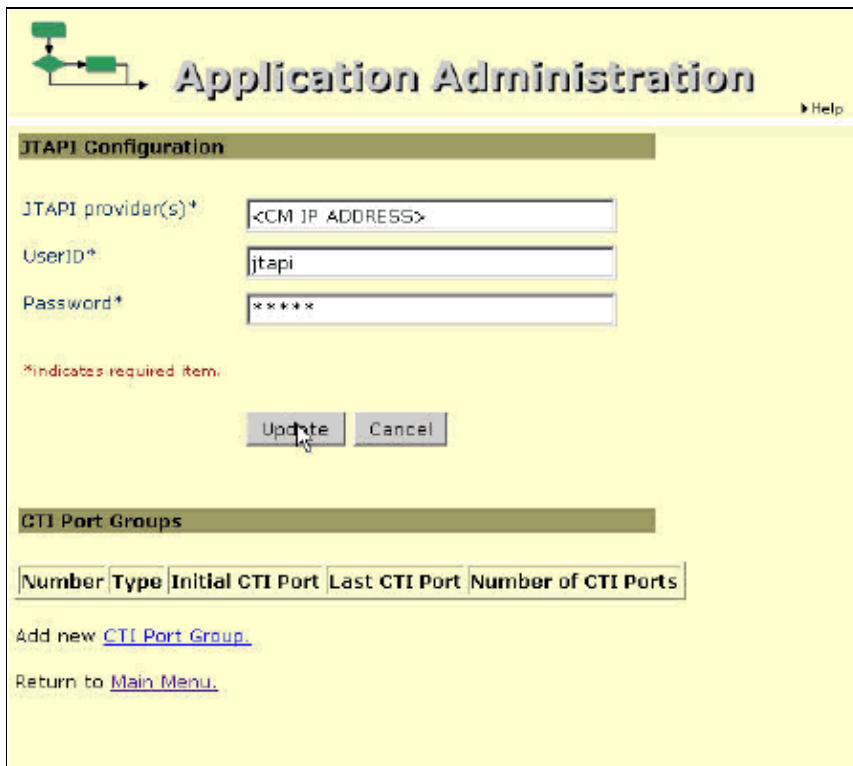
Complete these steps to create the JTAPI user account. Application Administration can be found at <http://<ipaddressofCM>/appadmin/>.

1. Create the JTAPI user. (This matches the user created earlier in Add a JTAPI User for CTI Components.) From the Main Menu click **JTAPI**.

Application Administration Help

Option	Action
Telephony Applications	Create and configure new telephony applications.
Real Time Reporting	Reports the real-time, current-day activity of the engine.
JTAPI	Setup the JTAPI subsystem for telephony applications.
Resource Manager	Setup the Resource Manager subsystem which manages resources for applications.
Media	Setup the media subsystem.
Database	Setup the database subsystem. The database subsystem enables applications to access an enterprise database.
eMail	Setup eMail subsystem. Configure defaults to enable sending eMail.
Plugins	Provides links to Cisco CRA Administrator editor and reporting client installers.
Directory	Setup LDAP directory access. This specifies the access to the directory service, including the LDAP URL. All configuration data directory service.
Engine	Configure engine parameters and monitor engine activity.
Generic Applications	Create and configure new generic applications.
HTTP Triggers	Create and configure new HTTP Subsystem Triggers.

2. Enter the Cisco CallManager's IP address, the JTAPI username and password, and click **Update**.



Application Administration ▶ Help

JTAPI Configuration

JTAPI provider(s)*

UserID*

Password*

*Indicates required item.

CTI Port Groups

Number	Type	Initial CTI Port	Last CTI Port	Number of CTI Ports
--------	------	------------------	---------------	---------------------

