

Installing a Cisco ICM PG to Interface with an Avaya Definity G3 Call Center

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Introduction

This document describes the procedure to set up the Cisco Intelligent Contact Management (ICM) Peripheral Gateway (PG) to interface with an Avaya Definity G3 Call Center.

Note: This document is only applicable to Definity ECS ACD which runs in the Expert Agent Selection Preference Handling Distribution (EAS-PHD) mode.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM functions and configuration
- Avaya Definity G3 functions and configuration

Components Used

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

- All Cisco ICM versions
- Call Visor LAN (CVLAN) Server Software 6.x or later

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.

Installation

In order to install a Cisco ICM PG to interface with an Avaya Definity G3 Call Center, complete these steps:

1. Set the CVLAN/MAPD interface for Event Minimization to **YES**.
2. Set the CVLAN/MAPD interface Terminal End–Point Identifier (TEI) value to **3**.
3. Specify active associations. The valid values are 2048, 4096, and 8192. You can modify this setting only from the Avaya, and to do so, you must recompile the code for the CVLAN server. When you have set the number of associations on the Avaya, ensure that the PG matches this number.
4. Configure all Vector Directory Numbers (VDNs) as peripheral targets.
5. Include the **skillnum** argument and all monitored skillgroup IDs in the Call Management System (CMS) skillgroups report.

You can encounter numerous problems with reports and routing if you configure the Cisco ICM PG improperly. If you encounter such problems, call the Cisco Applications Technology Group (ATG) Technical Assistance Center (TAC) and request a copy of the document "GED95 – ICR System Manager Guide Supplement".

Related Information

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