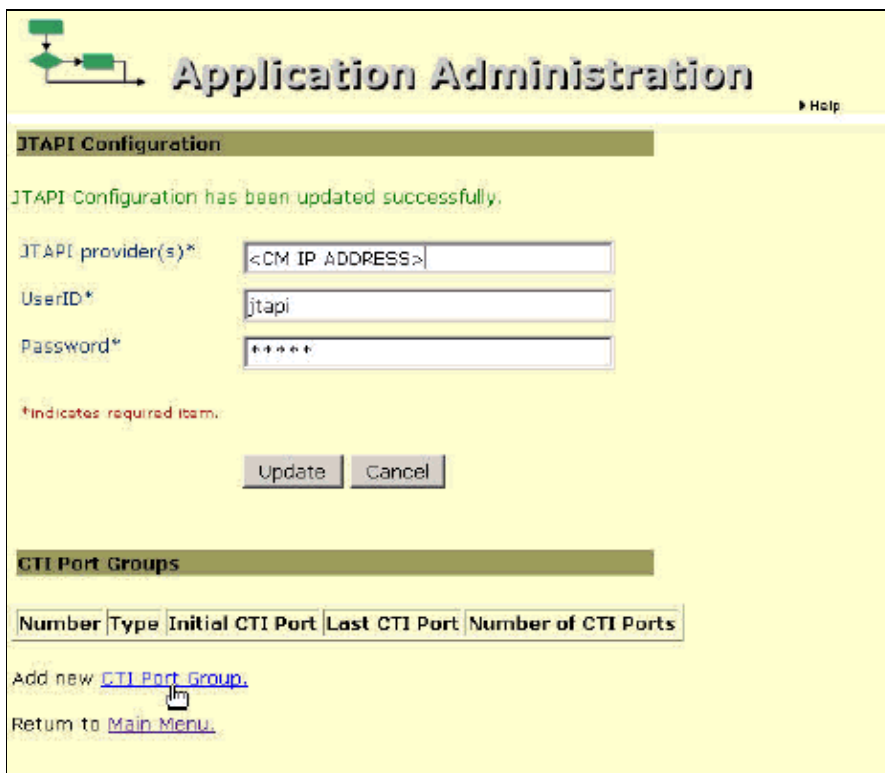
Add new [CTI Port Group](#).

Return to [Main Menu](#).

Create the Application's CTI Port Group

Complete these steps to create the application's CTI port group.

1. Click **CTI Port Group**.



Application Administration ▶ Help

JTAPI Configuration

JTAPI Configuration has been updated successfully.

JTAPI provider(s)*

UserID*

Password*

*Indicates required item.

CTI Port Groups

Number	Type	Initial CTI Port	Last CTI Port	Number of CTI Ports
--------	------	------------------	---------------	---------------------

Add new [CTI Port Group](#).

Return to [Main Menu](#).

2. Select **Applications** from the pull down menu and click **Next**.

Application Administration ▶ Help

Add a New CTI Port Group

Select the CTI Port Group type you would like to create

CTI Port Group Type*

3. Assign a reference number (positive integer) and the initial and last CTI port that you created in Add a CTI Port and click **Update**.

Application Administration ▶ Help

CTI Port Group Configuration (Applications)

Number*

Initial CTI Port*

Last CTI Port*

* indicates required item.

Application CTI Route Points			
Name	CTI Route Point	Max session	Enabled
Add new application .			
Return to JTAPI Configuration .			
Return to Main Menu .			

Create the RM User

Complete these steps to create the RM user.

1. From the CTI port group configuration page, click **Main Menu**.
2. From the Main Menu click **Resource Manager**.
3. Enter the IP address of the Cisco CallManager and the RM username and password that you created in Create a Resource Manager. Click **Update** when you are finished.

Add a Resource Group

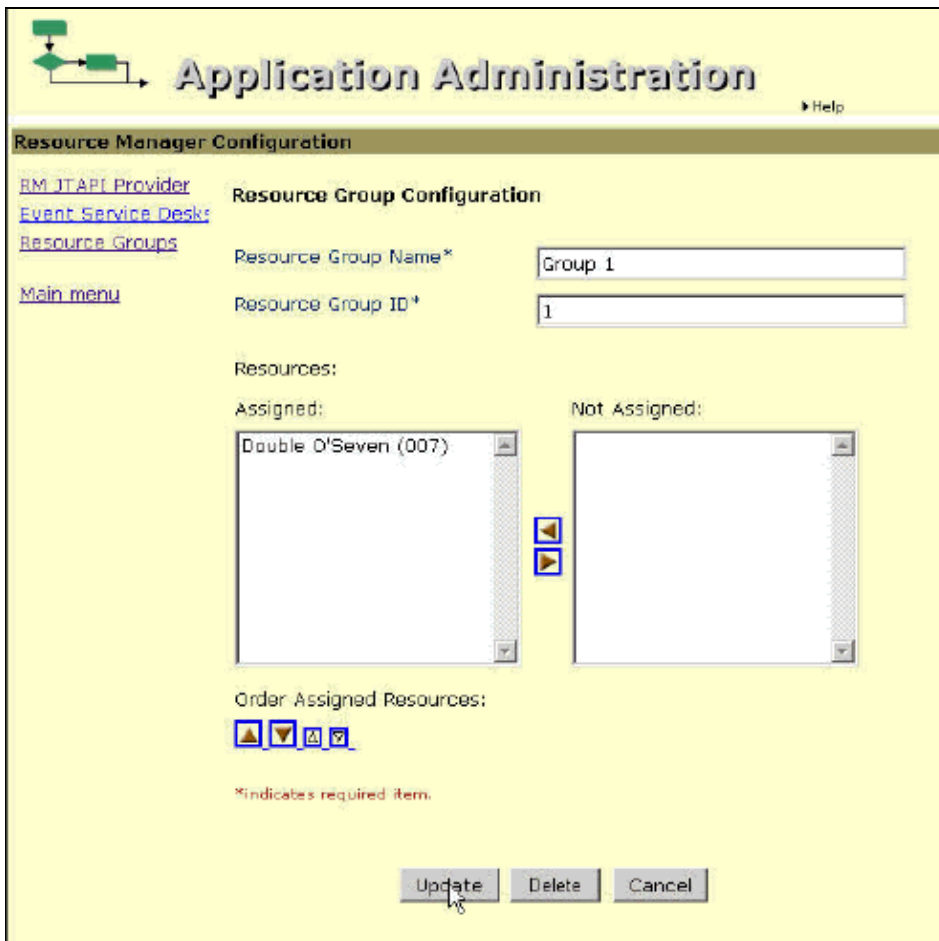
Complete these steps to add a resource group.

1. Click **Resource Groups** from the menu on the left side of the window to add a Resource Group.

2. Click **Resource Group** to add a new Resource Group.



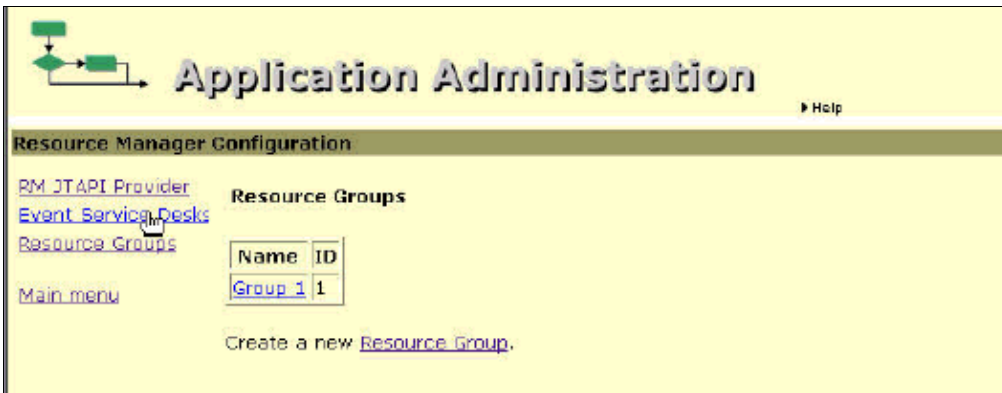
3. Assign a name for the Resource Group, as well as a Resource Group ID (positive integer). Assign agents to the Resource group using the arrows in the middle of the page and click **Update**.



Add an Event Service Desk

Complete these steps to add an event service desk.

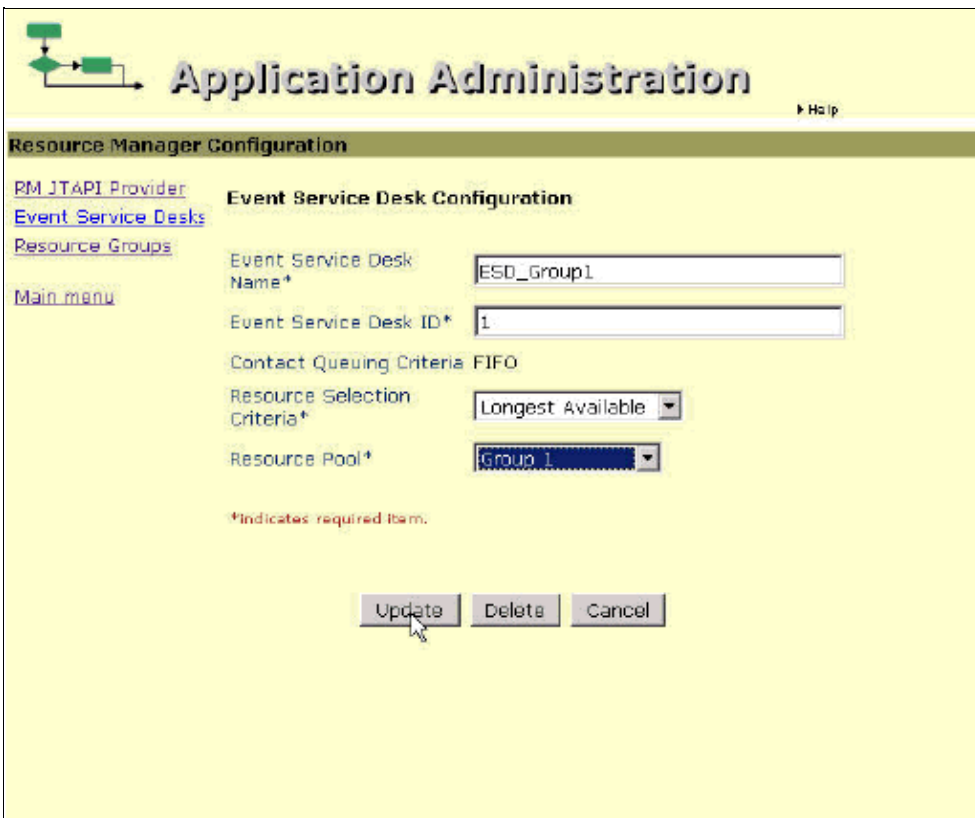
1. Click **Event Service Desk** from the menu on the left hand side of the window.



2. Click **Event Service Desks** to add a new Event Service Desk.



3. Assign a name to the Event Service Desk, as well as an Event Service Desks ID (positive integer) and select a Resource Selection Criteria. Assign the Resource Pool (resource group that you created in Add a Resource Group) to be associated with the Event Service Desk. Click **Update** to complete this step.



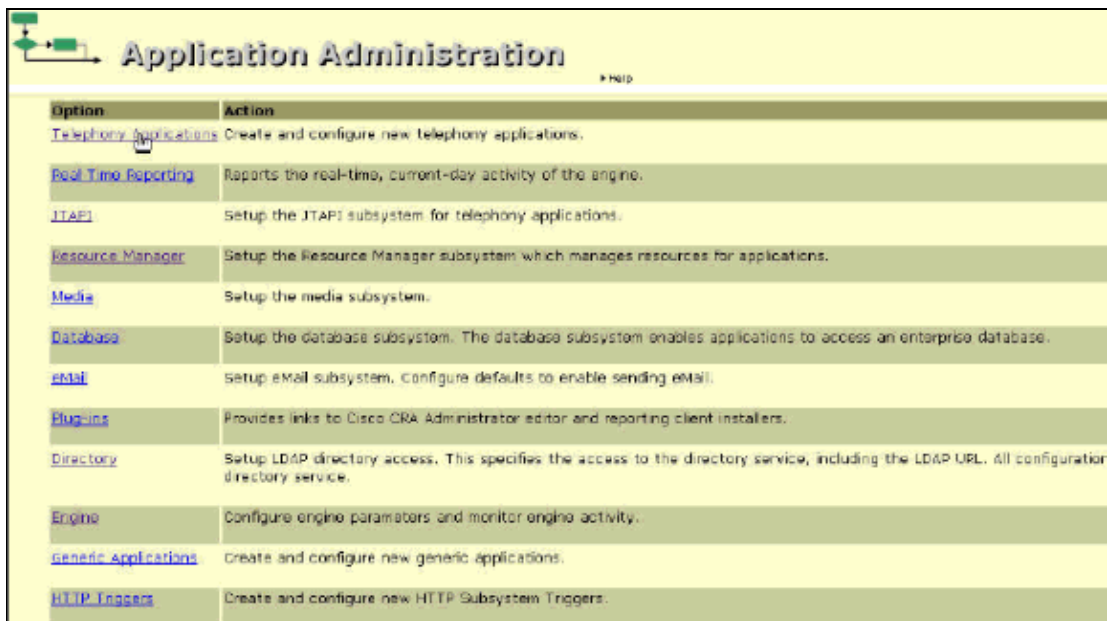
4. You should now see the Event Service Desk that you just created listed on the window. Click **Main Menu** to return to the main menu from the menu on the left hand side of the window.



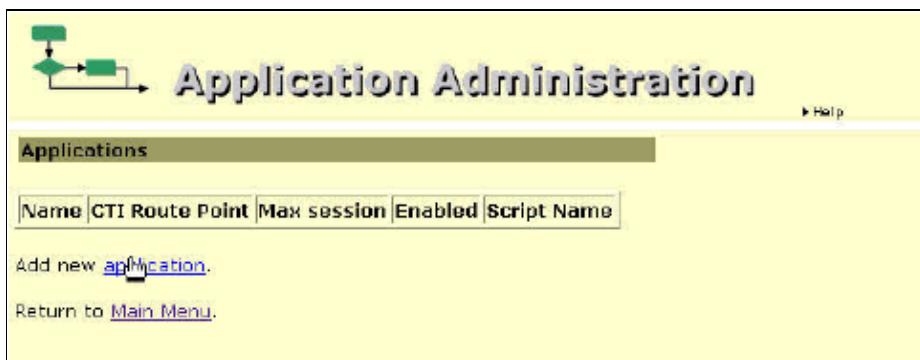
Assign a Name to the Application

Complete these steps to assign a name to the application.

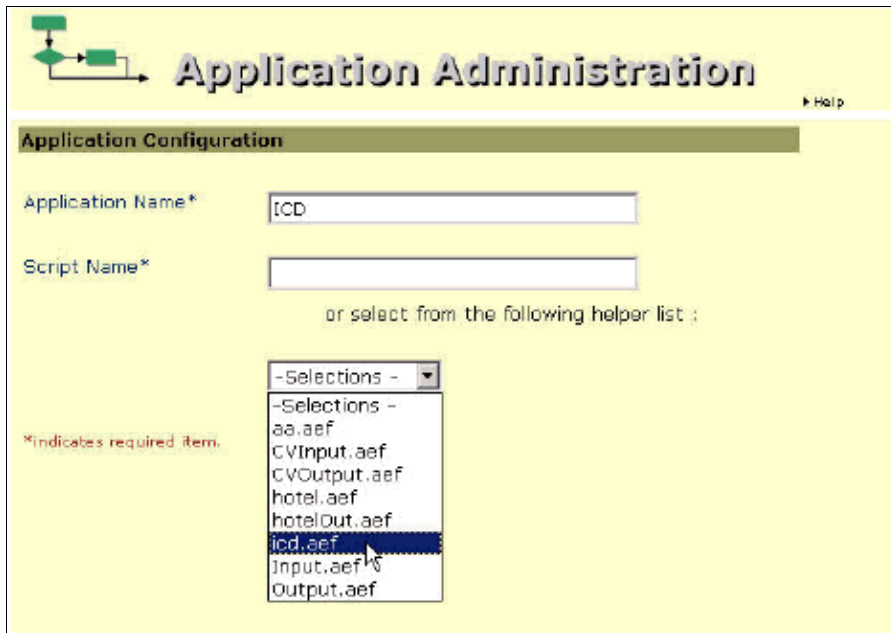
1. Click **Telephony Applications**.



2. Click **Application** to add a new application.



3. Assign a name to your application (for example, ICD). Select the script from the pull down menu for ICS (select icd.aef) and click **Next**.



4. Assign these parameters to the application:

- ◆ **CTI Route Point:** As in Add JTAPI User for CTI Components.
- ◆ **ESD:** As in Add an Event Service Desk.

Note: This is case sensitive.

- ◆ **Maximum Number of Sessions:** This depends on how many CTI ports you created in Adding a CTI Port. The total maximum number of sessions for all applications is equal to the number of CTI ports in your CTI group.

5. Select **Yes** to enable to application.

6. Select the DelayWhileQueued, WelcomePrompt and QueuePrompt that you would like played during the ICD application and click **Update**.

Application Administration ▶ Help

Application Parameters Configuration

Application Name*

CTI Route Point*

Script Name

Maximum Number of Sessions*

Enabled* Yes No

ESD*

DelayWhileQueued*

WelcomePrompt*

QueuePrompt*

*Indicates required item.

Note: DelayWhileQueued value delays a queued call within a workflow. Make sure that the value for DelayWhileQueued is not set to zero. If you configure zero for this parameter, the result can be that the calls do not get queued.

7. Click **Main Menu**.

Application Administration ▶ Help

Applications

Name	CTI Route Point	Max session	Enabled	Script Name
ICD	6000	1	Yes	icd.aef

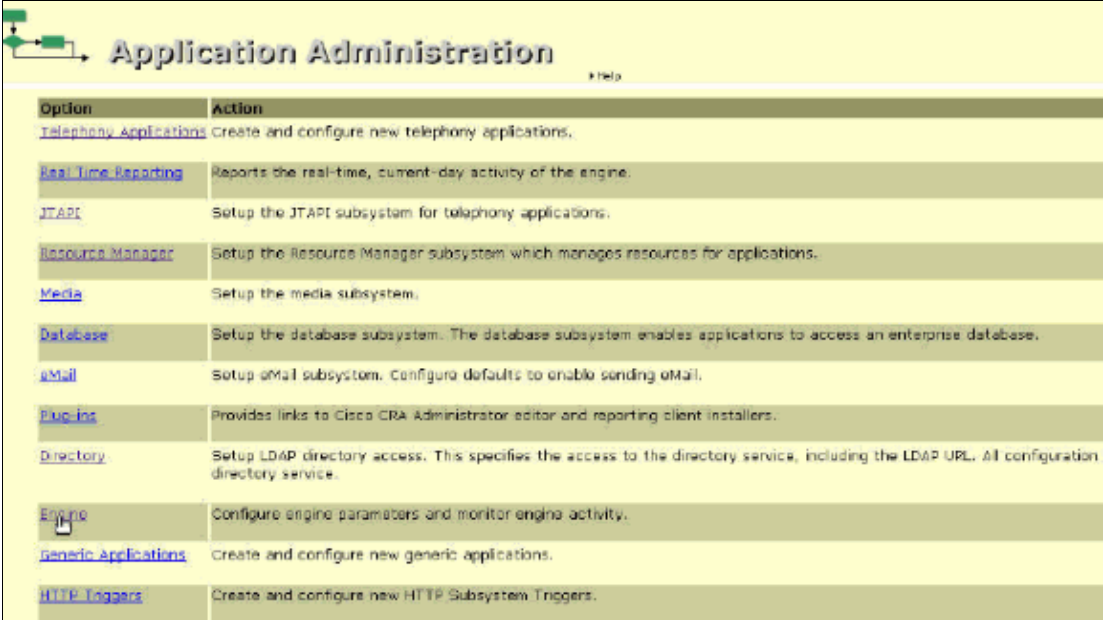
Add new [application](#).

Return to [Main Menu](#).

Verify Engine Operation

Complete these steps to verify the engine operation.

1. Click **Engine** from the Main Menu.



The screenshot shows the 'Application Administration' page with a navigation menu on the left and a table of options. The table lists various administrative actions and their descriptions.

Option	Action
Telephony Applications	Create and configure new telephony applications.
Real Time Reporting	Reports the real-time, current-day activity of the engine.
JTAPI	Setup the JTAPI subsystem for telephony applications.
Resource Manager	Setup the Resource Manager subsystem which manages resources for applications.
Media	Setup the media subsystem.
Database	Setup the database subsystem. The database subsystem enables applications to access an enterprise database.
eMail	Setup eMail subsystem. Configure defaults to enable sending eMail.
Eug-Ins	Provides links to Cisco CRA Administrator editor and reporting client installers.
Directory	Setup LDAP directory access. This specifies the access to the directory service, including the LDAP URL. All configuration directory service.
Engine	Configure engine parameters and monitor engine activity.
Generic Applications	Create and configure new generic applications.
HTTP Triggers	Create and configure new HTTP Subsystem Triggers.

2. Click **Start Engine**. If the engine is already started, click **Stop Engine** and then restart it.



The screenshot shows the 'Engine' status page. It includes a navigation menu on the left, a status table, and control buttons. The status table shows the engine is currently 'Stopped'.

Status	
System	Status
Engine	Stopped
Subsystems	
Unavailable	

Start Engine Stop Engine

Last updated 01/05/2002 23:42:57
 Auto-refresh every seconds.

3. Check the **Auto-refresh every 3 seconds** box.

When all is configured correctly, the Application, RM-CM, HTTP, and JTAPI Subsystems should have IN_SERVICE listed for their status.

The screenshot displays the 'Application Administration' web interface. At the top left is a logo with a green square and a black arrow. The title 'Application Administration' is centered at the top, with a 'Help' link to the right. Below the title is a dark green bar with the word 'Engine' in white. On the left side, there are several blue links: 'Status', 'Configure', 'Trace configuration', 'Trace files', 'Refresh Scripts', and 'Main Menu'. The main content area features a 'Status' section with a table. The table has two columns: 'System' and 'Status'. Below the table are two buttons: 'Start Engine' and 'Stop Engine'. At the bottom, there is a timestamp 'Last updated 01/05/2002 23:49:37' and a checkbox labeled 'Auto-refresh every' followed by a text input field containing the number '3' and the word 'seconds'.

System	Status
Engine	Running
Subsystems	
JTAP1 Subsystem	IN_SERVICE
HTTP Subsystem	IN_SERVICE
E-Mail Subsystem	OUT_OF_SERVICE
RM-CM Subsystem	IN_SERVICE
Database Subsystem	OUT_OF_SERVICE
Application Subsystem	IN_SERVICE

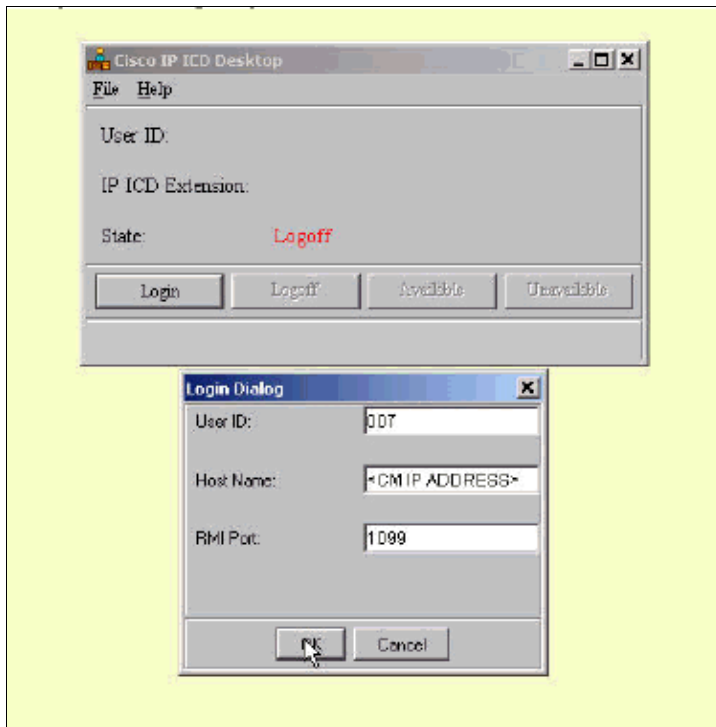
Install the Agent Desktop

Complete these steps to install the agent desktop.

1. Once you have downloaded and installed the Agent Desktop click the **Agent Desktop** icon to bring login.
2. Click **Login** and enter your Agent's userid (for example, 007).

Note: Do not use upper case characters for this userid, as the agent login only passes lower case characters to Cisco CallManager.

3. Enter your Cisco CallManager's IP address and click **OK**.



4. Click **Available** to allow the agent to start receiving calls from the ICD script.



For problems with agent log in, check the username for upper case characters. If the agent is still unable to log in, open a TAC case and attach the logs on the Agent's PC located at **C:/program files/wfavvid/AgentDesktop(xx).txt** .

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support – Cisco Systems**

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